



Timeframes for Managing Veteran Care

Key Point

- The Department of Veterans Affairs (VA) created guidelines for the VA Community Care Network (CCN) to ensure the Veteran receives care in a timely manner.

Care Guidelines	Timeframes in Calendar Days
Medical Documentation	<p>For outpatient care, submit medical documentation:</p> <ul style="list-style-type: none"> Within 30 days of the Veteran's initial appointment. Within 30 days of completing care included on a VA approved referral. <p>For inpatient care, submit medical documentation:</p> <ul style="list-style-type: none"> Within 30 days of discharge including at a minimum the discharge summary. <p>For additional VA requests, submit medical documentation:</p> <ul style="list-style-type: none"> When VA requests medical documentation, it will include the submission deadline. For urgent requests from VA, documentation is required within 24 hours of receiving the request.
Pharmacy Requests	<p>For continued treatment beyond the initial urgent/emergent 14-day supply, VA CCN providers must write a second prescription and submit it within one hour to the authorizing VA facility's pharmacy by electronic prescribing or fax for processing.</p>
Timely Filing	<p>Within 180 days of the service with the approved referral number.</p>



Care Guidelines	Timeframes in Calendar Days
Claims Reconsideration	<ul style="list-style-type: none">• Within 90 days from the process date for denied or partially denied claims.• Within 12 months from process date when claim has not been denied partially or in whole, but the provider believes claim has been incorrectly paid.
Claims Processing	Optum is committed to processing 98 percent of all clean claims within 30 days.

More Information

Instructions on how to submit medical documentation, claims and reconsideration requests are in the VA CCN Provider Manual available at vacommunitycare.com.