



## Medical Documentation Requirements

### Key Points

- The Department of Veterans Affairs (VA) uses documentation to help manage Veteran care.
- By making sure medical documentation is submitted in a complete and timely manner, VA Community Care Network (CCN) providers can support the delivery of timely and appropriate care for Veterans.
- VA requires that VA CCN providers submit medical documentation to the referring provider and VA within specified time frames (refer to Table 1). Urgent care providers must send medical documentation through secure email or fax to the Veteran's assigned VA Medical Center (VAMC).
- VA CCN medical documentation contains related facts, findings and observations about a Veteran's health history, including past and present illnesses, examinations, tests, treatments and outcomes.

VA CCN providers should maintain medical records in a manner that is current, detailed and organized. Medical documentation must be presented in a legible format. As part of the required VA CCN medical documentation, providers must have a release of medical records with the Veteran's signature on file.

Medical documentation must include:

- VA CCN provider authentication (including a written signature, written initials or electronic signature and provider phone number)
- The Veteran's unique identifier
  - Integration Control Number (ICN) – primary beneficiary ID; or
  - Social Security Number – secondary beneficiary ID; or
  - Electronic Data Interchange Patient Identifier (EDIPI); or
  - Patient Control Number (PCN)



- Veteran's full name (including suffix)
- Veteran's date of birth
- Referral number

A VA CCN provider may submit medical documentation to VA using:

- HealthShare Referral Manager (HSRM) at [va.gov/communitycare](http://va.gov/communitycare) > For Providers > Care Coordination > [HealthShare Referral Manager](#) (not available for Urgent Care)
- VA Health Information Exchange (VHIE) at [va.gov/communitycare](http://va.gov/communitycare) > For Providers > [VA Exchange for Community Care Partners](#) (not available for Urgent Care)
- Secure, encrypted email (Direct Messaging, Azure) at [va.gov/communitycare](http://va.gov/communitycare) > For Providers > [VA Direct Messaging](#)
- Secure fax located on the approved referral

### Submission Time Frames

VA requires that providers submit medical documentation to VA and the referring provider according to the following time frames:

Table 1: Medical Documentation Submission Time Frames

Documentation	Submission Time Frame
Medical Documentation	Outpatient care: <ul style="list-style-type: none"> <li>• Within 30 days of the Veteran's initial appointment</li> <li>• Within 30 days of completing care included on a VA-approved referral</li> </ul> Inpatient care: <ul style="list-style-type: none"> <li>• Within 30 day of discharge including the discharge summary</li> </ul> Additional VA requests: <ul style="list-style-type: none"> <li>• When VA requests medical documentation, it will include the submission deadline.</li> <li>• For urgent requests from VA, documentation is required within 24 hours of receiving the request.</li> </ul>

### If Medical Documentation Is Not Submitted

Following VA's guidelines for medical documentation is an important part of helping Veterans get timely and appropriate care. If documentation is submitted incomplete or outside of the required timelines, an Optum representative will contact the provider. Requested medical documentation should then be submitted to VA immediately.