Standardized Episode of Care (SEOC)

Key Points

- The Department of Veterans Affairs (VA) determines a Veteran’s eligibility to receive care from a Community Care Network (CCN) provider and which types of care the Veteran can receive.
- VA will issue an approved referral to authorize a specific standardized episode of care (SEOC), which will include the specified number of visits, services and duration, not to exceed one year.

What is a SEOC?

A SEOC is a set of clinically related health care services for a specific unique illness or medical condition (diagnosis and/or procedure) provided by an authorized provider during a defined, authorized period of time not to exceed one year. The VA CCN provider should view the consult order to determine what services VA is requesting.

The VA SEOC billing code list of preapproved billing codes associated to the services within each SEOC is located at [va.gov/COMMUNITYCARE/providers/PRCT_requirements.asp#list](http://va.gov/COMMUNITYCARE/providers/PRCT_requirements.asp#list) or [provider.vacommunitycare.com > Documents & Links > Fee Schedules and VA SEOC Billing Codes > VA SEOC Billing Code List](http://provider.vacommunitycare.com/). 

VA CCN providers can view the SEOC overview on the approved referral, as displayed in example below.
If a SEOC is updated by VA by adding or removing procedure codes, indicated by a new effective date on the [VA SEOC billing code list](https://provider.vacommunitycare.com/Documents&Links), the services associated with the original SEOC listed on the approved referral are valid through the end date of the referral.

Note: The provider should view the consult order in the referral packet to determine what services VA is requesting.

**Requesting Approval for Additional Services**
Providers must submit a Request for Service (RFS) form 10-10172 to VA, when a need is identified for additional care that is outside the original referral and SEOC or if there’s a need to extend the duration of the referral. If care is needed within 48 hours, please contact the VA Medical Center (VAMC) on the approved referral. VA will process all requests within three business days, and the provider will be notified of the decision or outcome through their preferred method of communication. The notification will also indicate if the care will be provided within VA or in the community.

The provider is required to send the completed form to VA the same day the provider determines care is needed.

This form can be uploaded into HealthShare Referral Manager (HSRM) or sent to VA through secure email or secure fax, and must include the provider signature. The signature is necessary, since the RFS form serves as physician orders. This form is available at [provider.vacommunitycare.com](https://provider.vacommunitycare.com) > Documents & Links. A separate form is required for each service requested.

**Locating a SEOC within VA’s HealthShare Referral Manager (HSRM)**
HSRM is VA’s secure online portal for managing referrals and authorizations. Providers can find more information about HSRM at [va.gov/communitycare > For Providers > Request and Coordinate Care > Care Coordination Overview](https://va.gov/communitycare). VA prefers that community providers use HSRM to receive and view approved referrals. For additional methods to receive referrals see the [VA CCN Provider Manual](https://www.va.gov/communitycare). HSRM allows providers to easily view the specific SEOC associated with the Veteran’s care.
You can find the “SEOC Details” when you’re in HSRM, under the Service Requested section of the approved referral. Sample SEOCs are for illustration only.

1. Access HSRM at [access.va.gov/accessva](access.va.gov/accessva)
2. Register or Sign In
3. Under the Service Requested section of the approved referral, click on the “SEOC Details” link in green font.

4. A list will open that will show the services available on the SEOC and the quantity limit.

Please check the HSRM web-based, self-study training. This training is available on [VHA TRAIN](https://vha.train) 24 hours a day, seven days a week. Search courses using the Course Catalog: “community provider lifecycle for HealthShare Referral Manager.” Select lessons 1 through 11 to learn more about HSRM.