Optum
UnitedHealthcare
VA Community Care Network

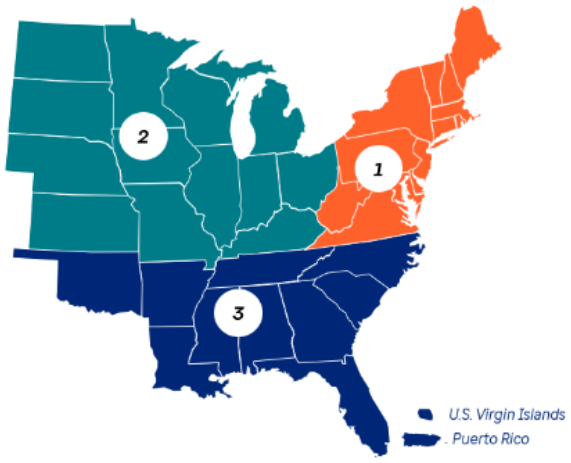
myVACCN by PGBA

myVACCN.com Provider Portal Guide

Overview

myVACCN.com serves providers in the VA CCN network for regions 1, 2 and 3.

Region 1	Region 2	Region 3
• Connecticut • Delaware • District of Columbia • Maine • Maryland • Massachusetts • New Hampshire • New Jersey • New York • North Carolina • Pennsylvania • Rhode Island • Vermont • Virginia • West Virginia	• Illinois • Indiana • Iowa • Kansas • Kentucky • Michigan • Minnesota • Missouri • Nebraska • North Dakota • Ohio • South Dakota • Wisconsin	• Alabama • Arkansas • Florida • Georgia • Louisiana • Mississippi • Oklahoma • Puerto Rico • South Carolina • Tennessee • U.S. Virgin Islands



This reference guide will help you navigate through the secure provider web portal and explain the self-service options.

Why become a registered member of the myVACCN website?

The secure provider portal offers fast, easy self-service anytime, day or night. Registered providers can:

- Check medical claims status
- Create Claims Data Reports (view claims for all your patients in one report)
- Check veteran eligibility
- View referrals
- Chat real-time with a customer service agent
- Submit both professional and institutional medical claims online with our free XPressClaim® application
- Use the Account Administration feature to control website access for your Tax ID Number

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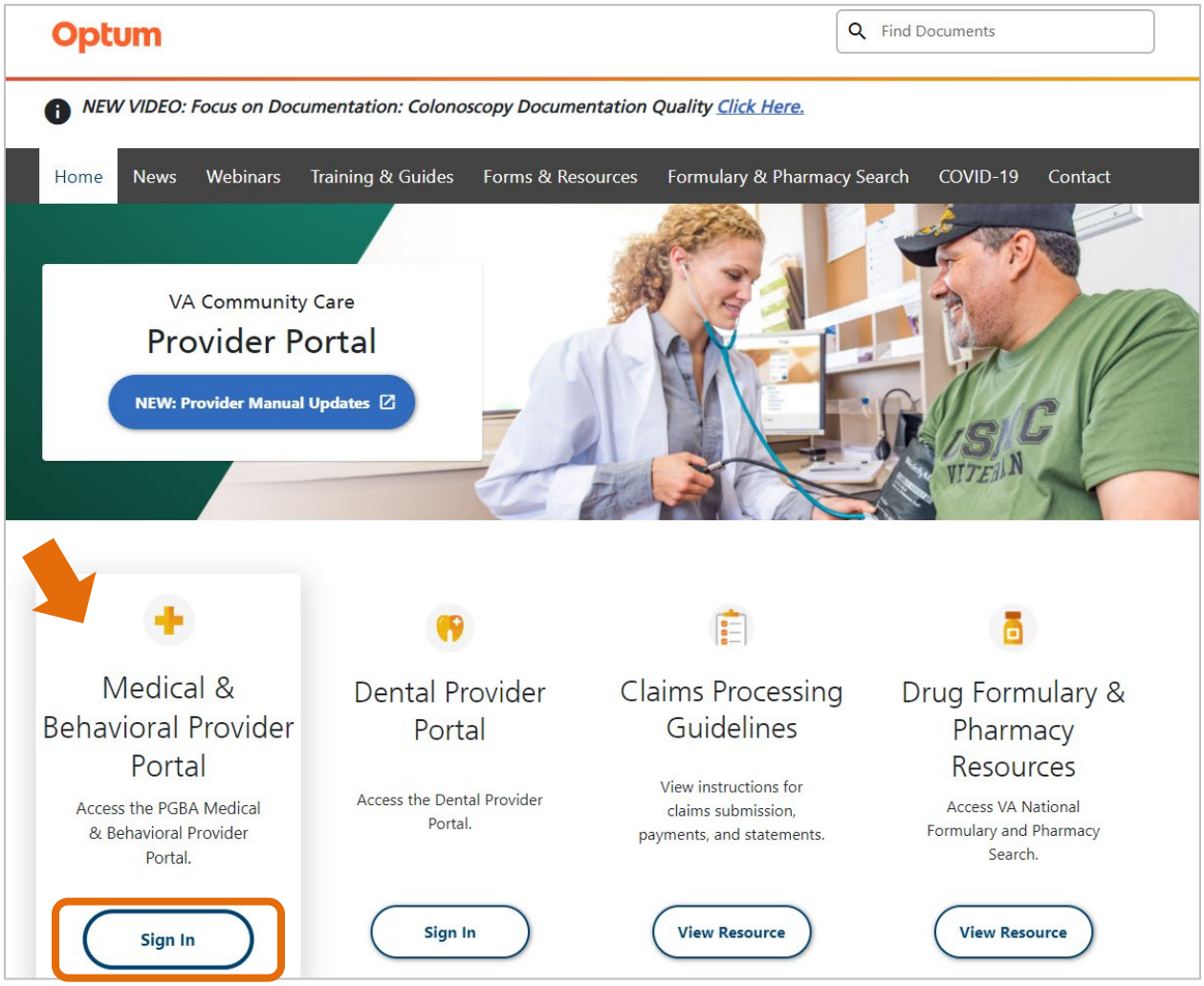
Provider Web Portal Registration

To access the secure provider self-service options, you must be a VA CCN provider and complete a one-time Web registration. Please go to vacommunitycare.com/provider and select **Sign In** for the **Medical & Behavioral Provider Portal**.



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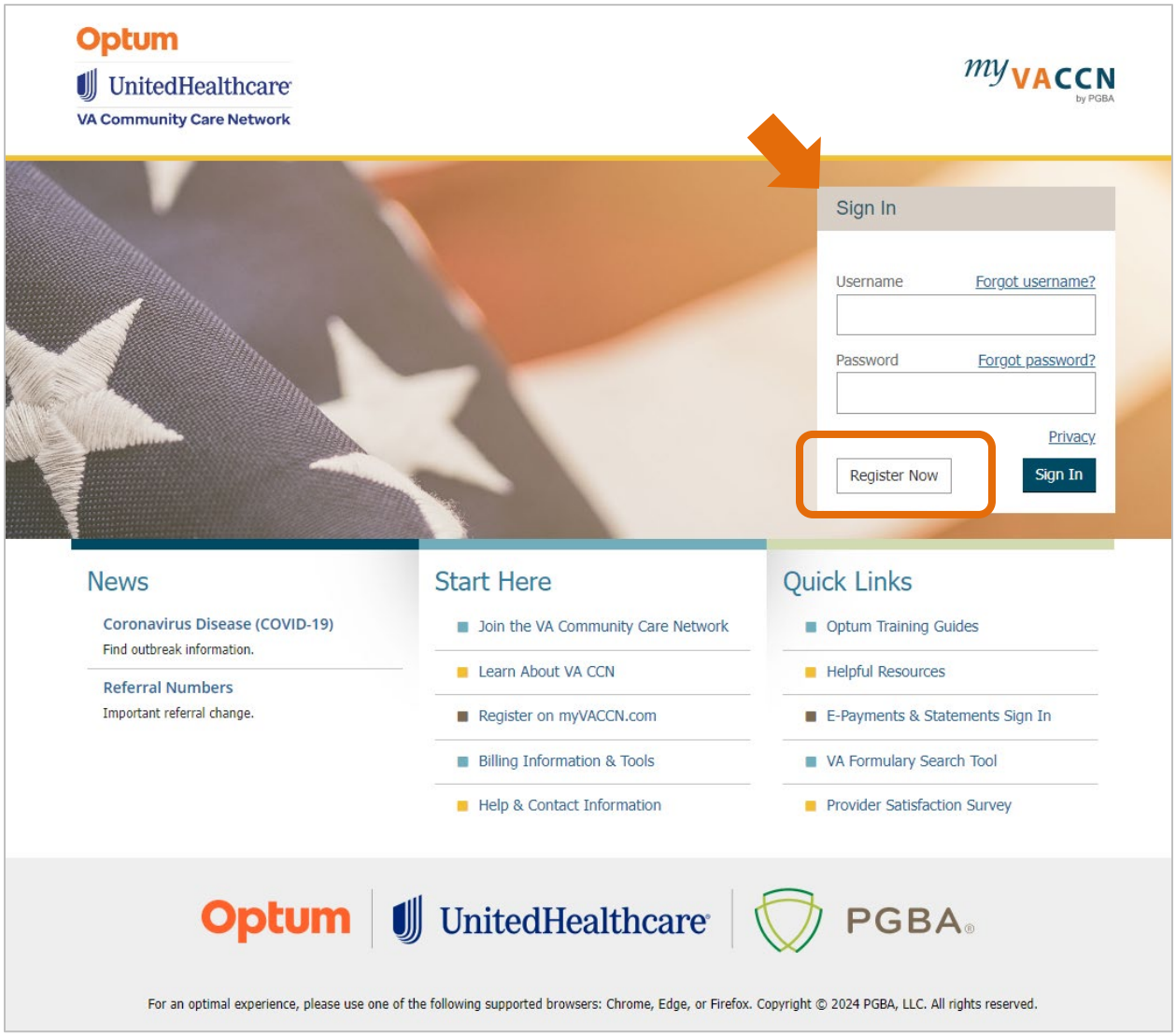
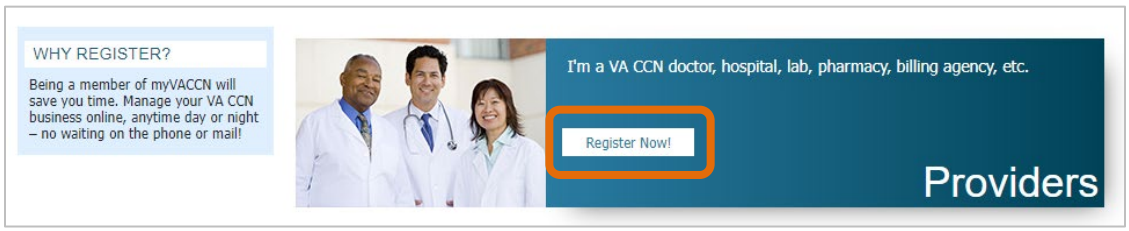
Then, select **Register Now** from the Sign In box to get started. On subsequent visits, you'll **Sign In** with your username and password to access the secure features.



On the next screen, select the "**Register Now!**" for Providers.



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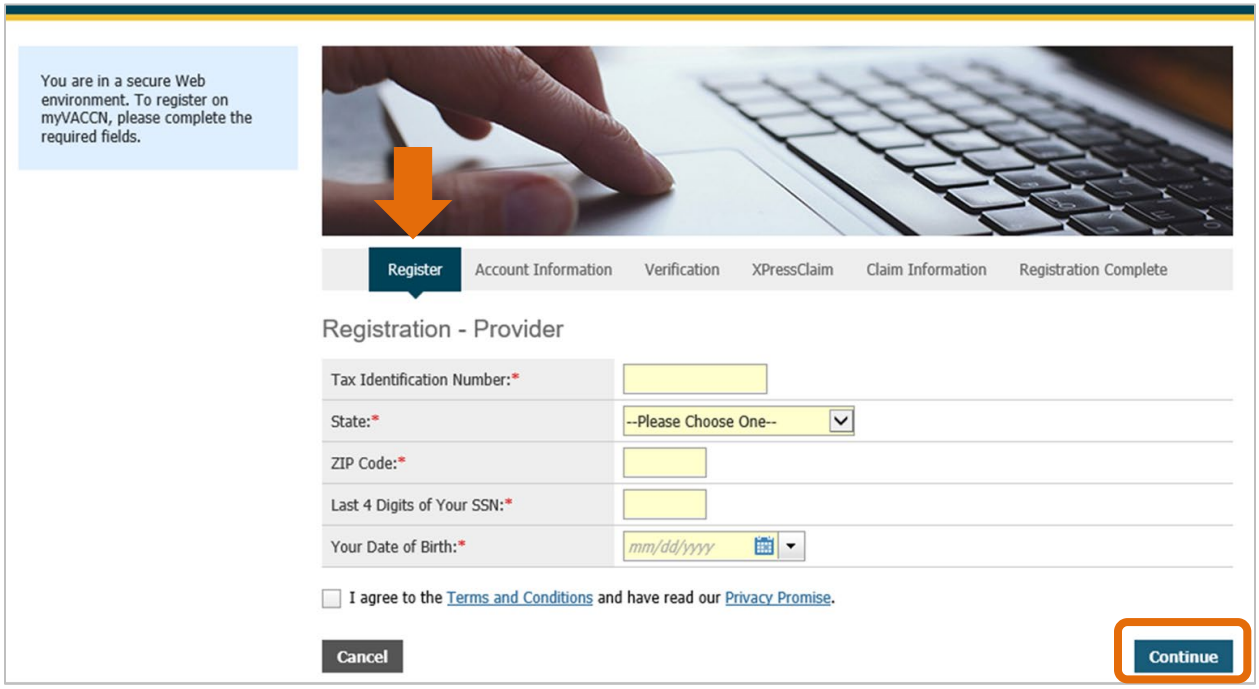
Register

Enter the provider's Tax ID, state and ZIP code along with your personal information (last four digits of your SSN and your date of birth) so that we can verify your identity in both the registration process and future sessions. You'll need this information later for account verification.

Important: Each person in your office who needs access should create a separate account. An account is required for each Tax ID that you manage.

Please read the Terms and Conditions and Privacy Promise. Select the checkbox to agree and then **Continue**.



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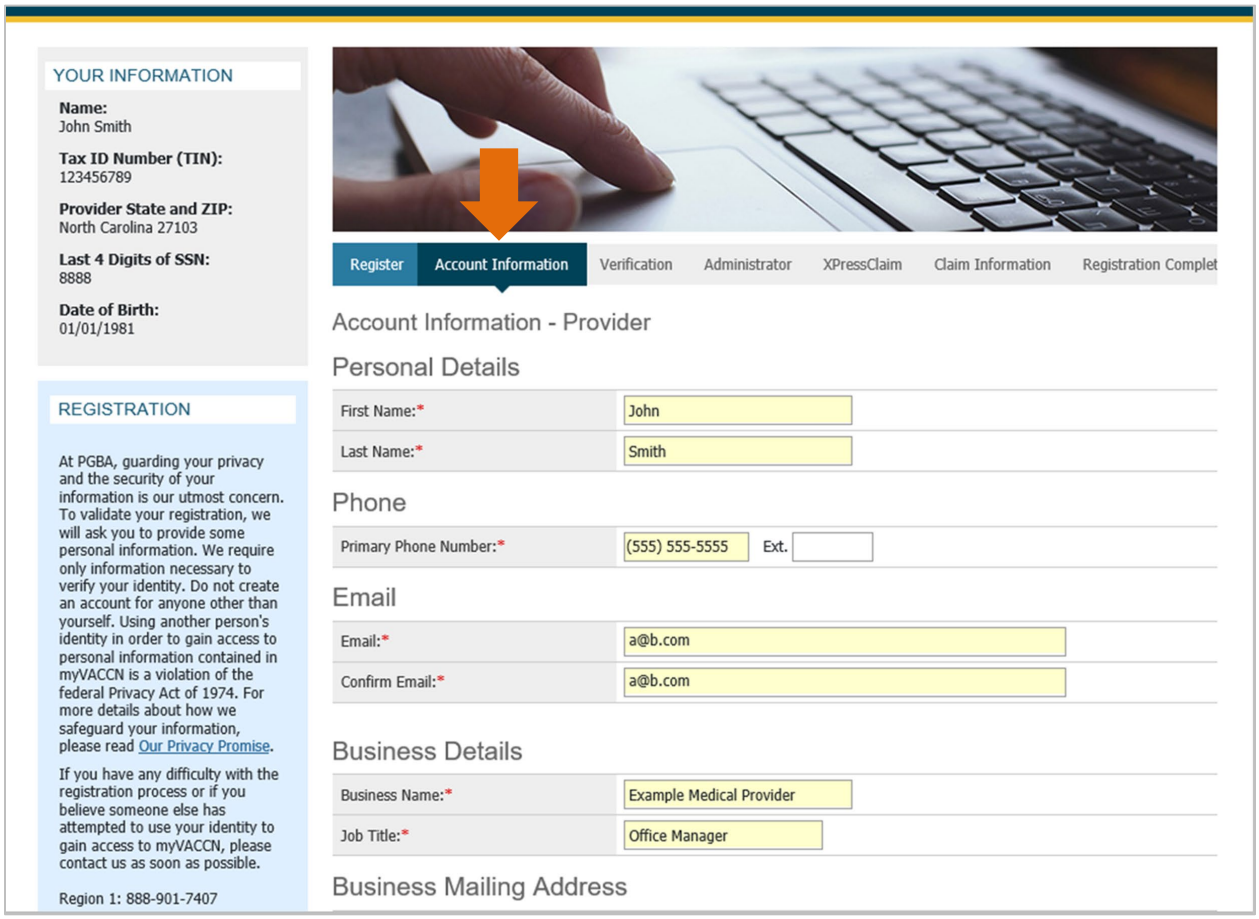
Account Information

Next, enter your personal and business details in the Account Information step.



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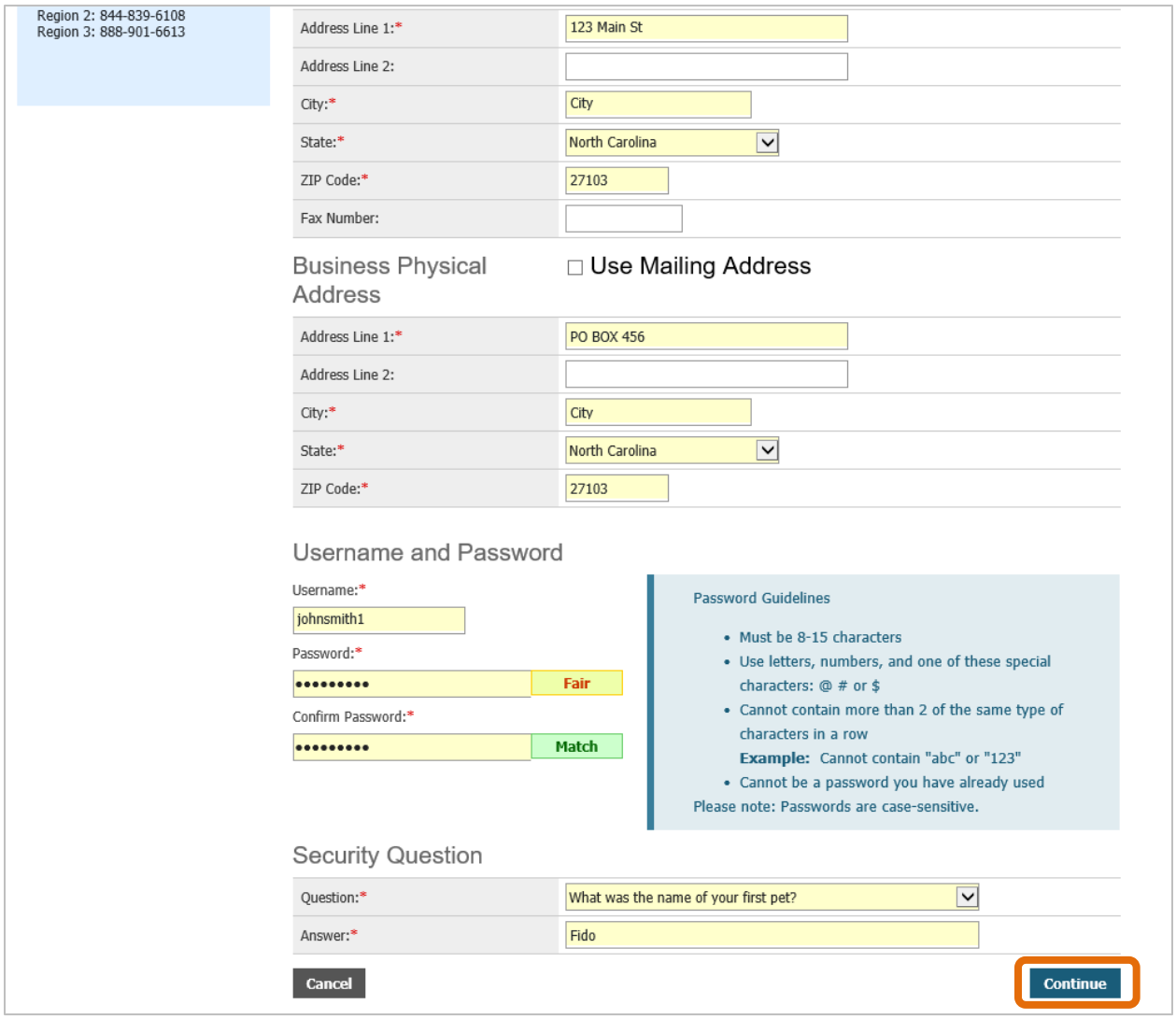
Complete all the required fields and then **Continue**.



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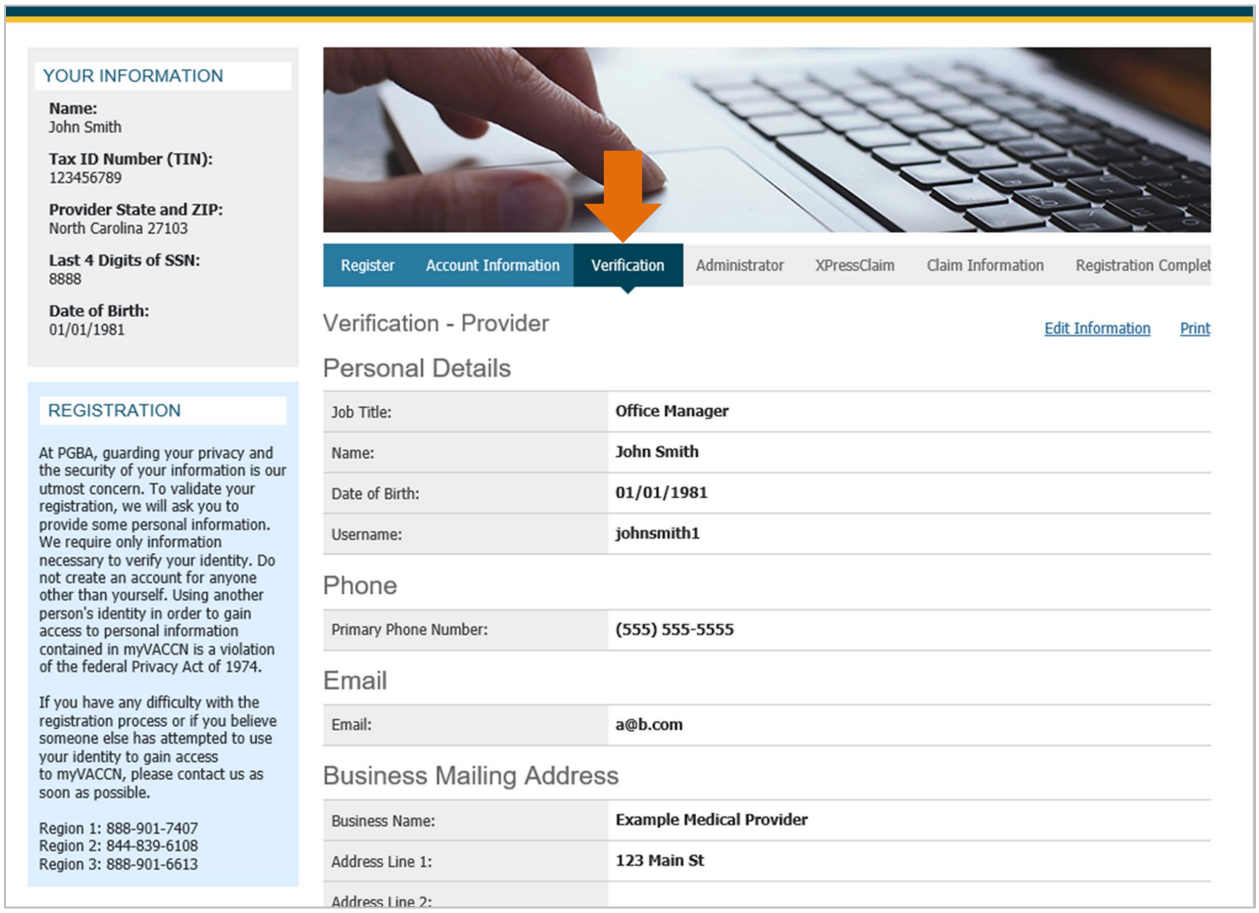
Verification

Verify that the registration information is correct.



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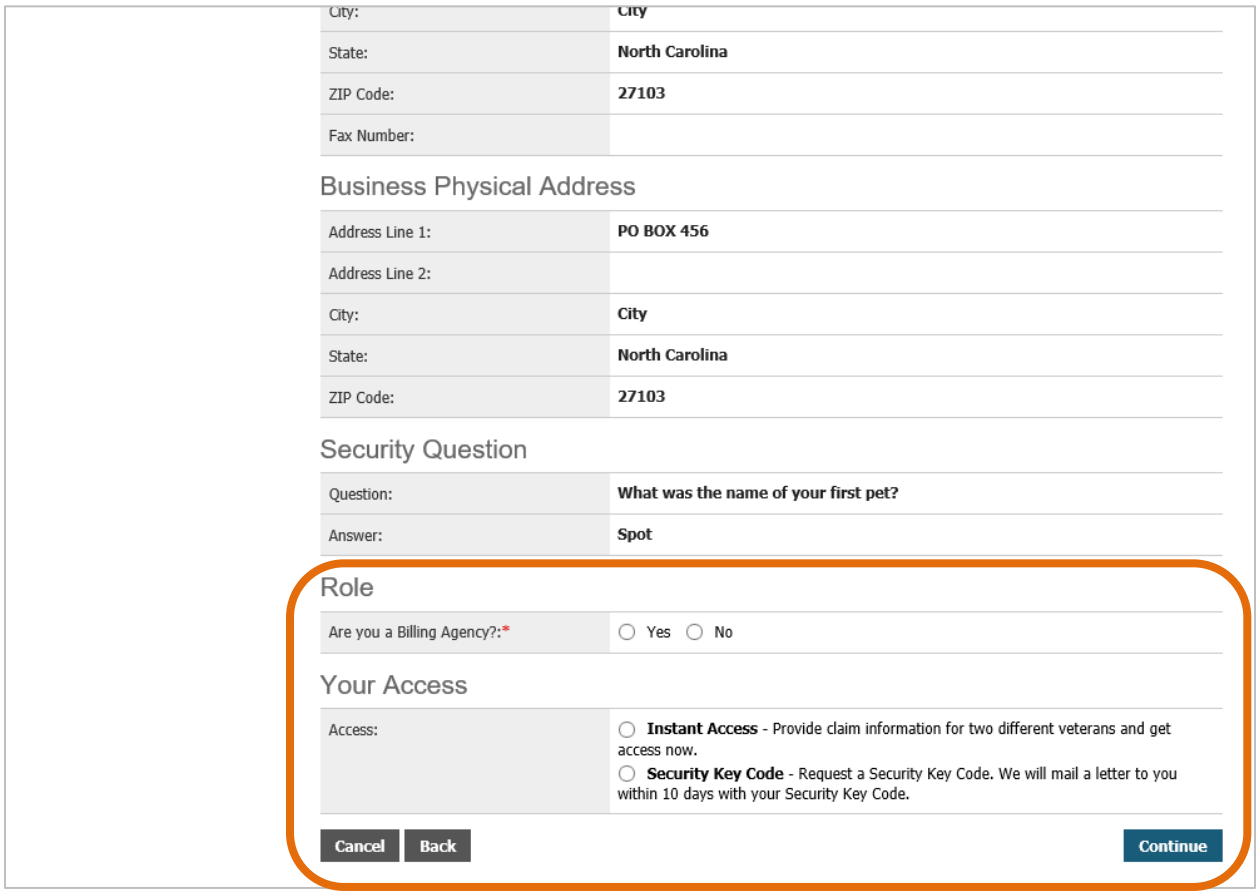
Registration Type

Answer the **Role** question and choose the type of registration: **Instant Access** or **Security Key Code (SKC)**. If you have VA CCN claims on file for two different veterans, choose the Instant Access option to gain immediate access. Otherwise, choose the SKC option to gain access by postal mail; a unique code will arrive in the mail within 7 to 10 days.

Please note: If there is an Account Administrator assigned to your Tax ID who has already completed registration, the administrator can sign in and approve your access after you register. Once approved, the SKC or claims information is not required.



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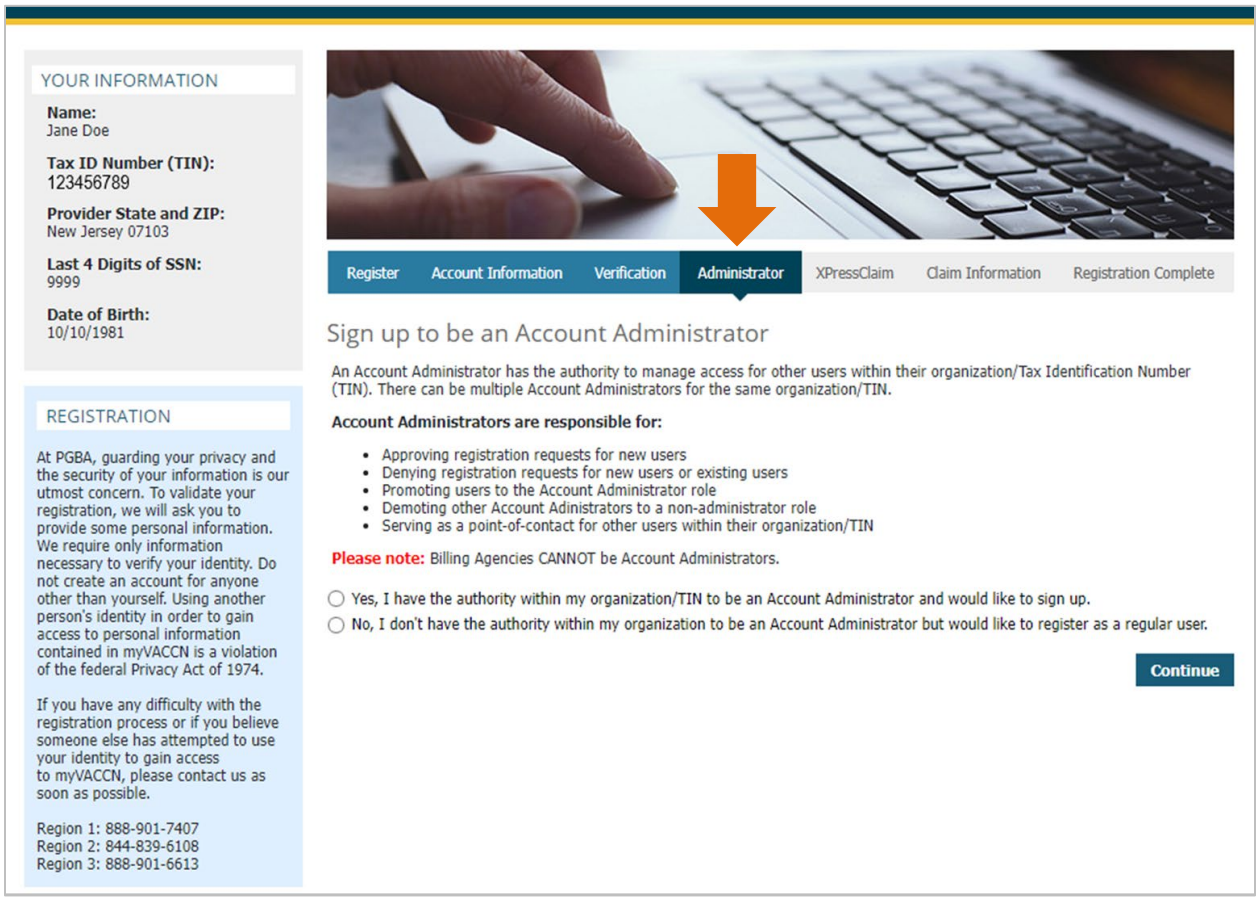
Account Administrator

Next, you will have the option to sign up to be an Account Administrator. Administrators control website access for their Tax ID.



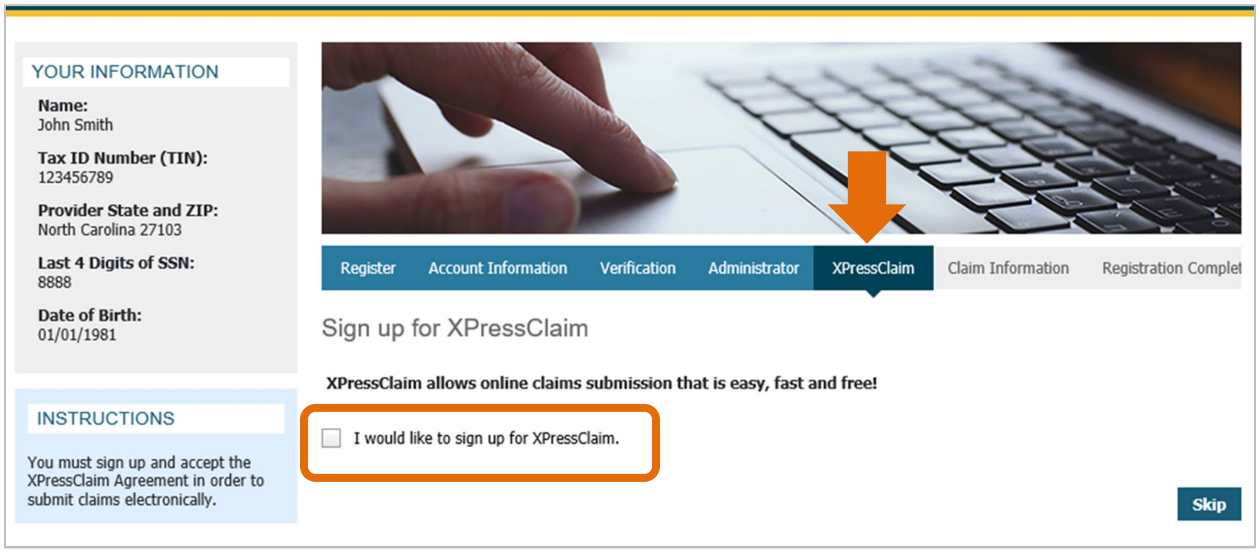
For more information on the Account Administration feature, please review the myVACCN Account Administration guide and tutorial on myVACCN.com.

Please note: Billing Agencies cannot sign up to be an administrator.

XPressClaim® (XPC) Sign Up

Next, you can sign up for XPC, a free online claim submission tool for both professional and institutional claims. If you choose to skip this step, you will always have the option to sign up later.

XPressClaim is a registered trademark of PGBA, LLC.



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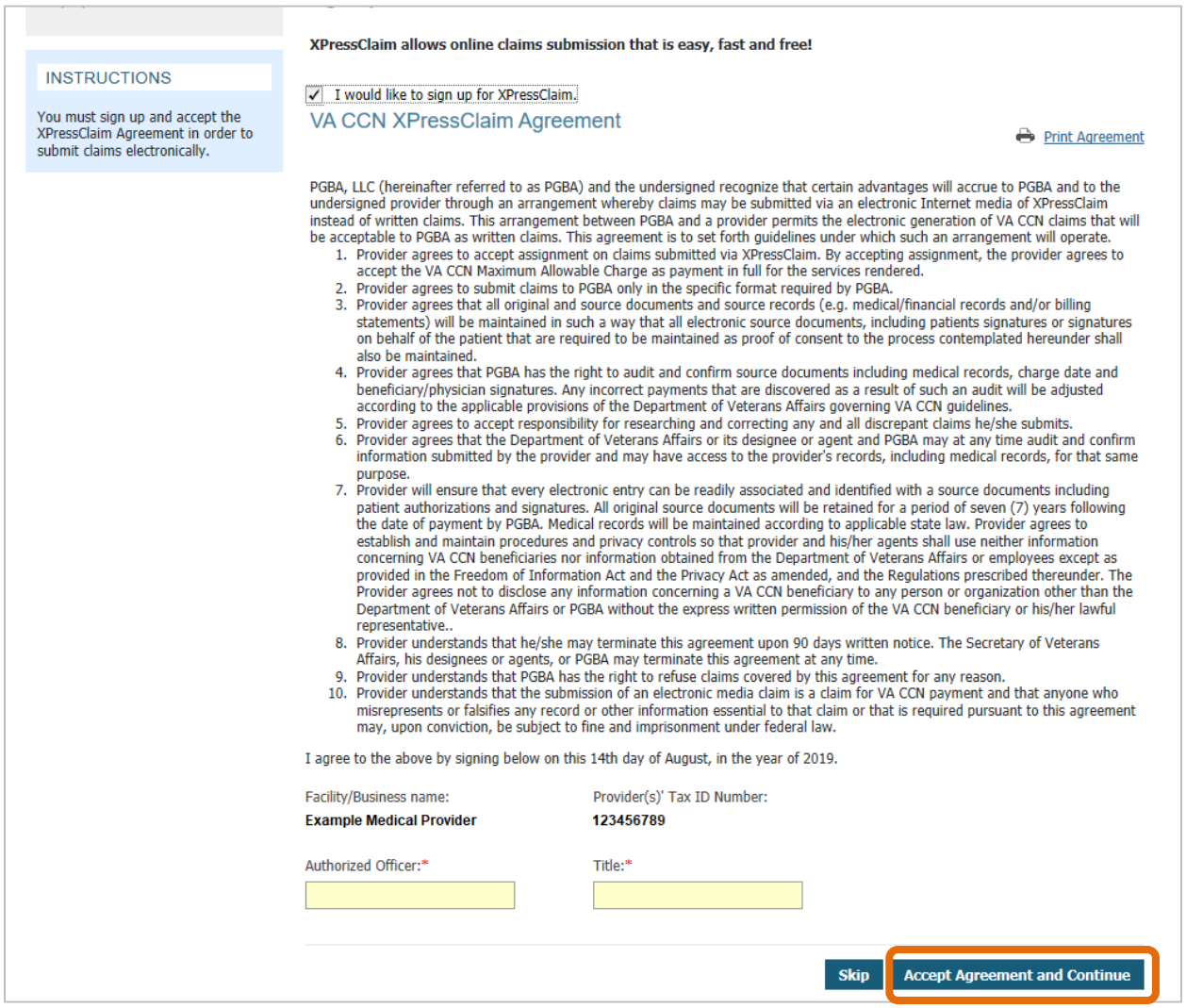
XPressClaim (XPC) Agreement

To submit claims online, accept the XPC agreement and provide an electronic signature by entering your name and title. Then, select **Accept Agreement and Continue**.



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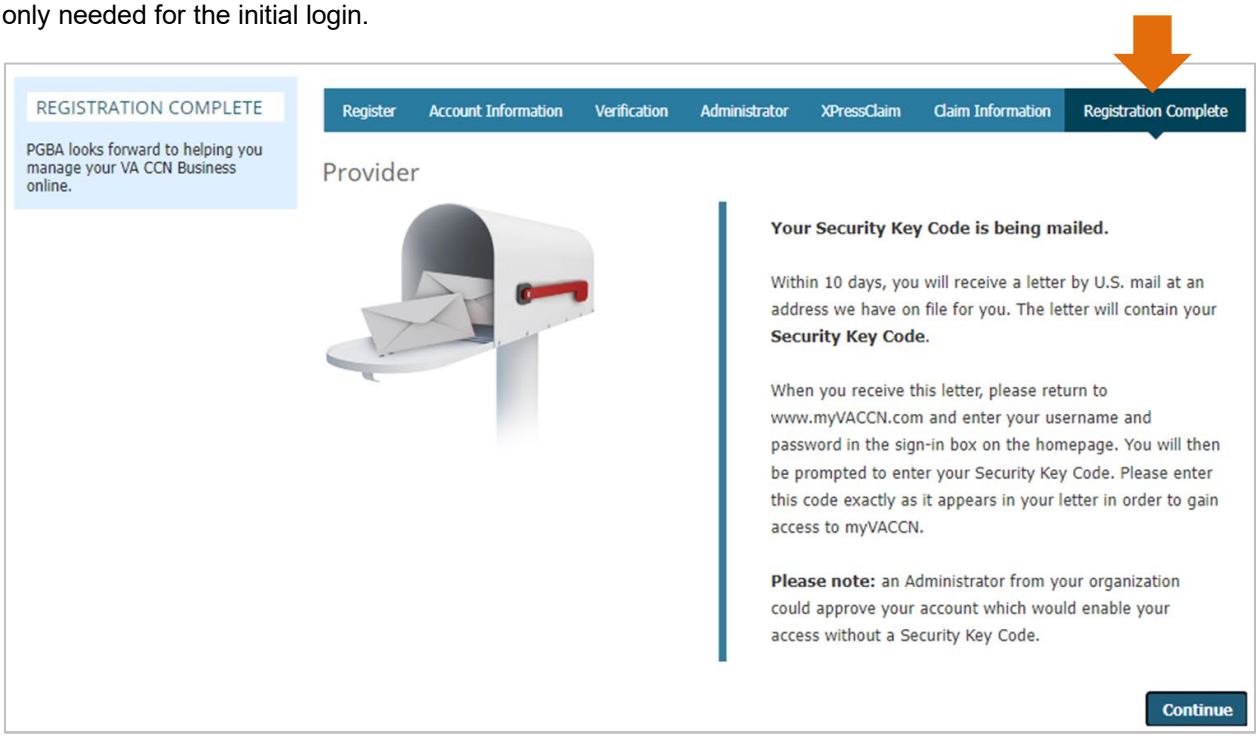
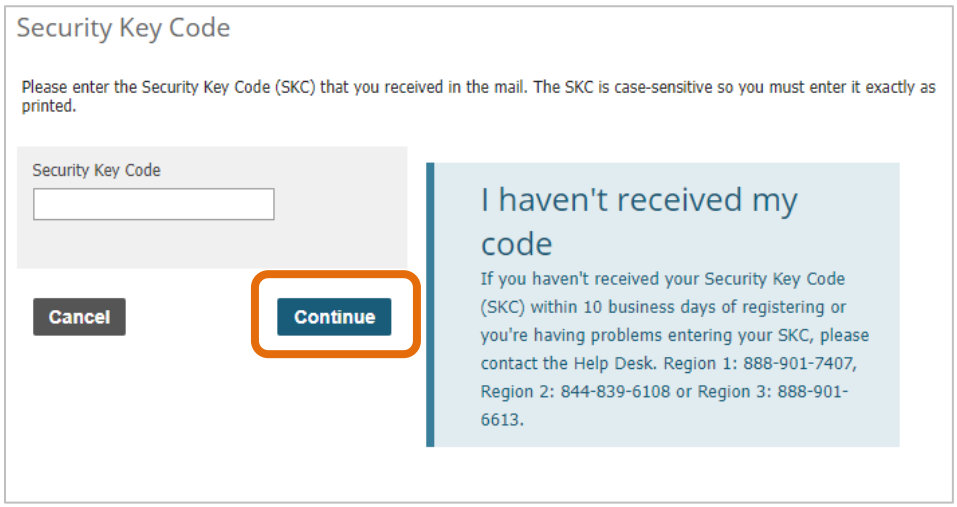
Security Key Code (SKC) Registration

If you selected SKC registration, a unique code would arrive in the postal mail within 10 days. The code is only needed for the initial login.



Once your SKC arrives in the mail, go to the Sign In box on the homepage and sign in with the username and password that you chose during registration. The website will prompt for entry of your unique code. It is important to enter the code exactly as it appears in your letter as the field is case-sensitive.



If an administrator approves your access before receipt of the SKC, you will receive an email to let you know that your access has been approved. You can then return to the site and access the secure features by signing in with the username and password created during registration. In this case, the website will not require the SKC.

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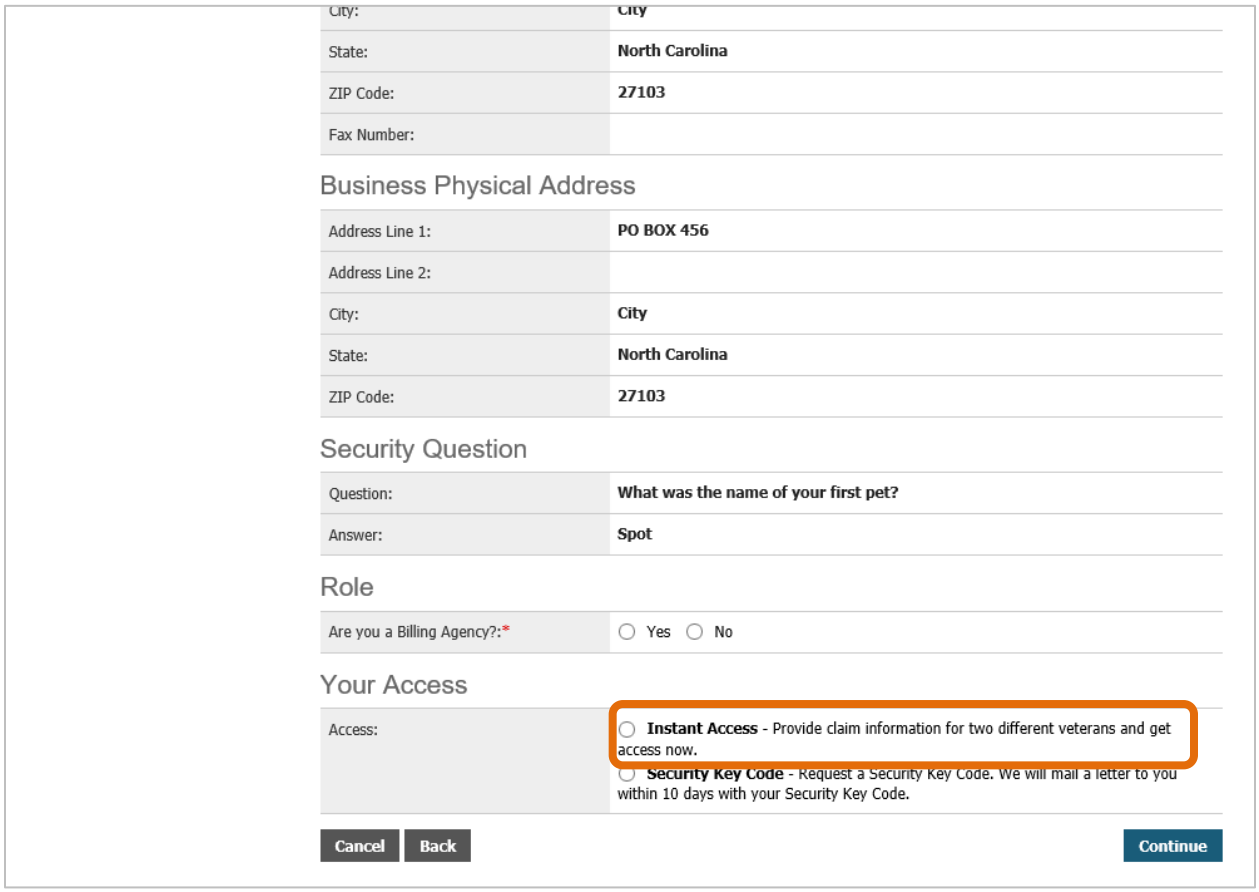
Instant Registration

Instant registration is also an option if you can provide claim numbers and corresponding dates of birth for two different veterans.



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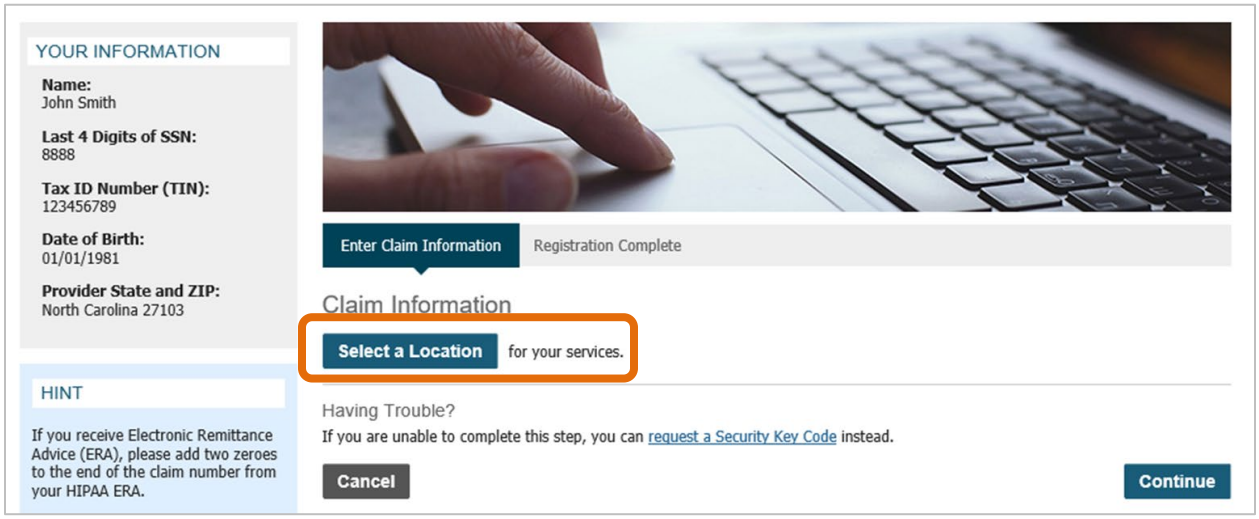
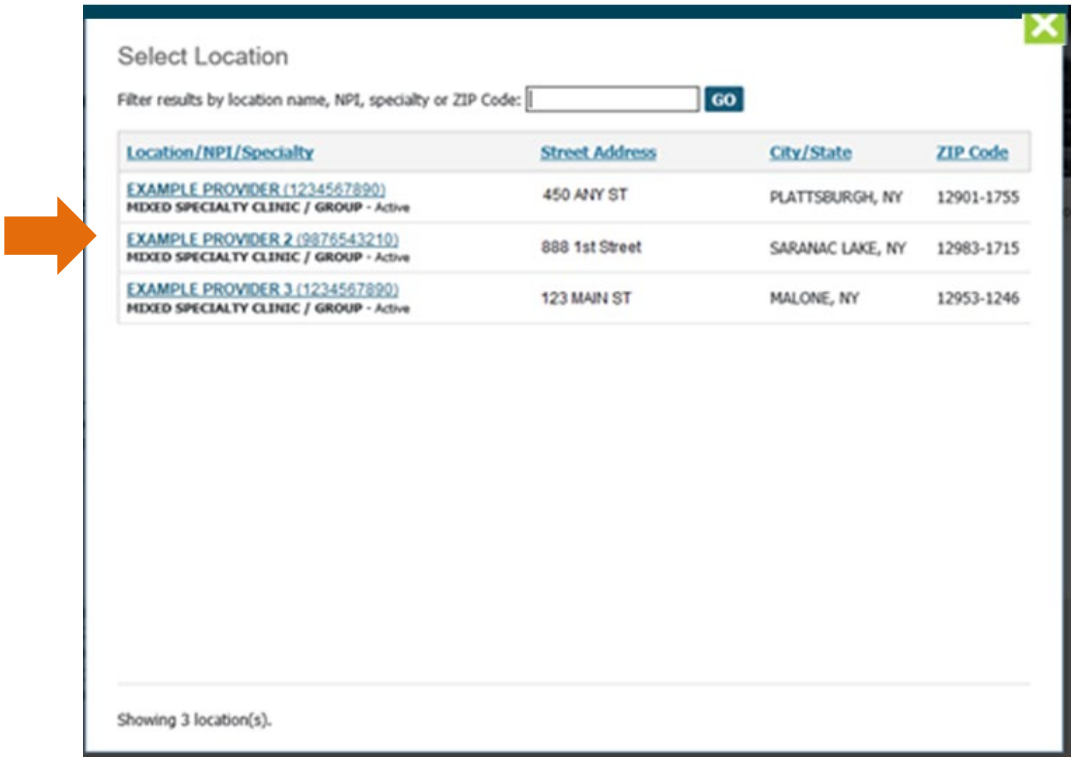
Instant Registration – Select a location

The first step is to **Select a Location**.





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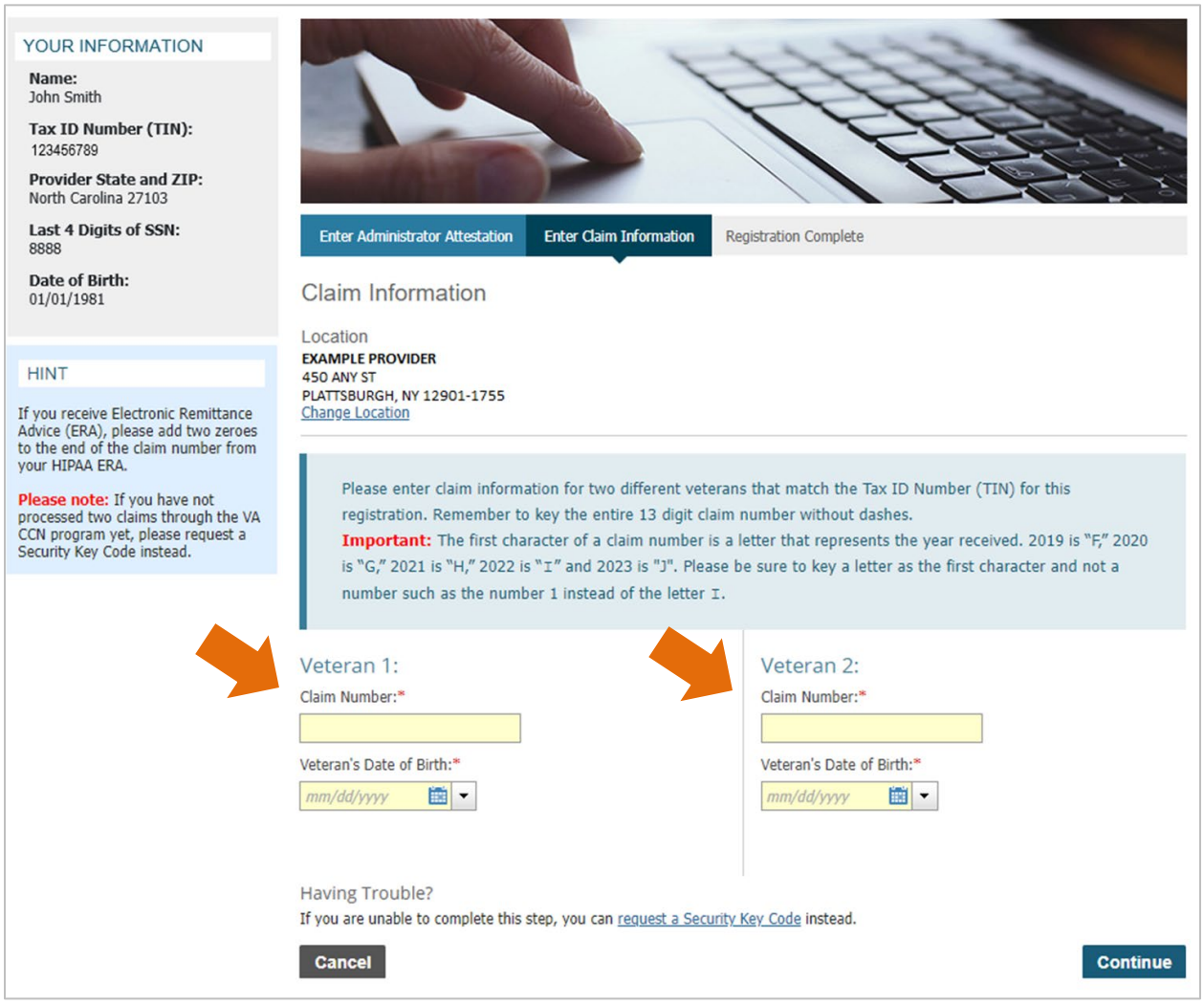
Instant Registration – Claim Information

Next, enter VA CCN claim information for two different veterans. The claim number and corresponding veteran's date of birth is required.

Important: The first character of a claim number is a letter that represents the year received. 2019 is "F," 2020 is "G," 2021 is "H," 2022 is "I," 2023 is "J" and 2024 is "K." Please be sure to key a letter as the first character and not a number such as the number 1 instead of the letter I.



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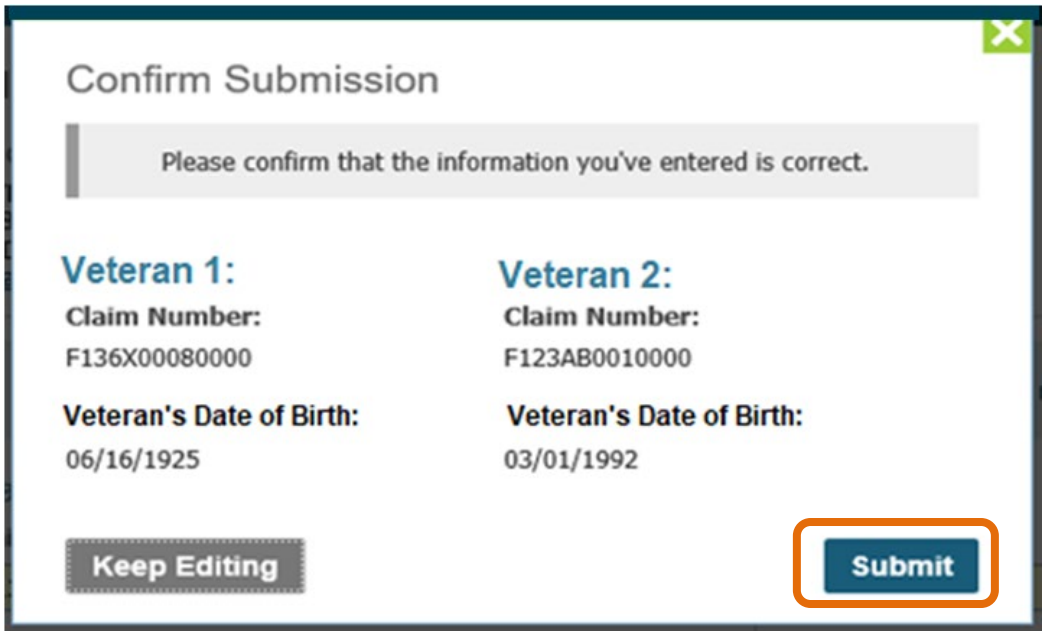
Instant Registration – Claim Information Confirmation

Confirm your claim information. If you see an error, select **Keep Editing** to return to the previous screen and make corrections. Otherwise, select **Submit**.

As a security measure, if you enter incorrect claim information twice, you'll fail instant registration and automatically default to the security key code process.



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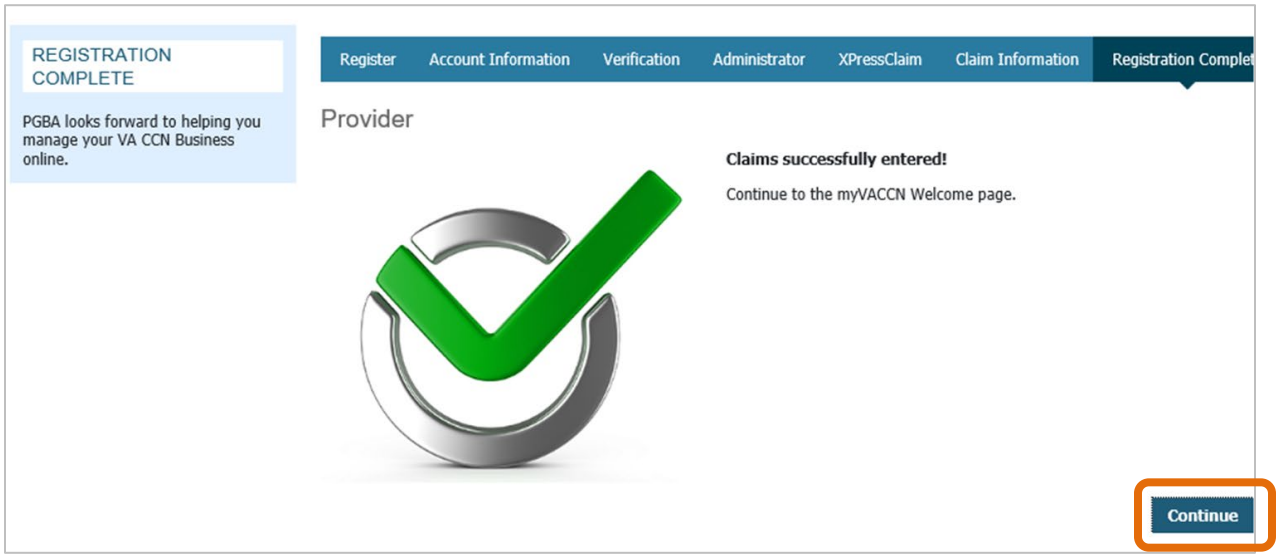
Instant Registration – Success

Once you've successfully entered VA CCN claims for two different veterans, you can immediately begin using the secure self-service features of the website. Select **Continue** to navigate to the secure homepage.



Provider Secure Homepage

From the secure homepage, use the top menu to navigate to the self-service features. There is always a notice in the yellow notification area to let you know when your password expires. It's a convenient reminder to reset your password timely and avoid service interruption.

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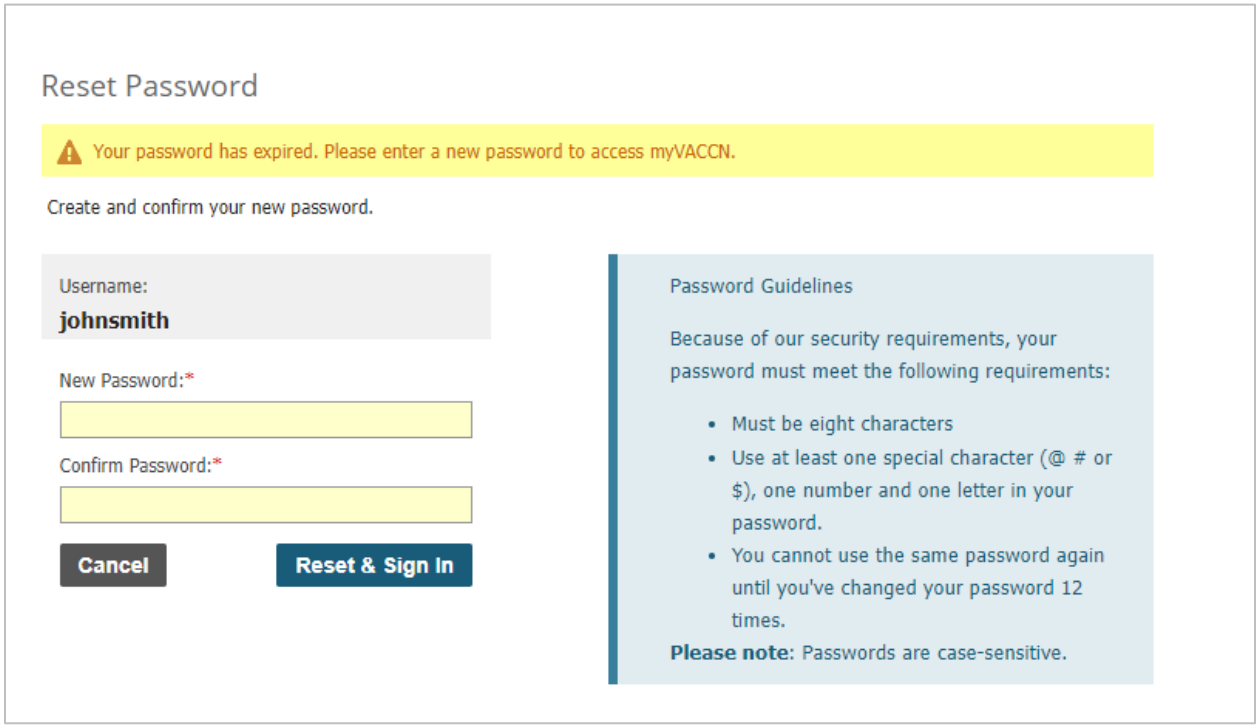
Expired Password

If you attempt to sign into the secure site with an expired password, you will be prompted to change your password. Passwords expire after 90 days.



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Forgot Your Username or Password

If you forget your username or password, use the self-service features **Forgot username** or **Forgot password** to gain access to the secure site.

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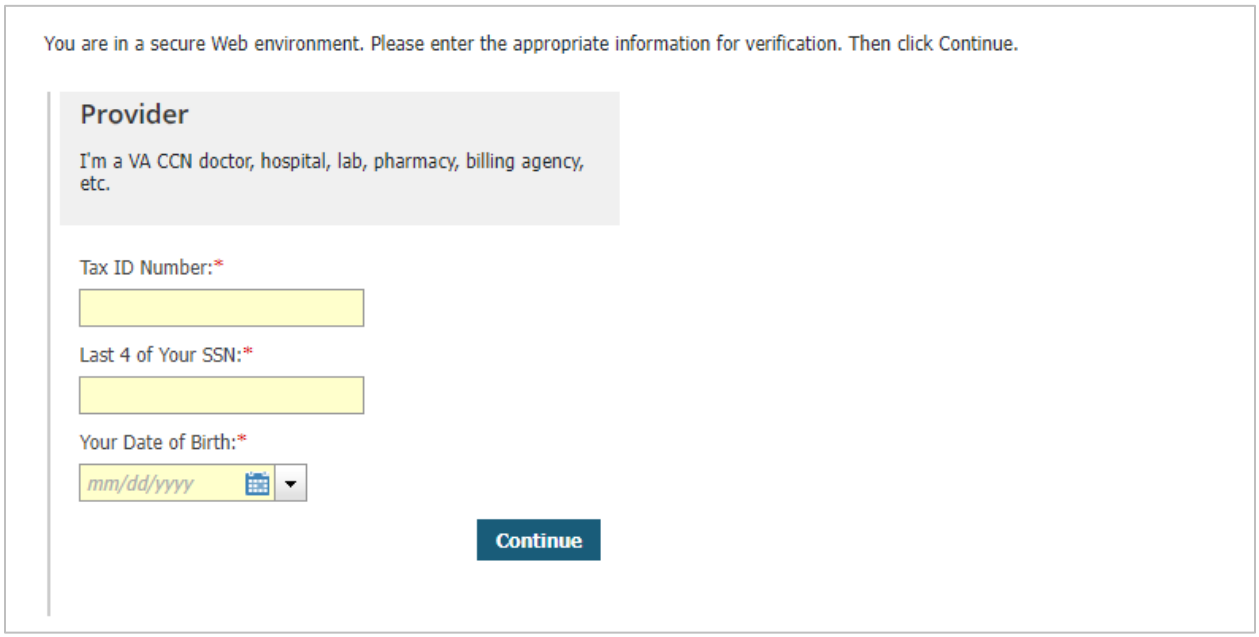
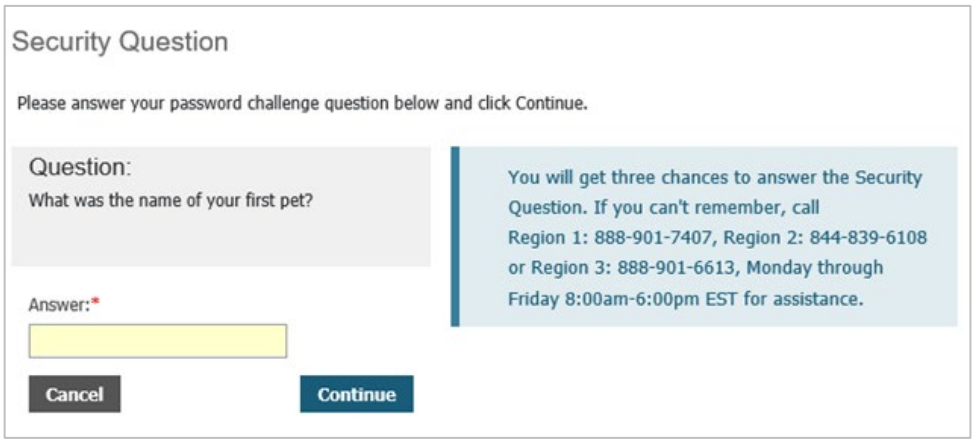
Account Verification

You'll be prompted to enter your Tax ID, the last four of your SSN and date of birth so that we can locate your account. Then, you'll need to answer the security question set up during registration.





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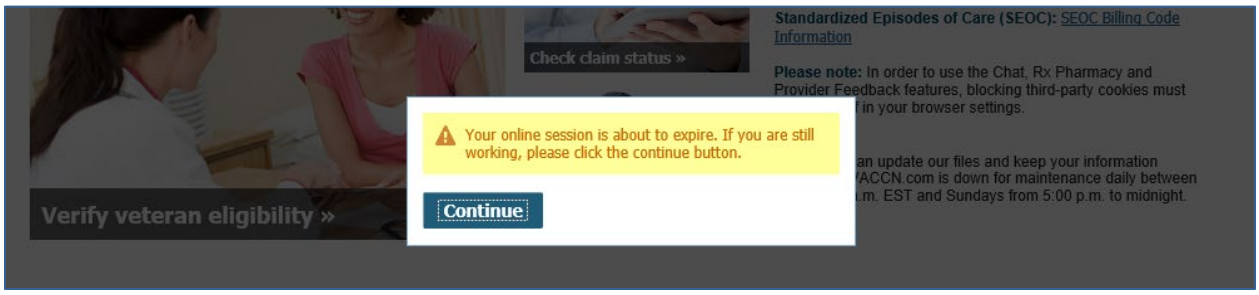
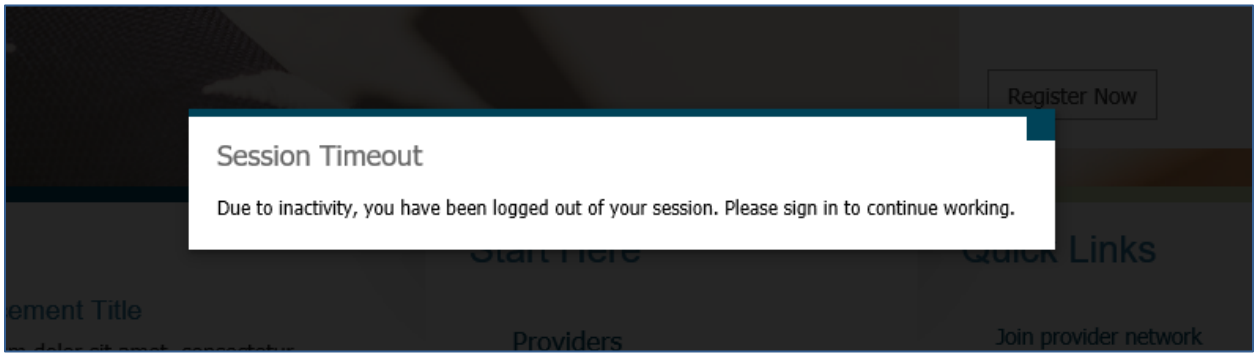
Session Timeout

For security purposes, your secure session will expire after 15 minutes of inactivity. A timeout warning will display after 10 minutes of inactivity. If you are still working, select **Continue** to reset the timer.





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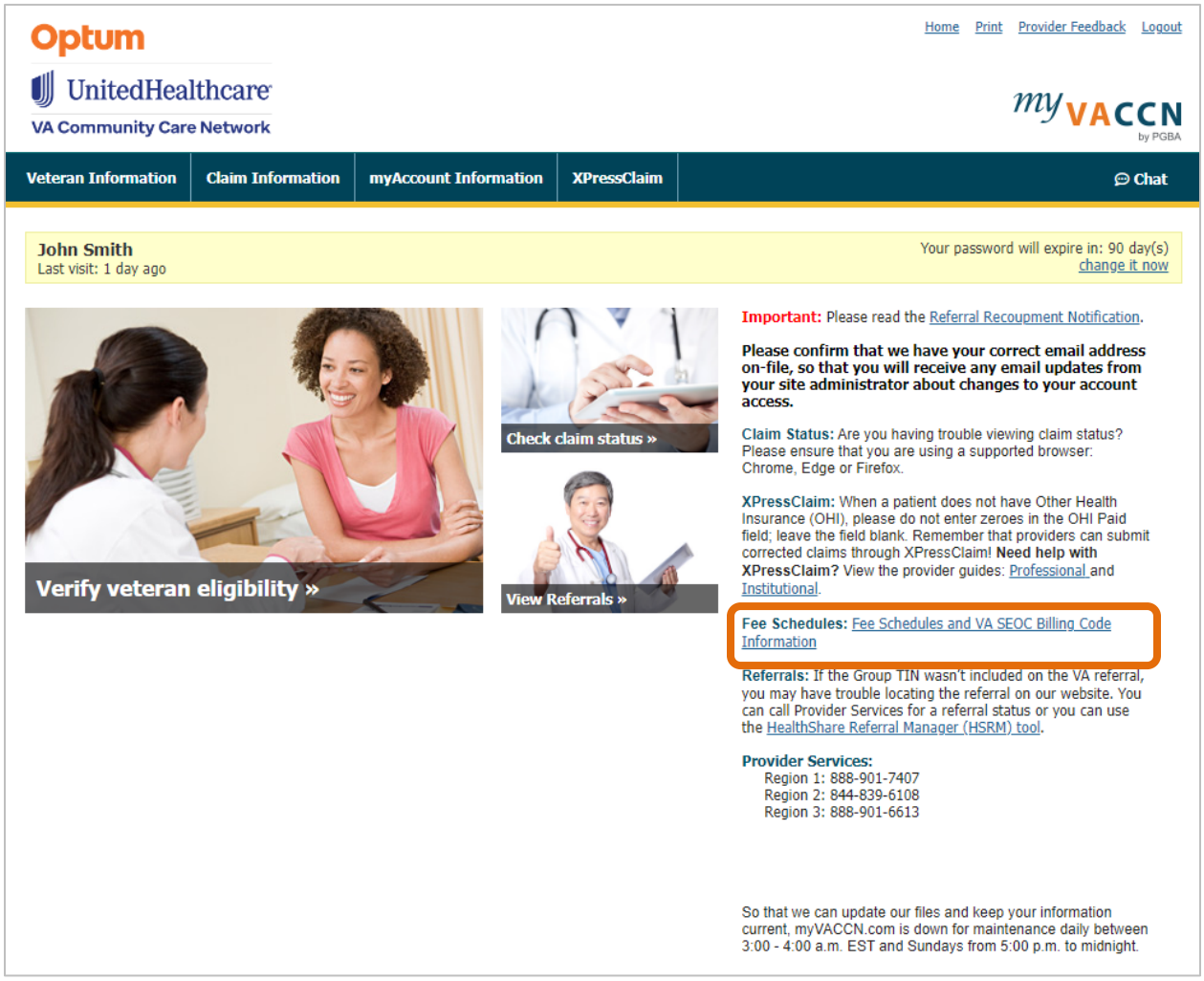
Fee Schedules and VA SEOC Billing Codes

A Standardized Episode of Care (SEOC) is a standardized bundle of services and procedures that relate to a specific category of care or sub-specialty. All services or procedures in a SEOC are authorized for an approved referral as medically necessary. A link to fee schedules and the SEOC billing code list can be found on the secure homepage.



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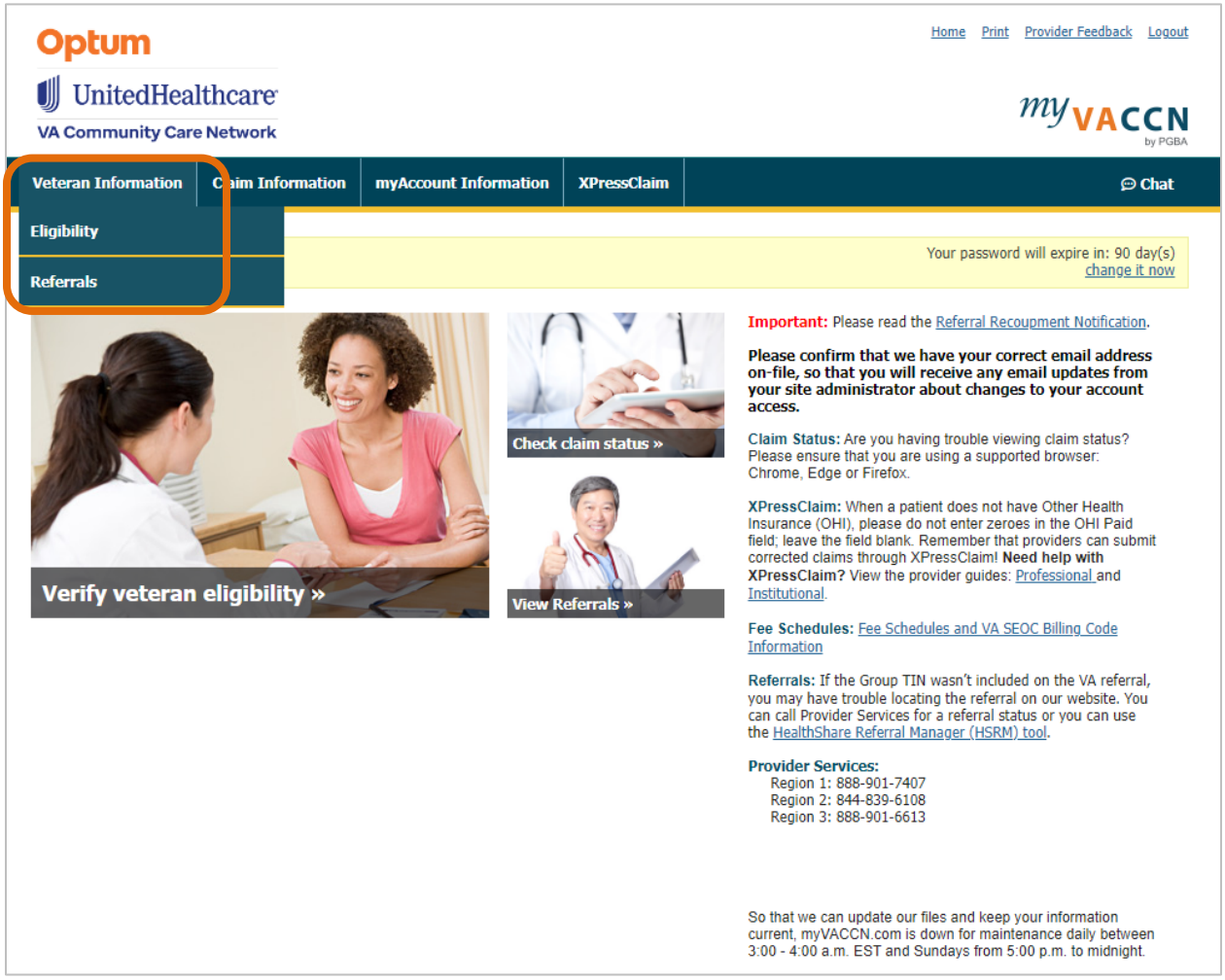
Veteran Information

Eligibility and **Referrals** can be found under the Veteran Information menu in the top navigation.



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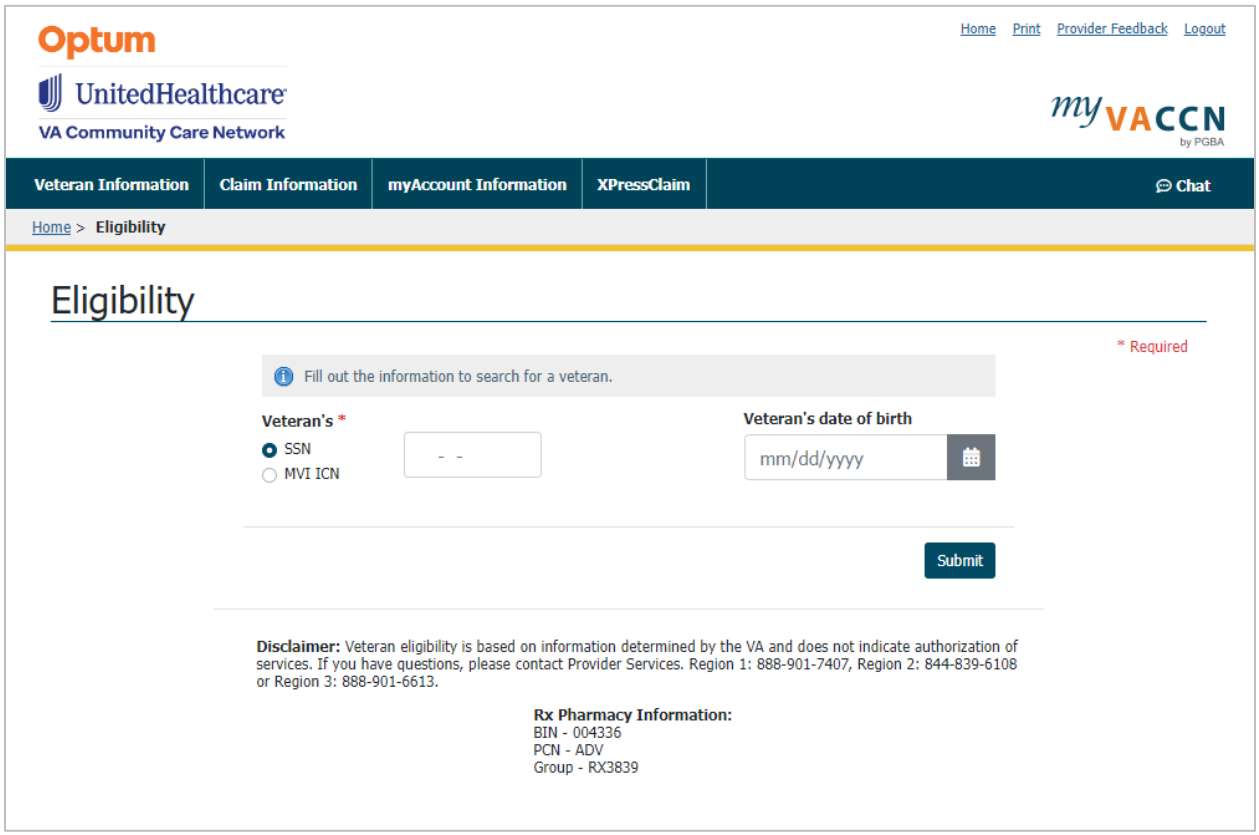
Eligibility Search

To check eligibility, enter the veteran's Social Security Number (SSN) or ICN and date of birth (optional) and then **Submit**.



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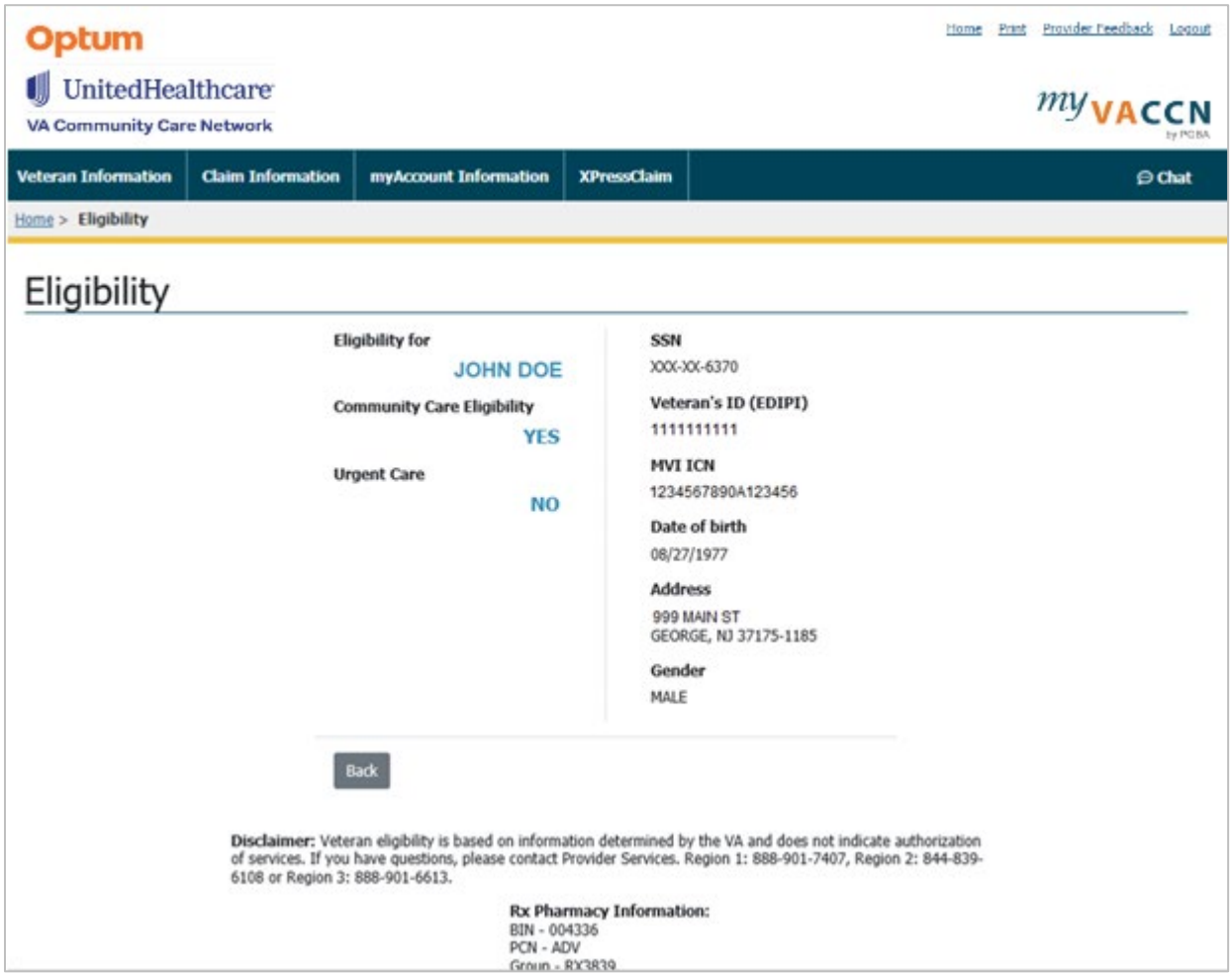
Eligibility Results

The results include the veteran's name along with the VA information on file. A status of **YES** indicates that the veteran is eligible for services. If the veteran is not eligible, a status of **NO** will display in the Community Care Eligibility or Urgent Care fields as appropriate.



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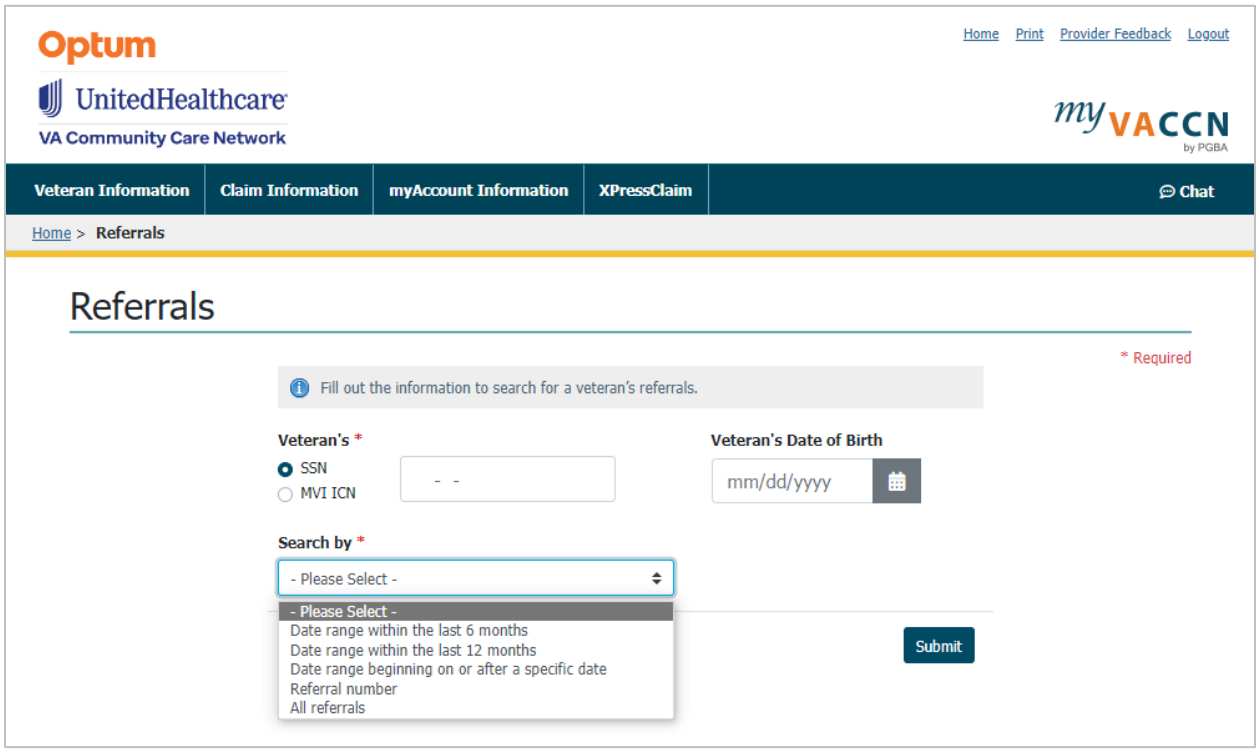
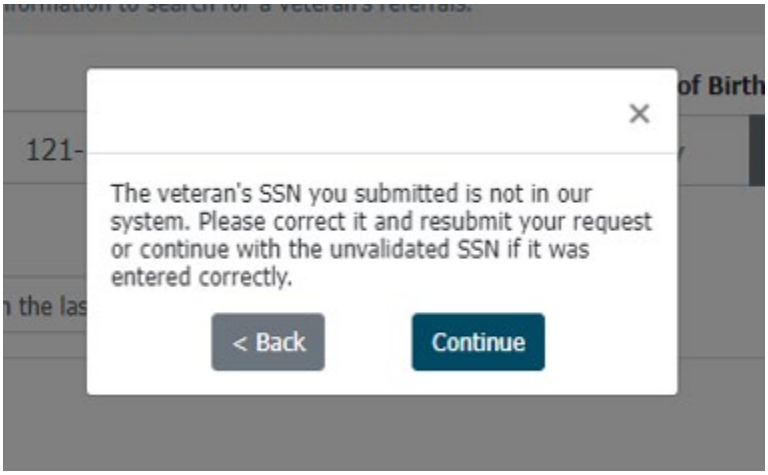
Referral Search

To search for a veteran's referrals, enter the veteran's SSN or MVI ICN and date of birth (optional). Then, select a date range or enter a referral number and **Submit**.



If the veteran's SSN is not found in the eligibility system, the website will ask for verification that the number was entered correctly. Select **Back** to make changes or **Continue** if the number is correct.



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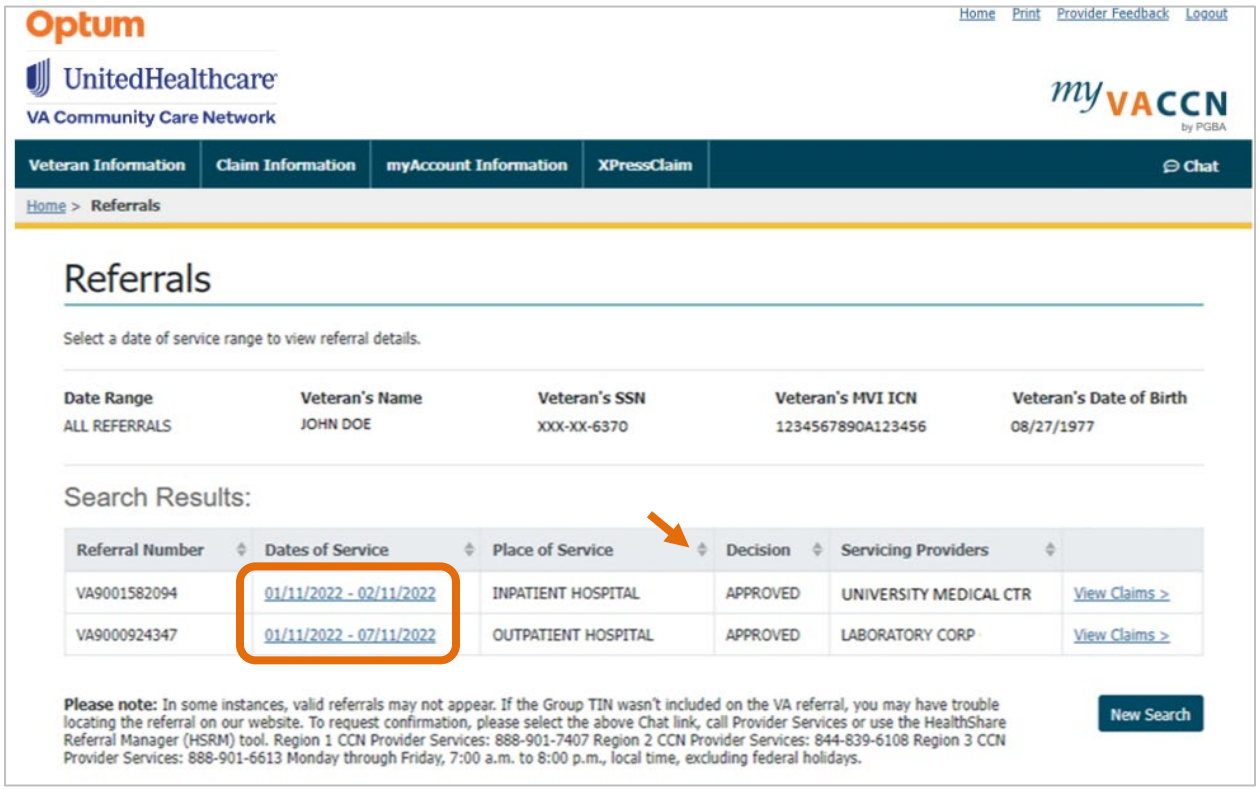
Referral Results

A list of referrals will display that match your search criteria. Select a column heading to sort the list or select a **date of service range** to view referral details.



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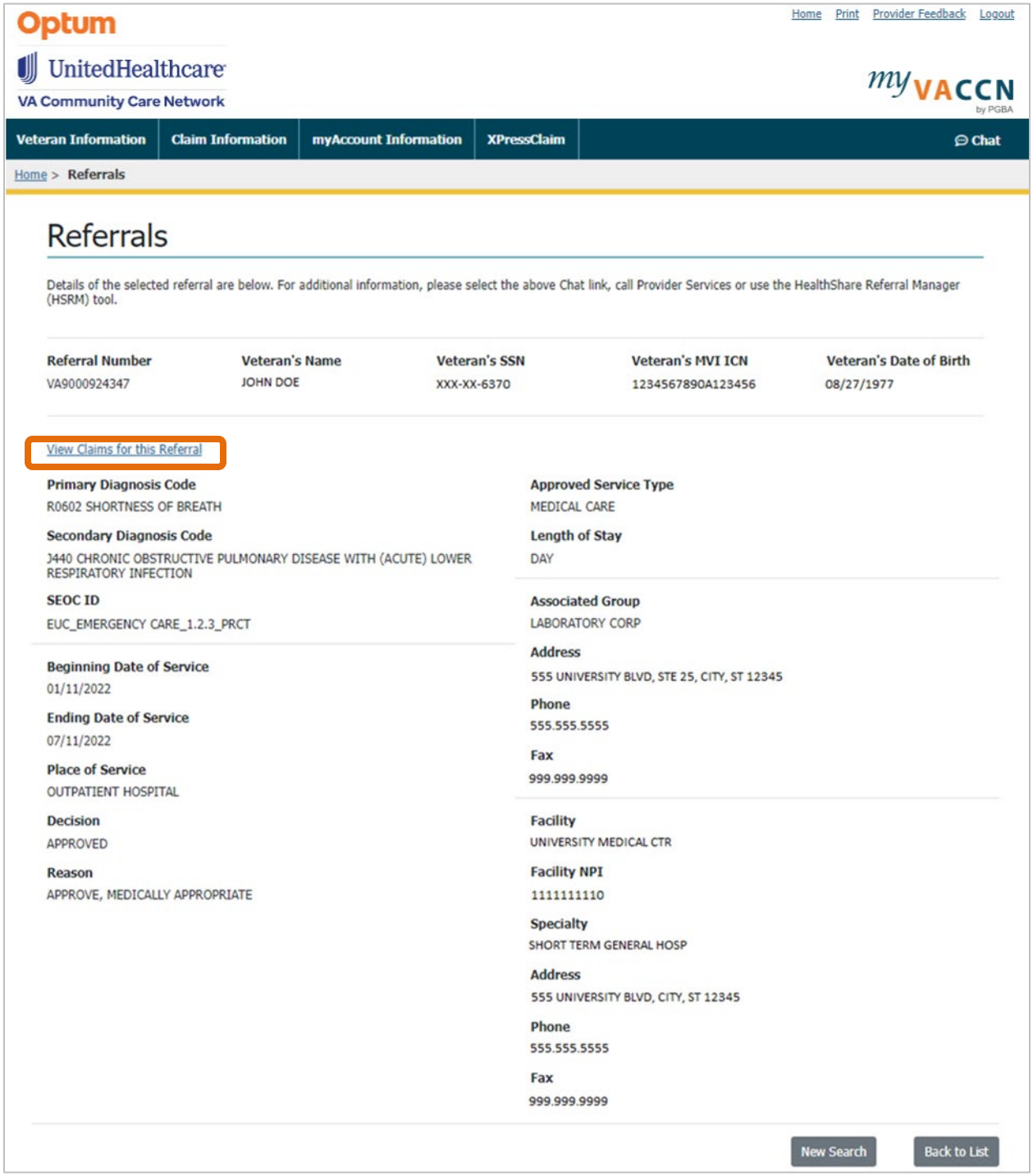
Referral Details

Referral details include information such as diagnosis codes, SEOC ID, dates of service, place of service, decision, and provider. Information displayed is dynamic based on the referral. Select **View Claims for this Referral** to see claims matched to this referral.



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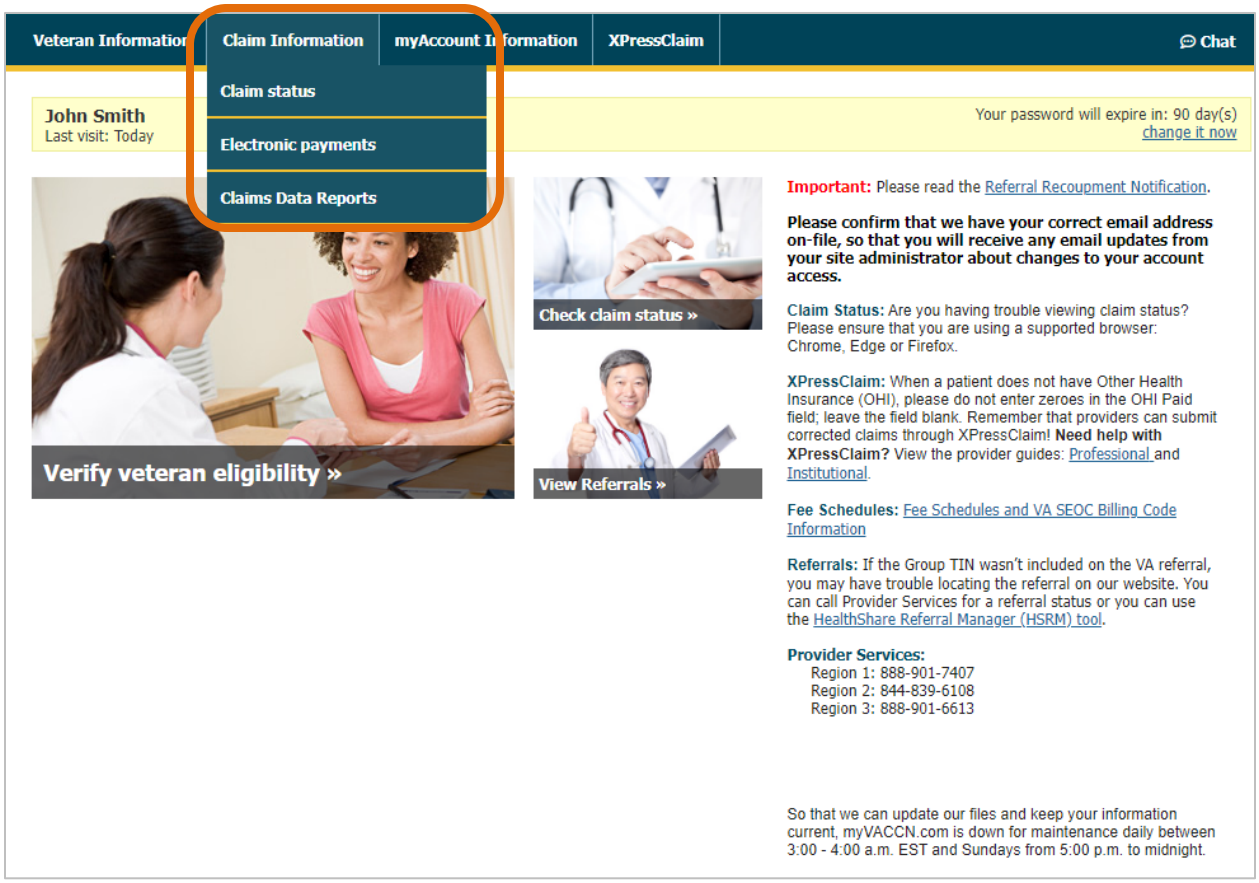
Claim Information

Claim Information includes options for medical **Claim status**, **Electronic payments** and **Claims Data Reports**.



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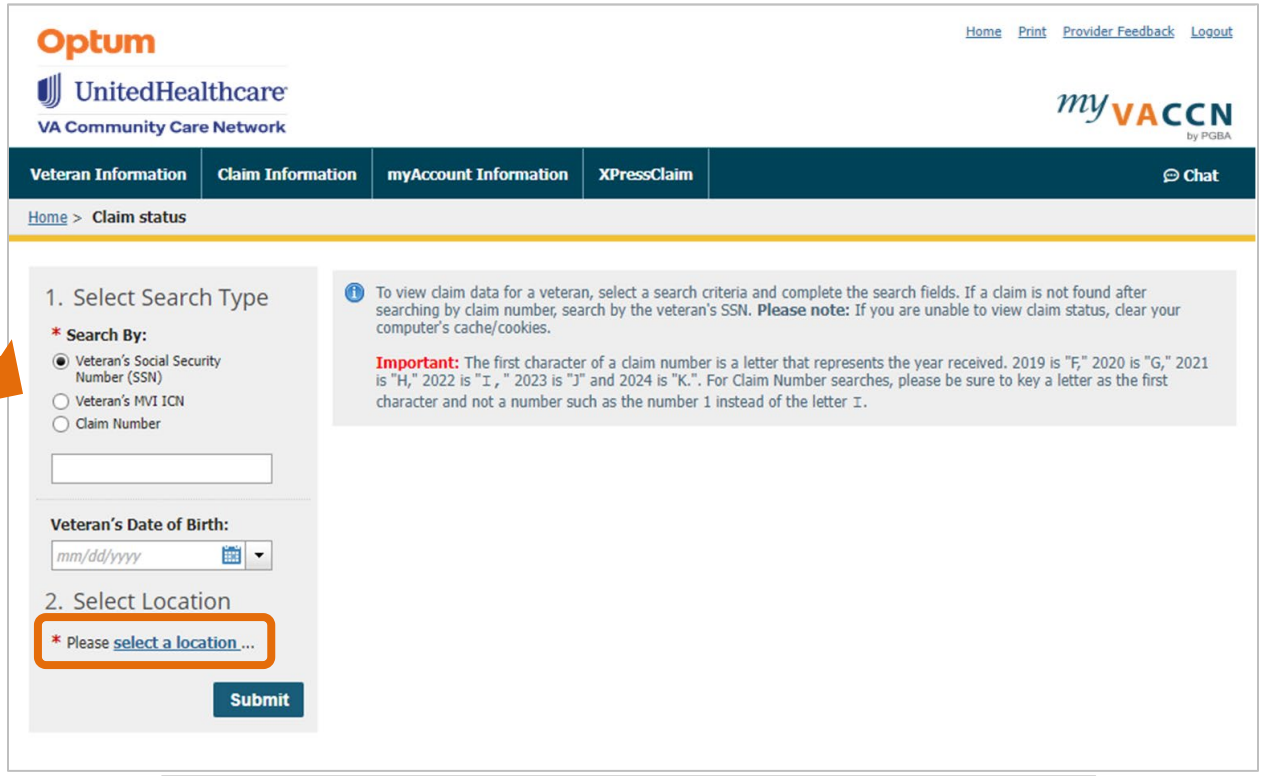
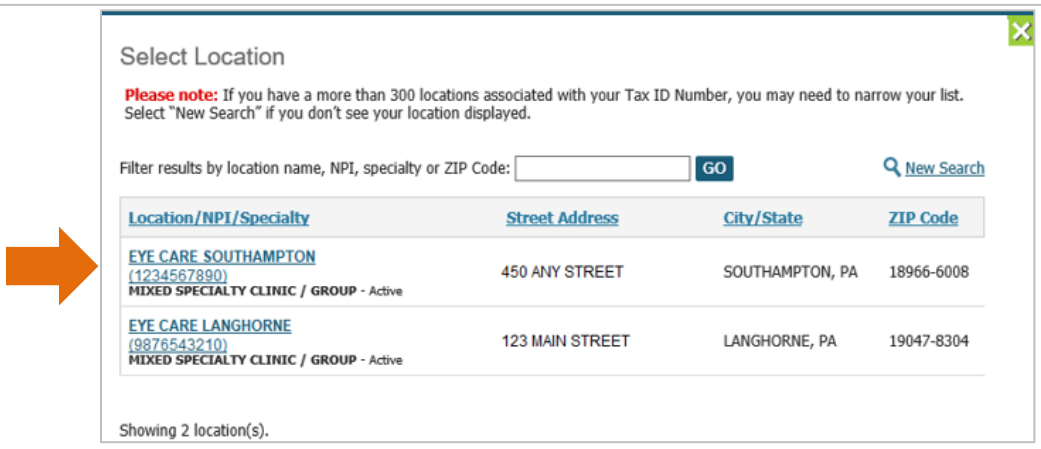
Claim Search

To view claims, enter the veteran's SSN or MVI ICN and date of birth (optional) or claim number and select the provider location.

Please note: Either the veteran's ID or claim number AND the provider location are required. All claims for the Tax ID and the specific veteran will be returned when searching veteran ID. If a claim is not found after searching by claim number, search by veteran ID.





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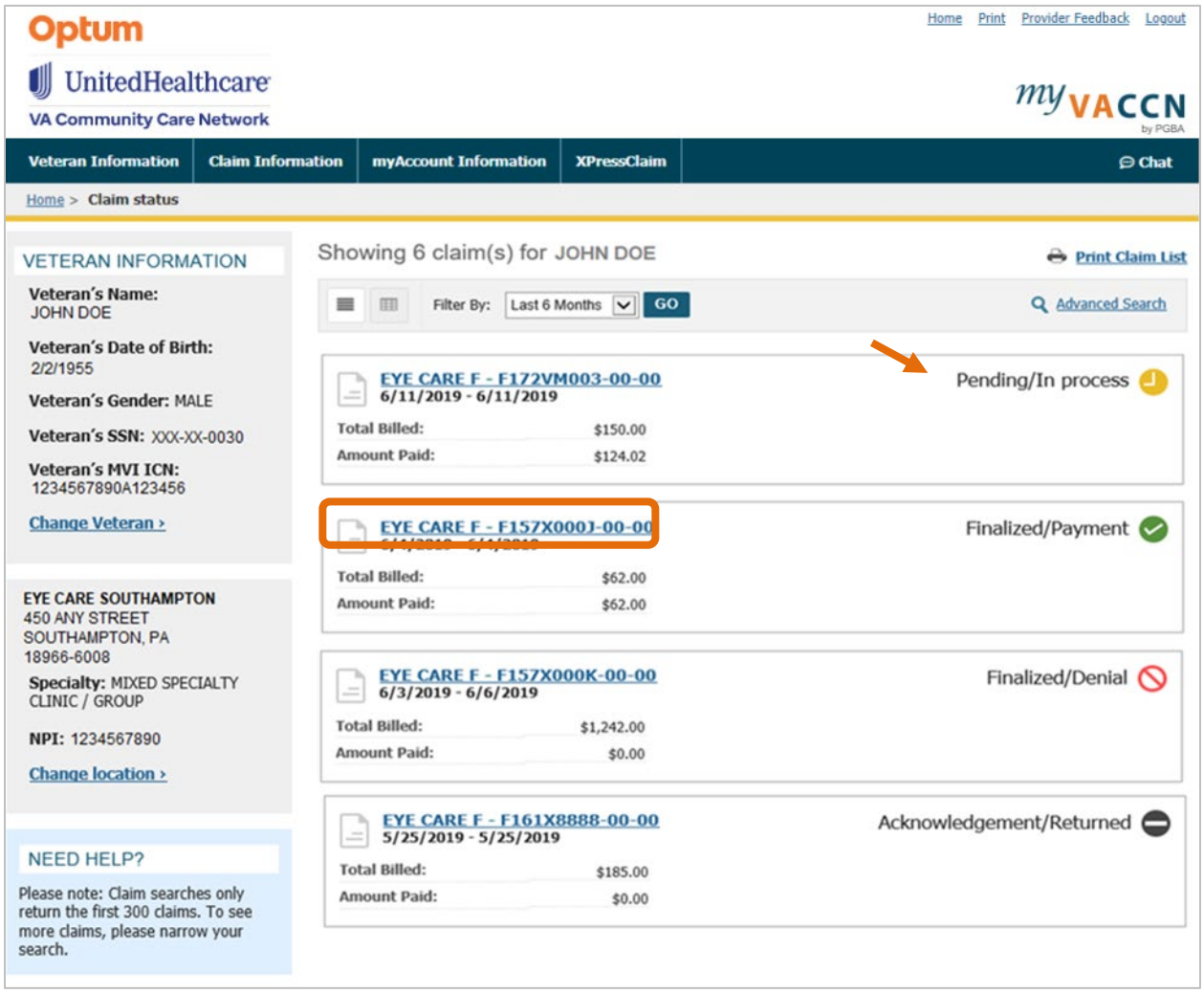
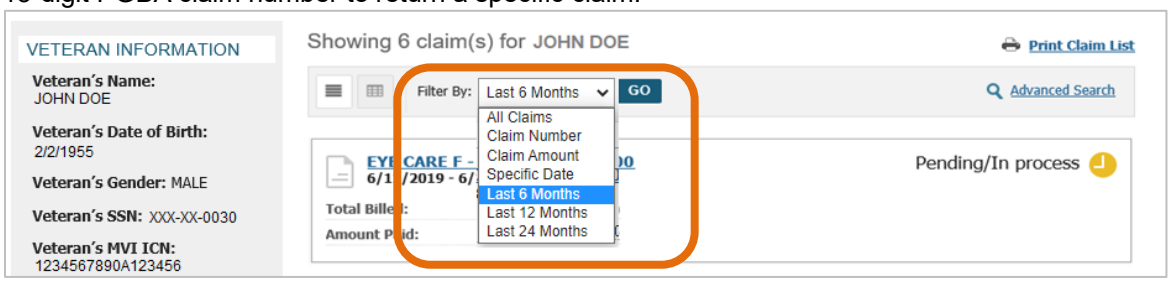
Claim Summary Results List

A summary list of claims is returned based on the search criteria entered. Each claim listed will have the status: in process, paid, denied or returned. The veteran's information is included on the left side of the page. Select a **claim number** link to view claim details.



Veteran ID searches performed without the claim number initially return the last 6 months of claims based on claim date of service. Use the **Filter By** option at the top of the list to expand or narrow the claim list.

The Claim Number filter accepts a 9-digit PGBA claim number to return the latest iteration of a claim or a 13-digit PGBA claim number to return a specific claim.



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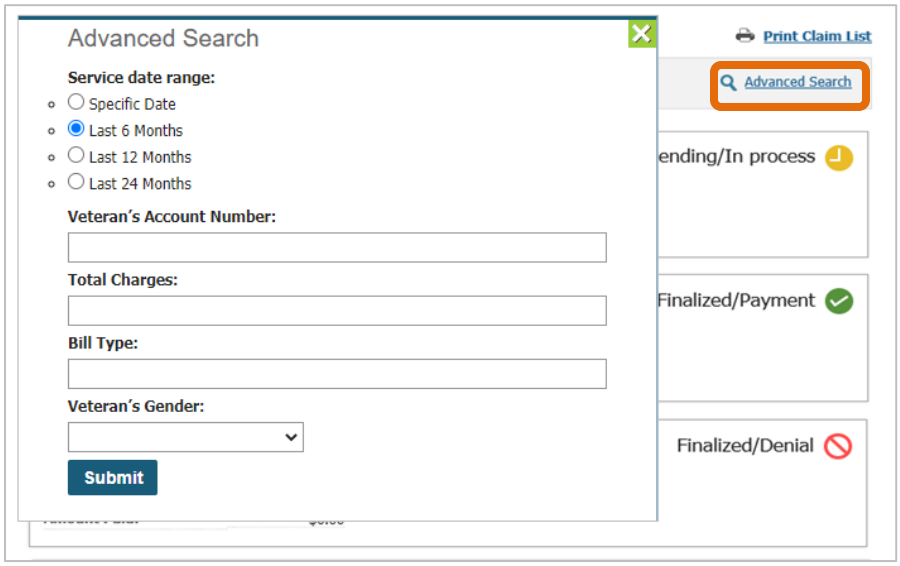
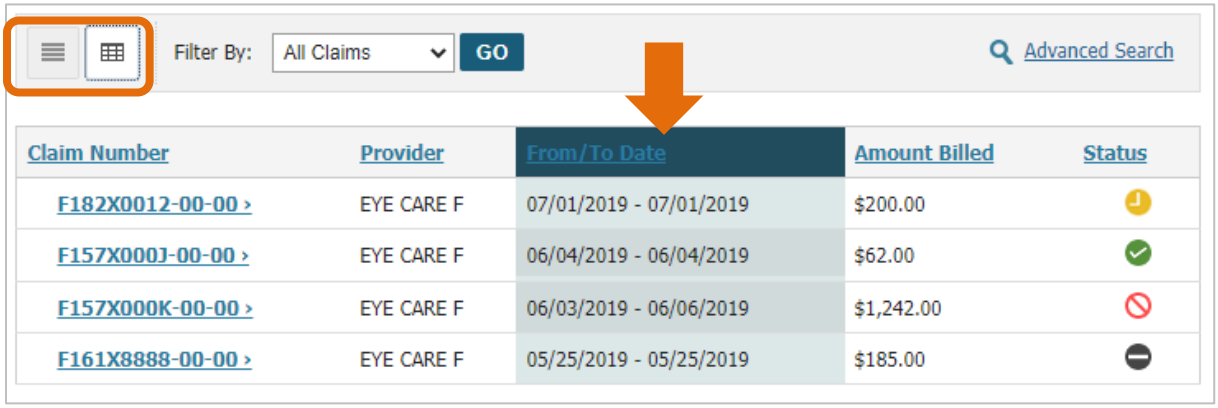
Select the **Advanced Search** link to search by veteran's account number, total charges, bill type or gender.



Use the buttons at the top of the list to toggle to a more compact view of the claims list. Select a column header to sort the list by that column. The highlighted column indicates the current sort.



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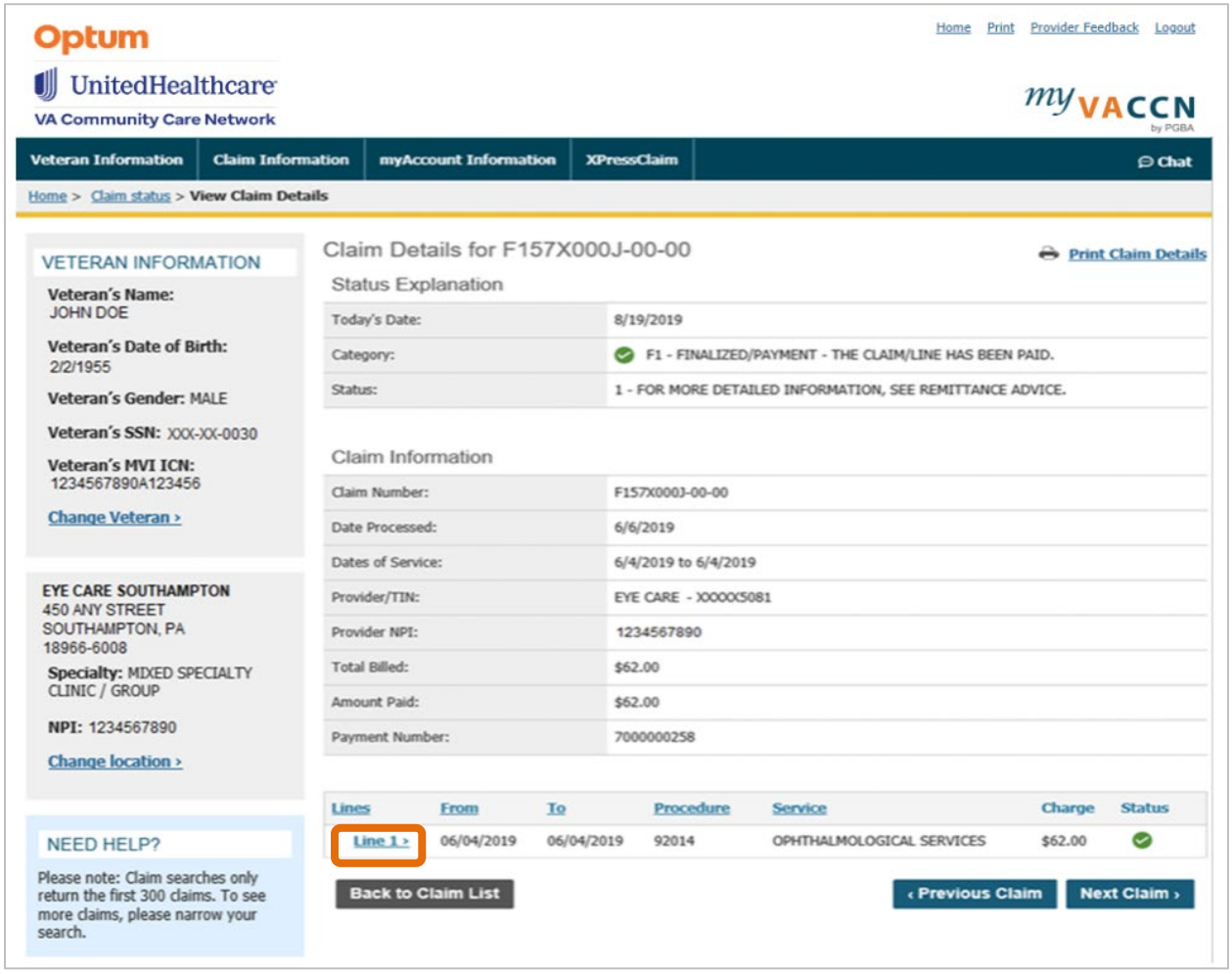
Claim Details – Paid Claim

Claim details include the overall claim information such as date processed, provider details, billed amount, paid amount, payment number and a list of line items. Selecta **Line #** link to view line details.



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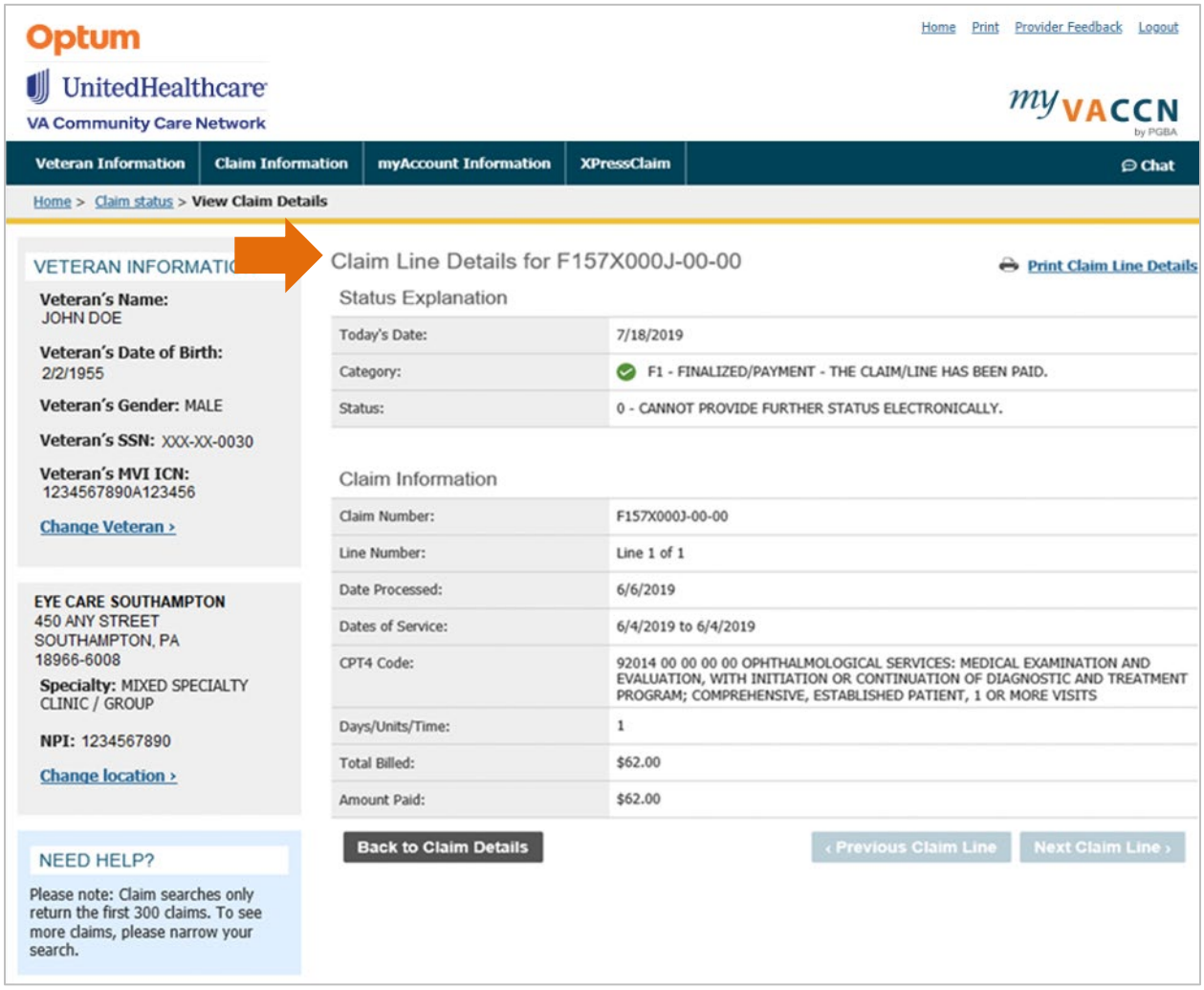
Claim Line Details

Claim line details include procedure codes/descriptions, DUTs, billed amount and paid amount.



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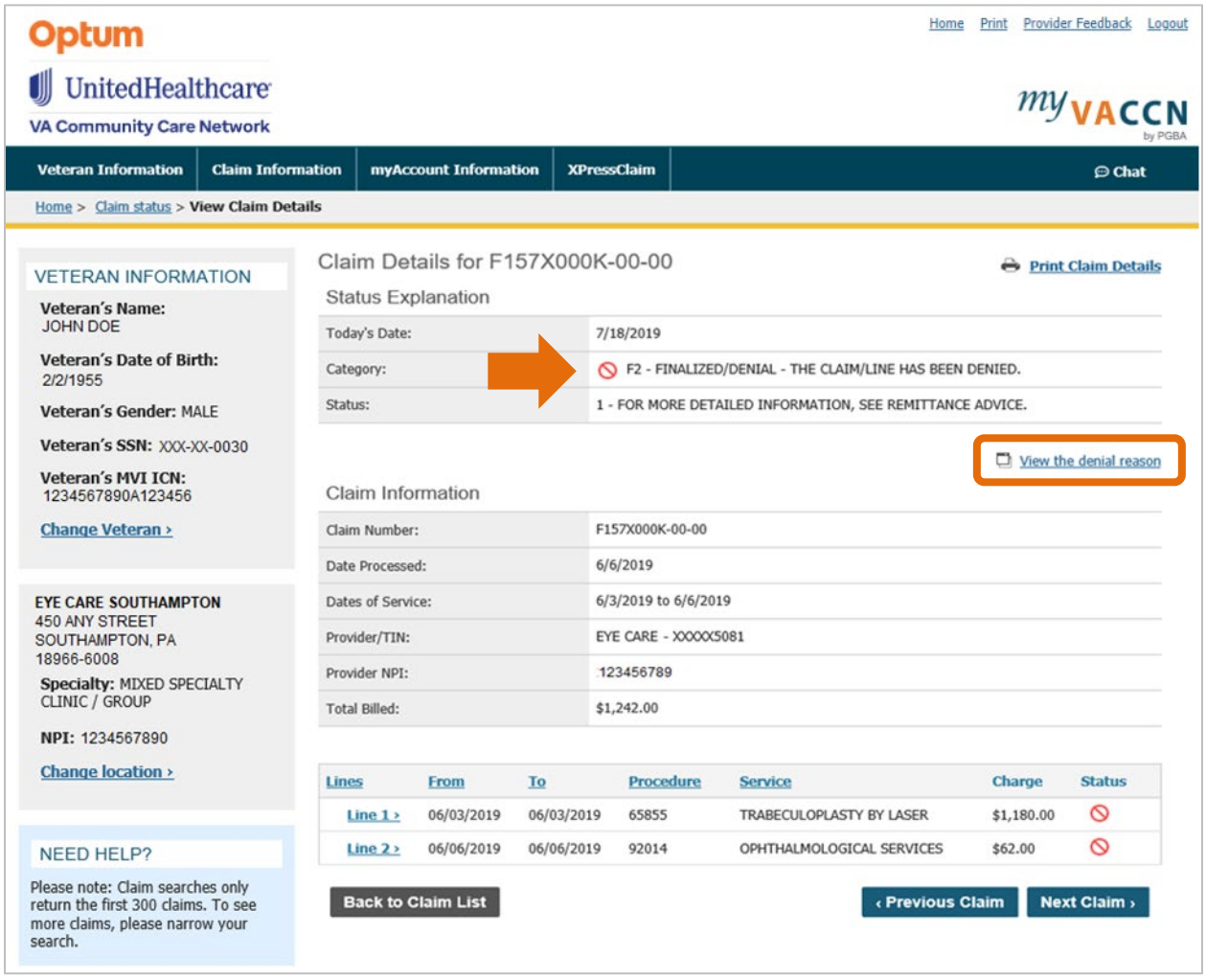
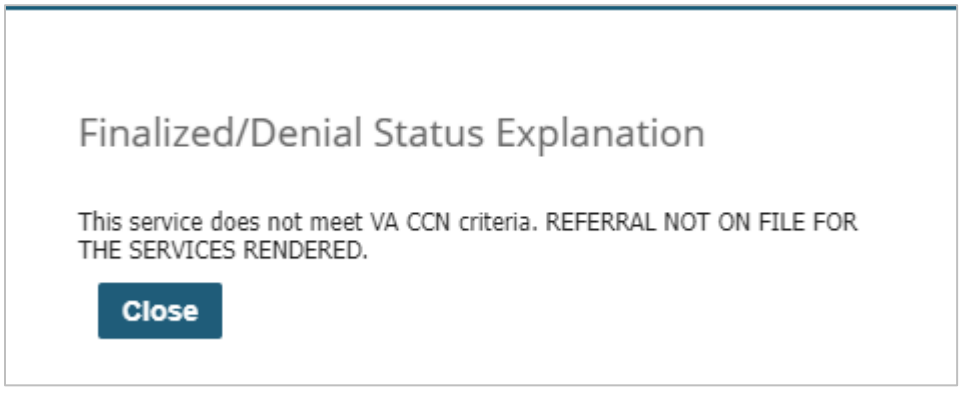
Claim Details – Denied Services

For denied services, select **View the denial reason** to see why a service was denied. Denial reasons are available at the claim and line level.





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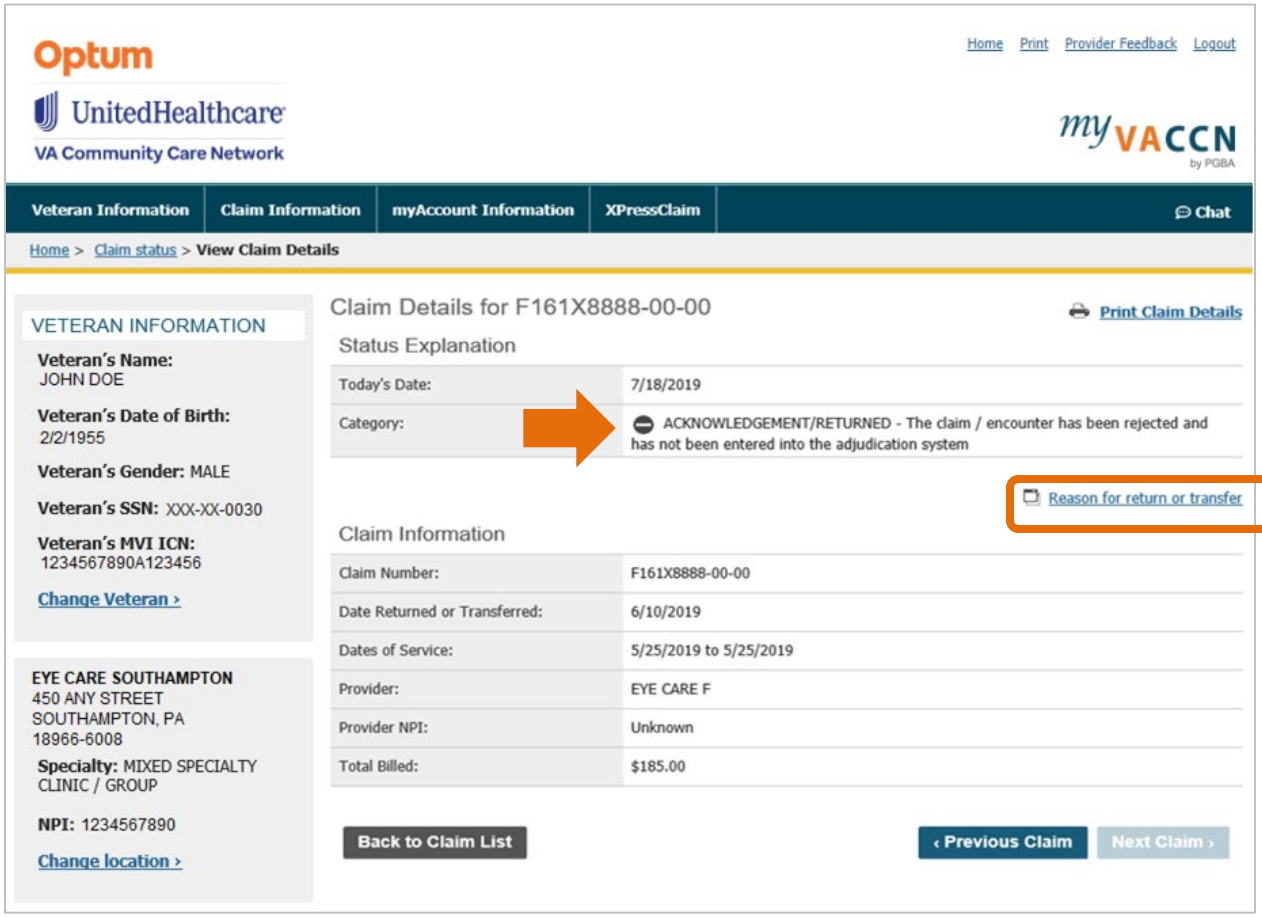
Claim Details – Returned Claim

For returned claims, select **Reason for return or transfer** for an explanation of why the claim was returned to the submitter.



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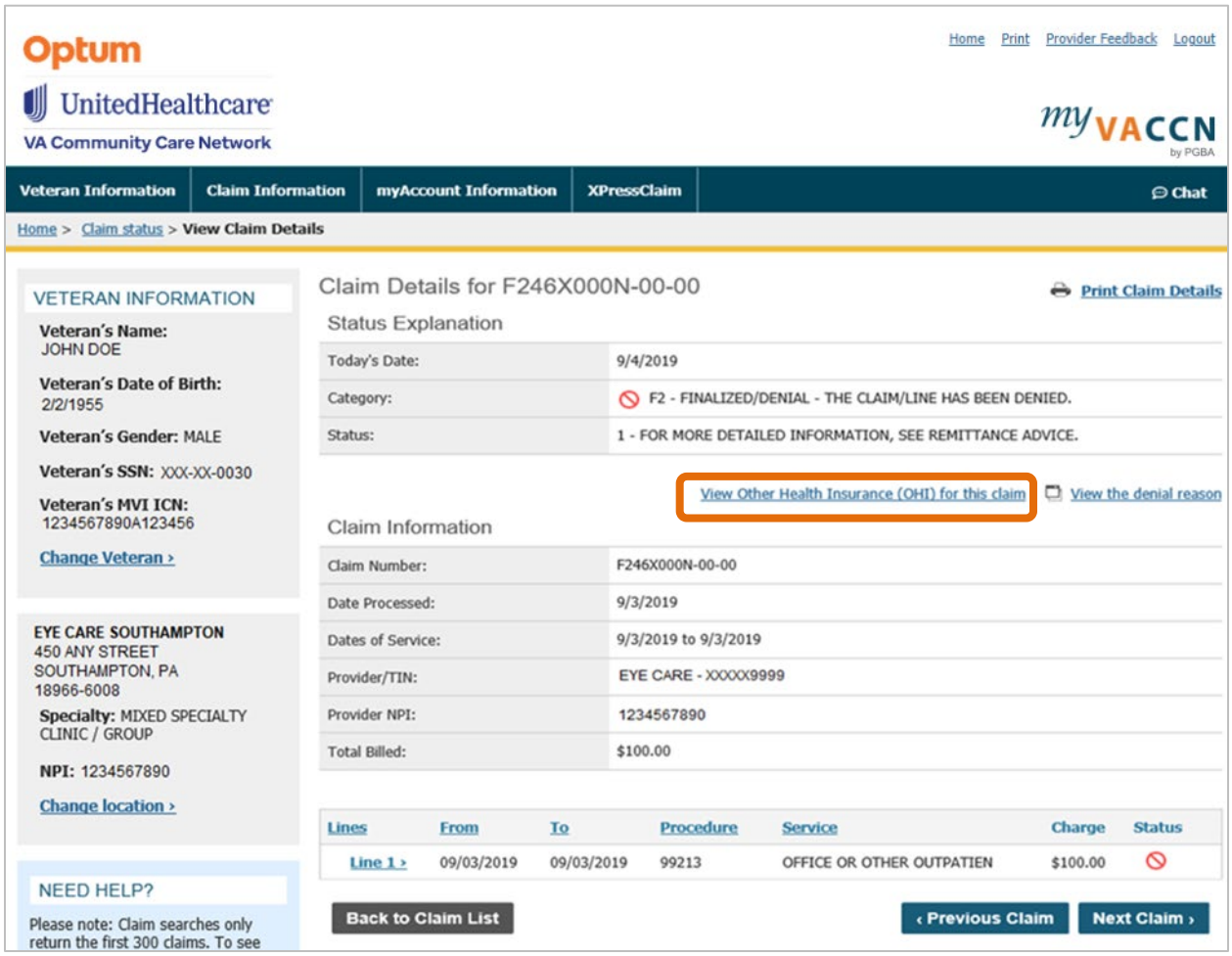
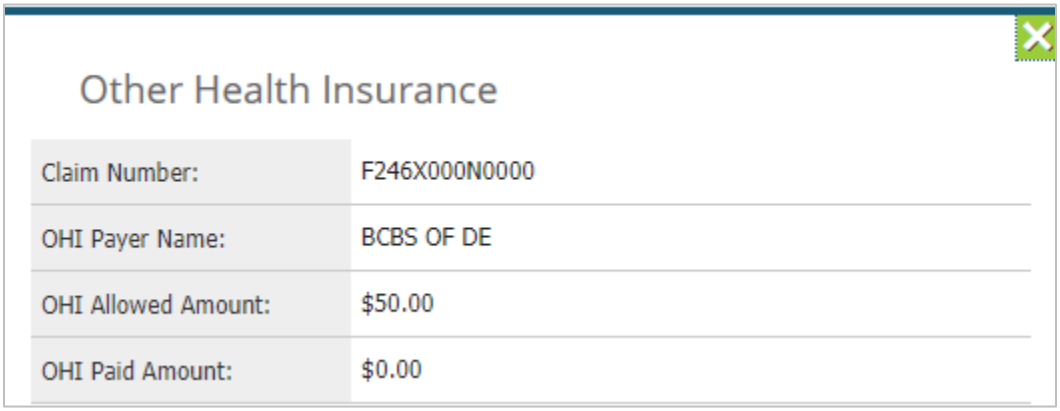
Claim Details – Other Health Insurance (OHI)

For claims that processed with OHI, select **View Other Health Insurance (OHI) for this claim** to view OHI details.

Please note: The OHI link will not display for claims with no OHI.





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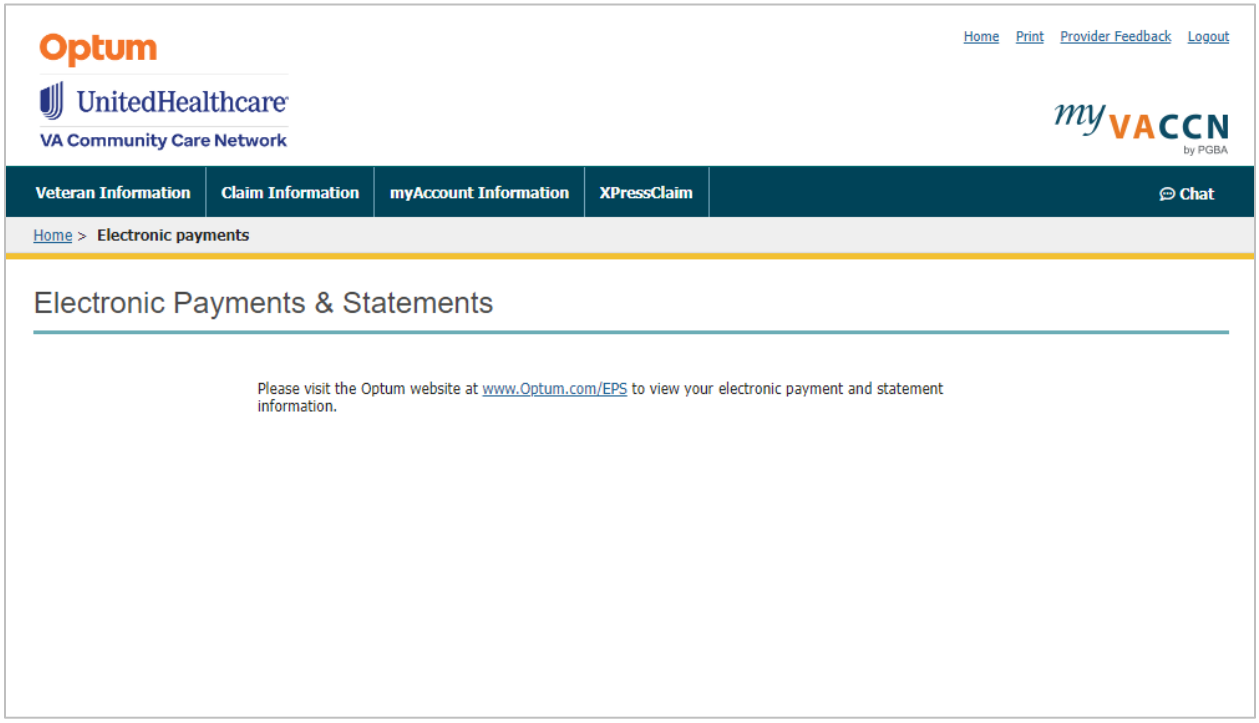
Electronic Payments

Provider remits are found on our partner's website. Please visit **www.Optum.com/EPS** to view your electronic payments and statement information. A link is provided on the Electronic Payments page for your convenience.



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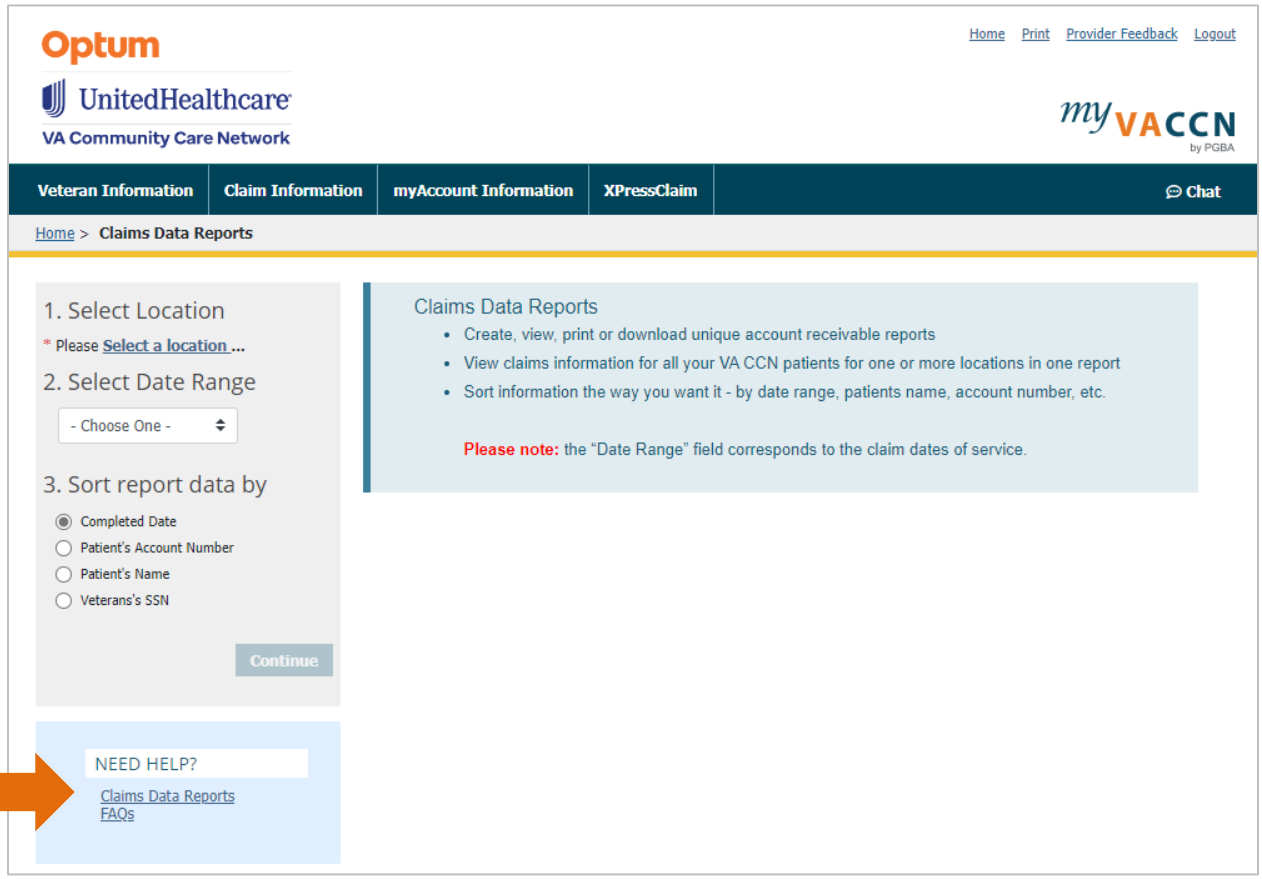
Claims Data Reports

Create, view, print or download unique accounts receivable reports. View claims information for all your VA CCN patients for one or more locations in one report.

There are three easy steps to create a report:

1. Select the **provider location(s)** (up to 20 locations per report)
2. Select a **Date Range** – Last 2 weeks, Last 30 days, Last 3 months, Last 6 months or a Specific Date
3. Select a **sort order** – Completed Date, Patient's Account Number, Patient's Name or Veteran's SSN and then **Continue**

View the **Claims Data Reports FAQs** (frequently asked questions) under the Need Help section for more information.



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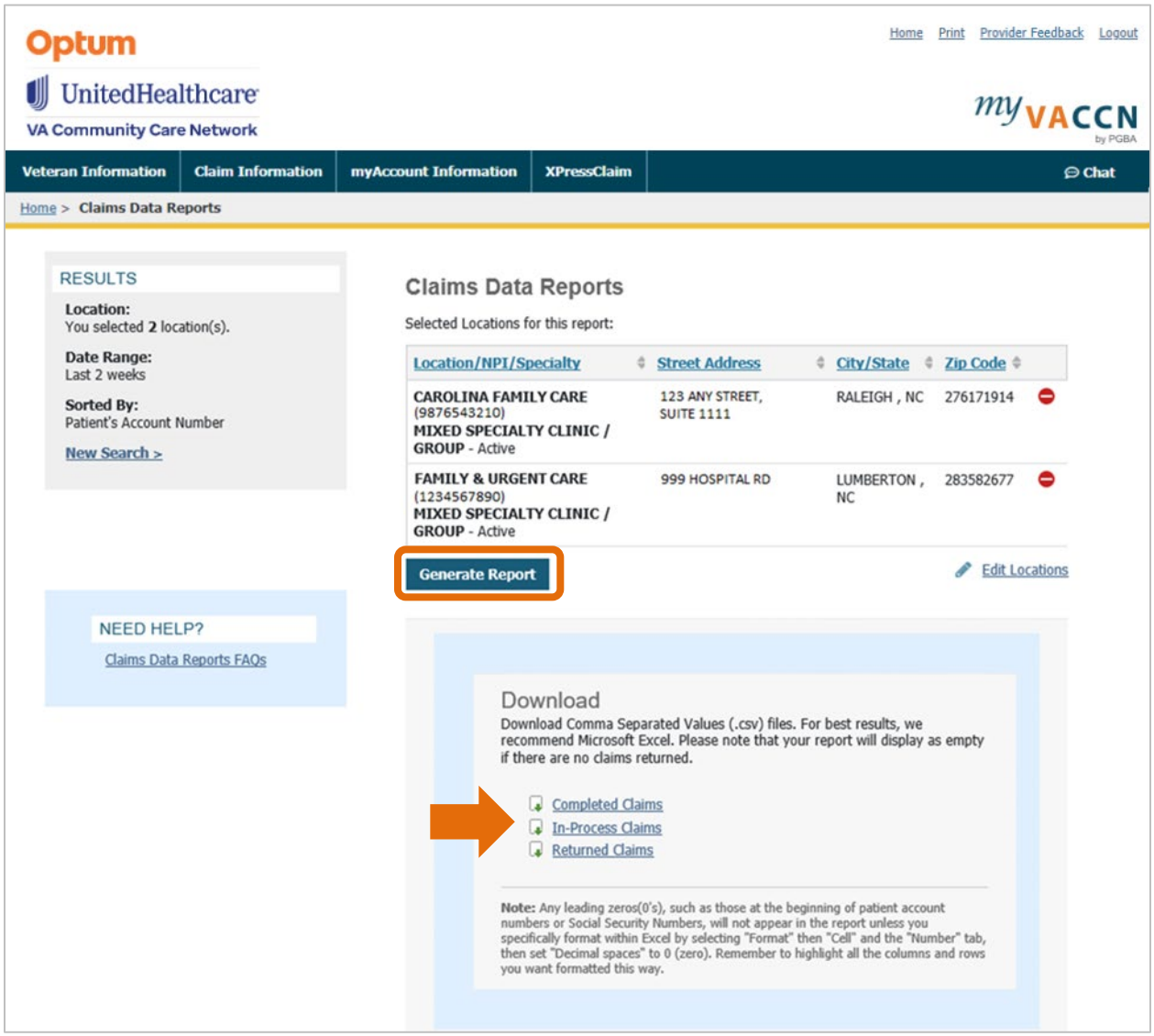
Claims Data Reports – Results

Select **Generate Report** to create a PDF report that you can view on screen, print or save to your personal device.

To **download a report**, select Completed Claims, In-Process Claims or Returned Claims under the Download section of the page.



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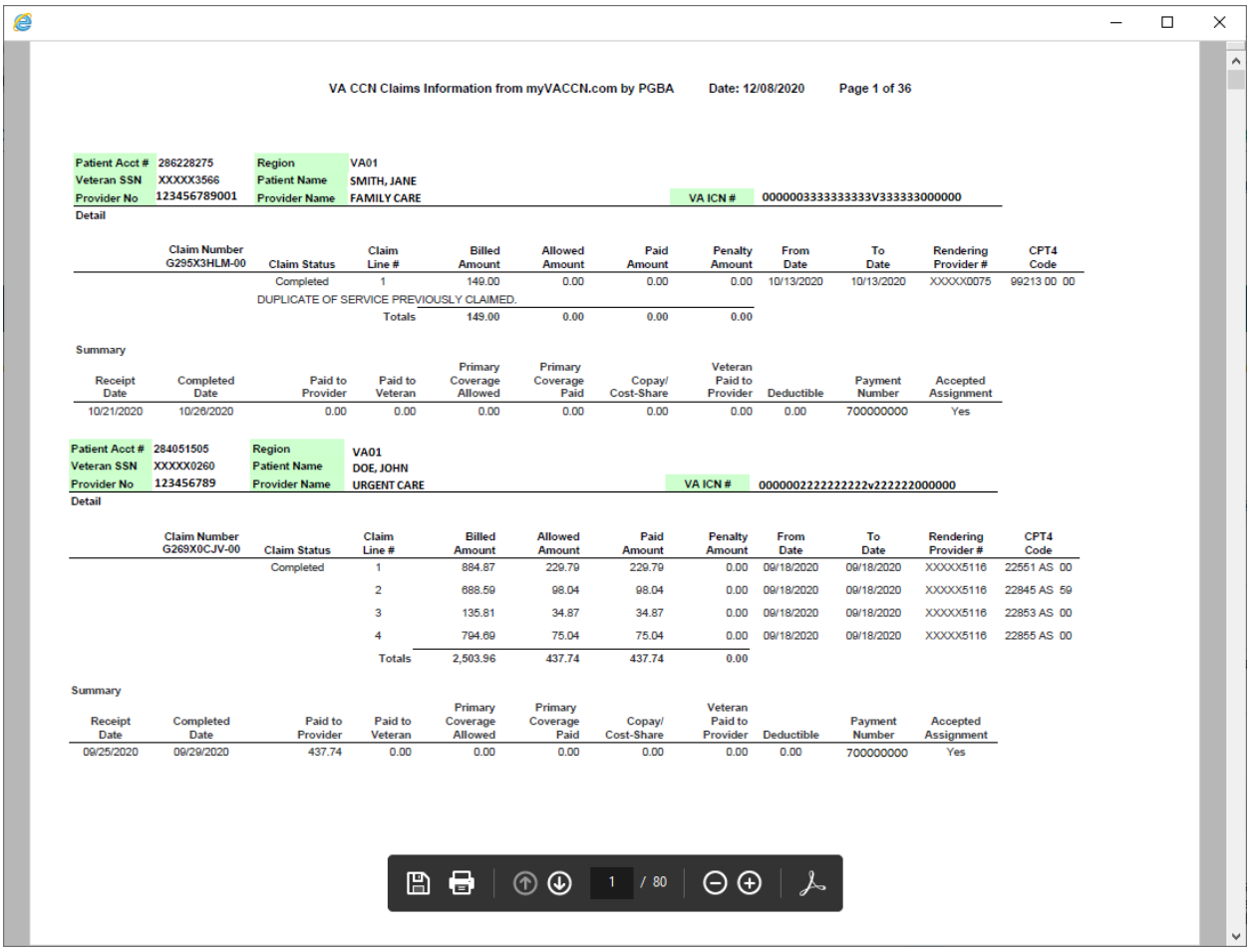
Claims Data Reports – Example PDF Report



VA CCN Claims Information from myVACCN.com by PGBA Date: 12/08/2020 Page 1 of 36

Patient Acct #	286228275	Region	VA01		
Veteran SSN	XXXXX3566	Patient Name	SMITH, JANE		
Provider No	123456789001	Provider Name	FAMILY CARE	VA ICN #	0000003333333333V333333000000

Detail

	Claim Number G295X3HLM-00	Claim Status	Claim Line #	Billed Amount	Allowed Amount	Paid Amount	Penalty Amount	From Date	To Date	Rendering Provider #	CPT4 Code
		Completed	1	149.00	0.00	0.00	0.00	10/13/2020	10/13/2020	XXXXX0075	99213 00 00
		DUPLICATE OF SERVICE PREVIOUSLY CLAIMED.									
			Totals	149.00	0.00	0.00	0.00				

Summary

Receipt Date	Completed Date	Paid to Provider	Paid to Veteran	Primary Coverage Allowed	Primary Coverage Paid	Copay/ Cost-Share	Veteran Paid to Provider	Deductible	Payment Number	Accepted Assignment
10/21/2020	10/26/2020	0.00	0.00	0.00	0.00	0.00	0.00	0.00	700000000	Yes

Patient Acct #	284051505	Region	VA01		
Veteran SSN	XXXXX0260	Patient Name	DOE, JOHN		
Provider No	123456789	Provider Name	URGENT CARE	VA ICN #	0000002222222222v222222000000

Detail

	Claim Number G269X0CJV-00	Claim Status	Claim Line #	Billed Amount	Allowed Amount	Paid Amount	Penalty Amount	From Date	To Date	Rendering Provider #	CPT4 Code
		Completed	1	884.87	229.79	229.79	0.00	09/18/2020	09/18/2020	XXXXX5116	22551 AS 00
			2	688.59	98.04	98.04	0.00	09/18/2020	09/18/2020	XXXXX5116	22845 AS 59
			3	135.81	34.87	34.87	0.00	09/18/2020	09/18/2020	XXXXX5116	22853 AS 00
			4	794.69	75.04	75.04	0.00	09/18/2020	09/18/2020	XXXXX5116	22855 AS 00
			Totals	2,503.96	437.74	437.74	0.00				

Summary

Receipt Date	Completed Date	Paid to Provider	Paid to Veteran	Primary Coverage Allowed	Primary Coverage Paid	Copay/ Cost-Share	Veteran Paid to Provider	Deductible	Payment Number	Accepted Assignment
09/25/2020	09/29/2020	437.74	0.00	0.00	0.00	0.00	0.00	0.00	700000000	Yes

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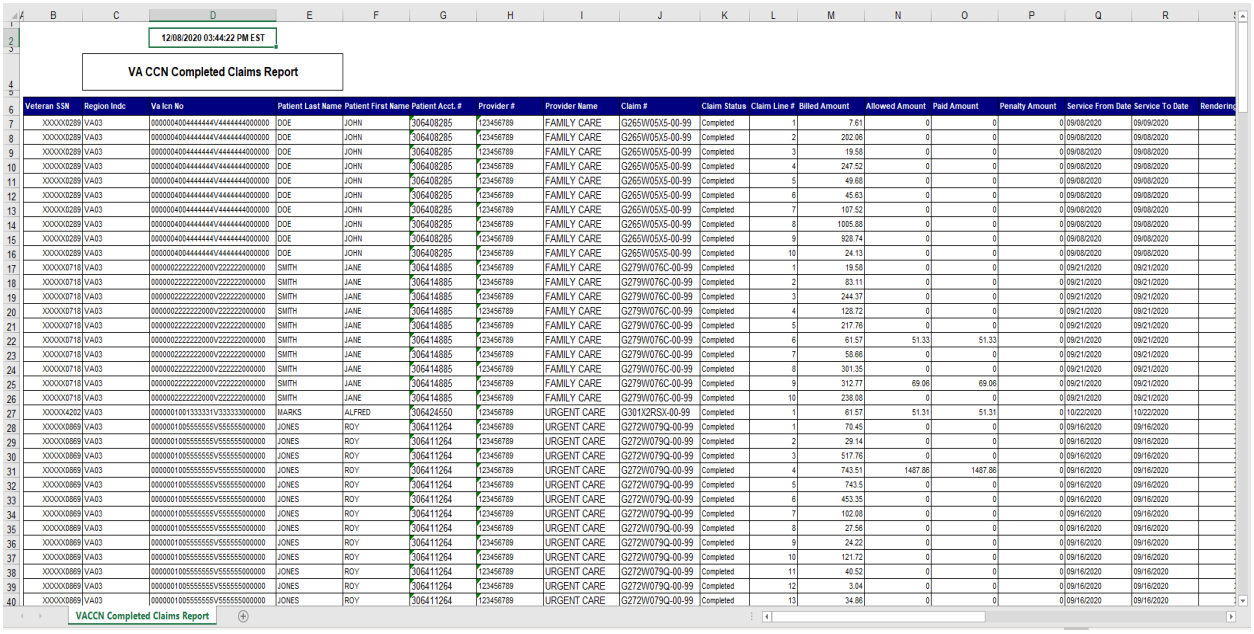
Claims Data Reports – Example Downloaded Report



12/08/2020 03:44:22 PM EST

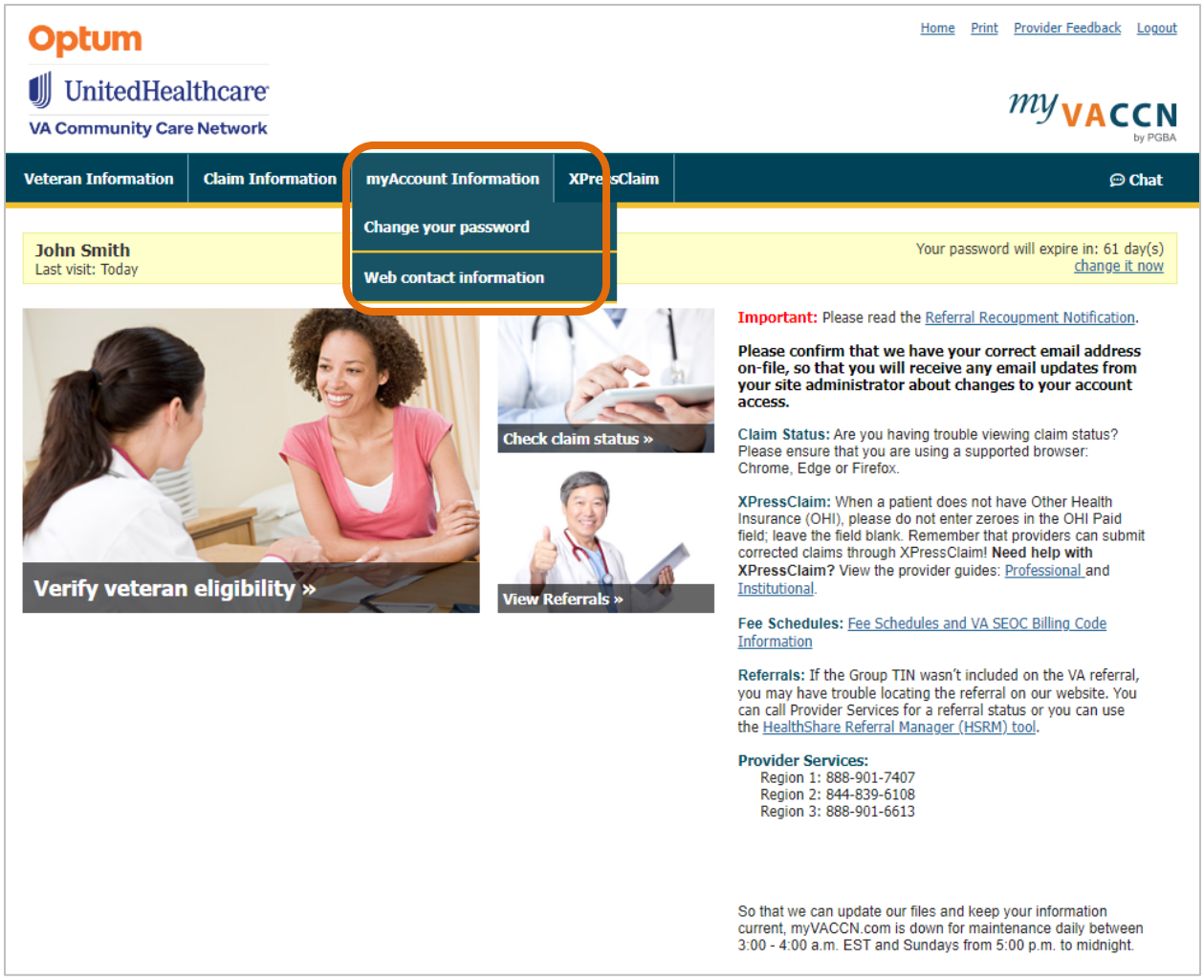
VA CCN Completed Claims Report

Veteran SSN	Region Indc	Va Icn No	Patient Last Name	Patient First Name	Patient Acct. #	Provider #	Provider Name	Claim #	Claim Status	Claim Line #	Billed Amount	Allowed Amount	Paid Amount	Penalty Amount	Service From Date	Service To Date	Rendering
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	1	7.61	0	0	0	09/08/2020	09/09/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	2	282.06	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	3	19.58	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	4	247.52	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	5	49.68	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	6	45.63	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	7	107.52	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	8	1005.88	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	9	928.74	0	0	0	09/08/2020	09/08/2020	
XXXXX0289	VA03	0000004004444444V444444400000	DOE	JOHN	306408285	123456789	FAMILY CARE	G265W05X5-00-99	Completed	10	24.13	0	0	0	09/08/2020	09/08/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	1	19.58	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	2	83.11	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	3	244.37	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	4	128.72	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	5	217.76	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	6	61.57	51.33	51.33	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	7	58.66	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	8	301.35	0	0	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	9	312.77	69.06	69.06	0	09/21/2020	09/21/2020	
XXXXX0718	VA03	0000002222222000V222222000000	SMITH	JANE	306414885	123456789	FAMILY CARE	G279W076C-00-99	Completed	10	238.08	0	0	0	09/21/2020	09/21/2020	
XXXXX4262	VA03	0000001001333331V333330000000	MARKS	ALFRED	306424550	123456789	URGENT CARE	G301X2RSX-00-99	Completed	1	61.57	51.31	51.31	0	10/22/2020	10/22/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	1	70.45	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	2	29.14	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	3	517.76	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	4	743.51	1487.86	1487.86	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	5	743.5	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	6	453.35	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	7	102.08	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	8	27.56	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	9	24.22	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	10	121.72	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	11	40.52	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	12	3.04	0	0	0	09/16/2020	09/16/2020	
XXXXX0869	VA03	0000001005555555V555555000000	JONES	ROY	306411264	123456789	URGENT CARE	G272W079Q-00-99	Completed	13	34.86	0	0	0	09/16/2020	09/16/2020	

VACCN Completed Claims Report

myAccount Information

Change your password or update your **Web contact information** from the myAccount Information menu.



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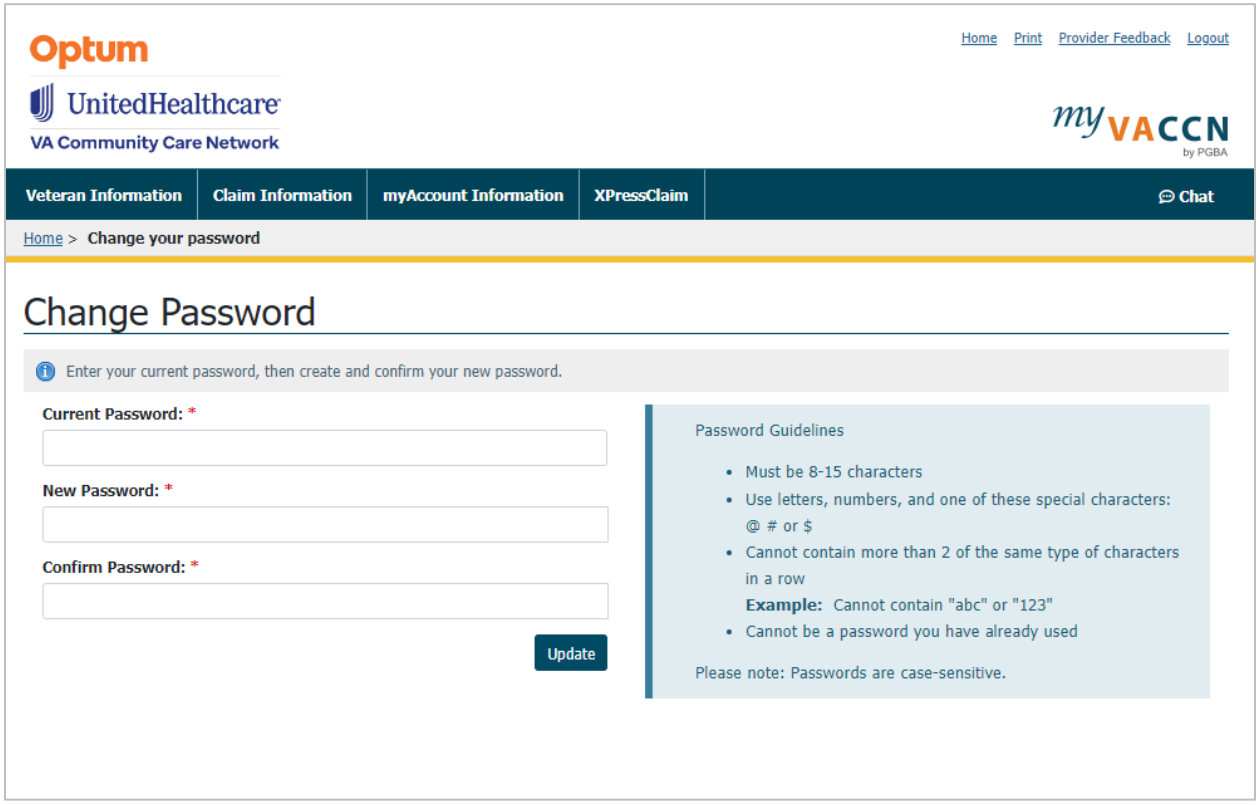
Change Your Password

Passwords must be changed every 90 days. Guidelines are listed for your convenience. As a reminder to reset your password timely, there is a notification on the secure homepage to let you know when your password will expire. Another suggestion is to schedule password resets on your work calendar so that access to your web account is not interrupted.

IMPORTANT: Accounts are locked after 90 days of inactivity and purged after 120 days of inactivity. If your account is purged, you will have to re-register.



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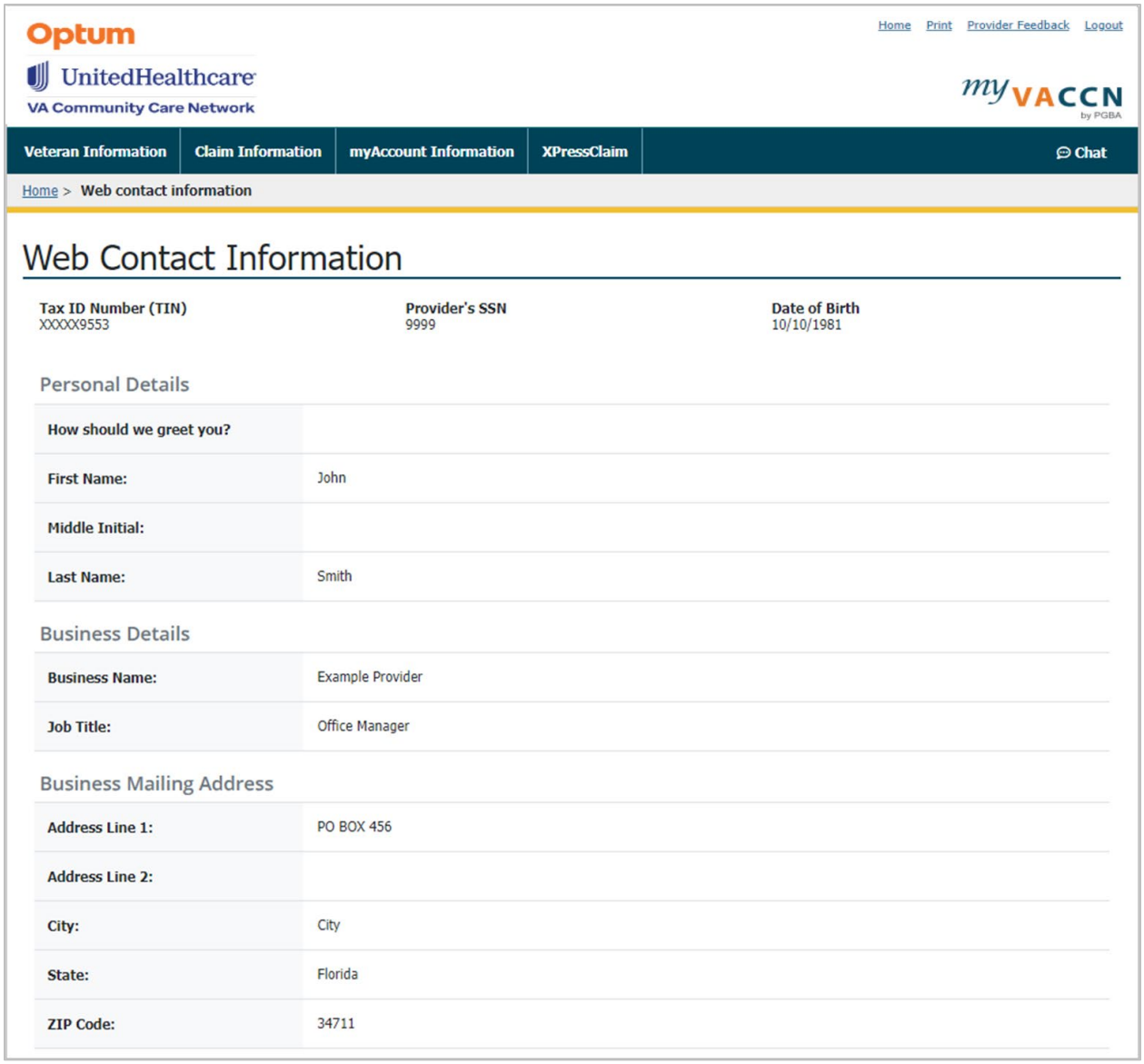
Web Contact Information

To update your web contact and account information, select **Edit** from the bottom of the page.

Please note: Changing your information here only changes your web account. It does not carry over into any other systems.



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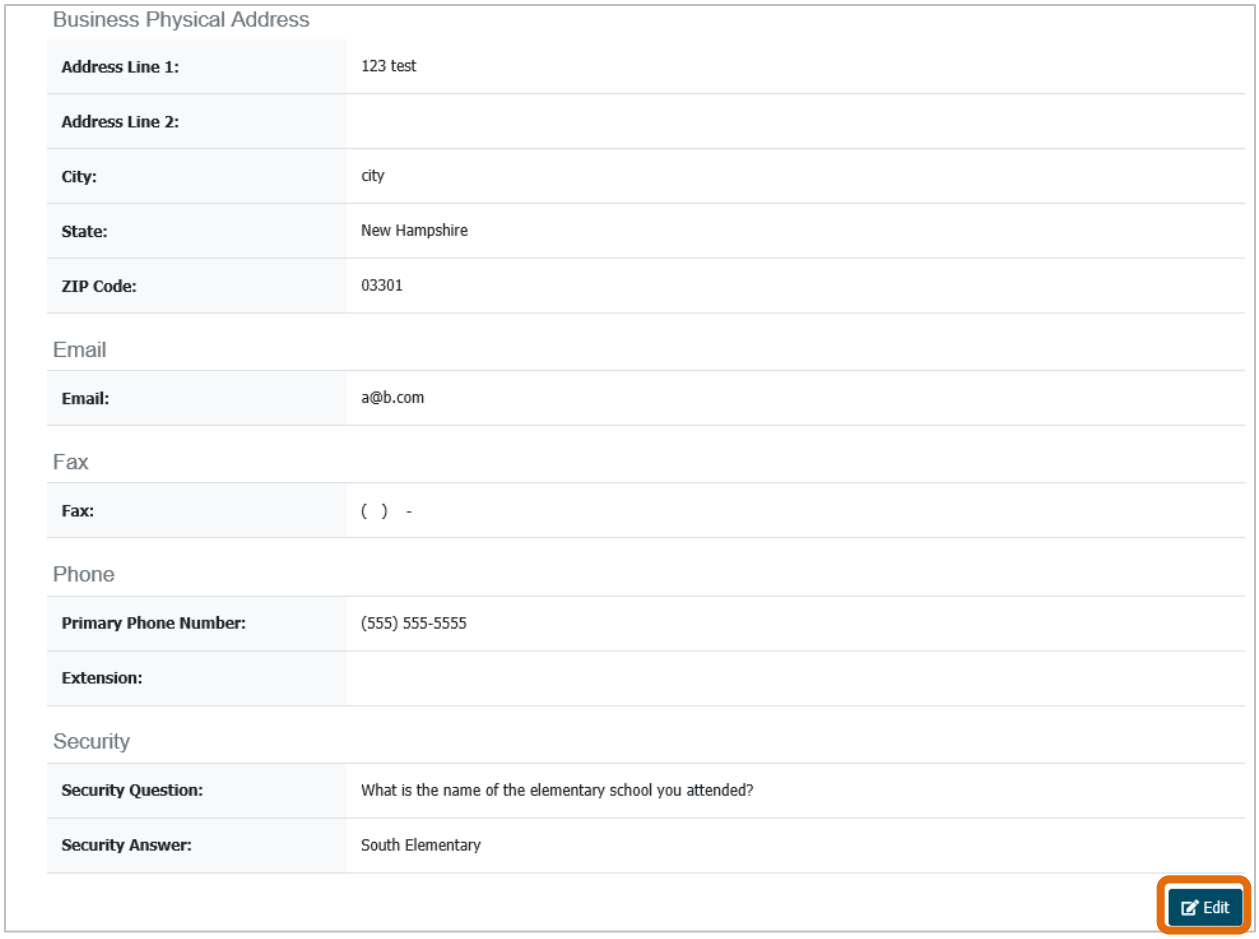

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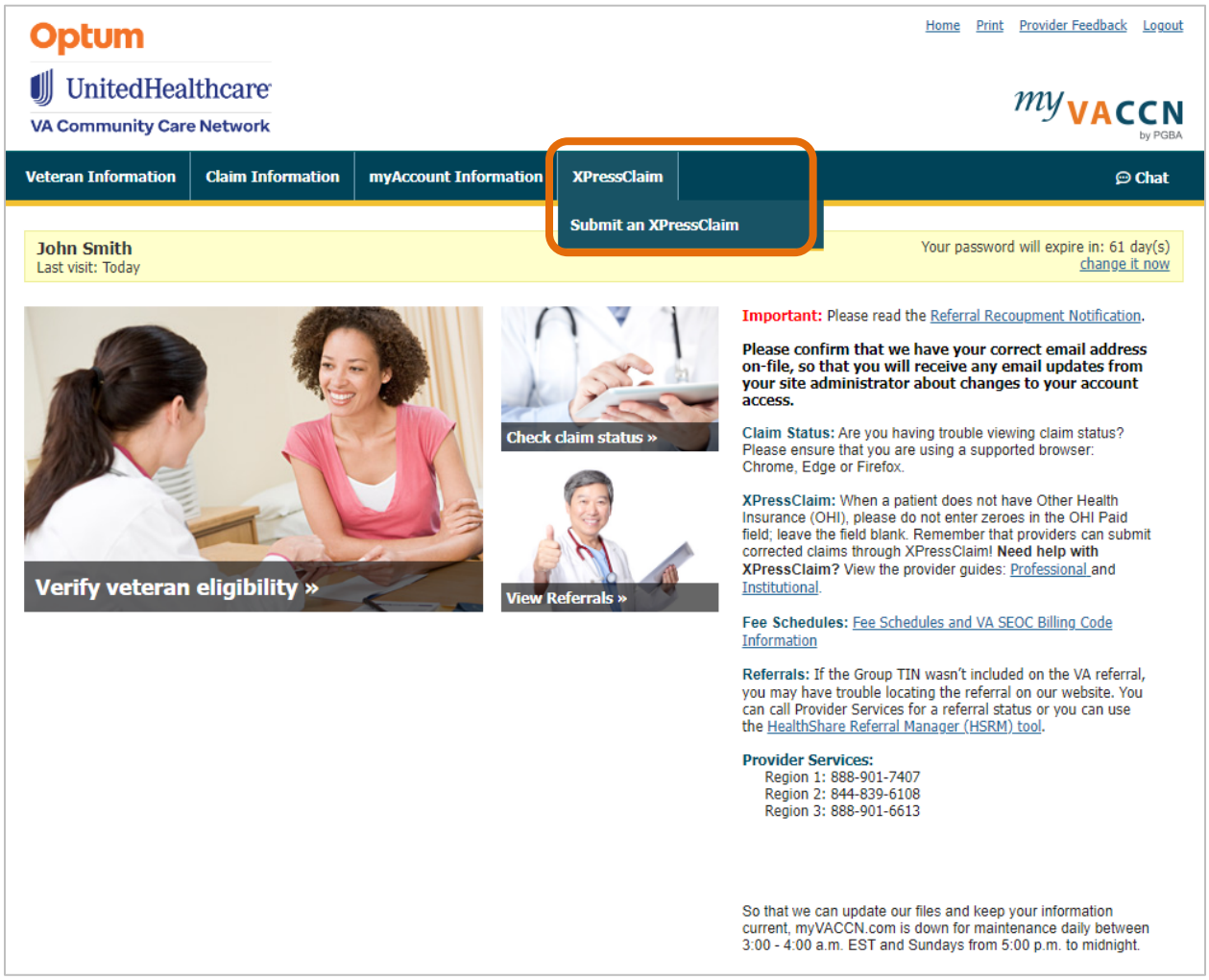
XPressClaim (XPC)

XPC is our free online claim submission tool. You can submit both professional and institutional claims once you have signed up and accepted the terms & conditions.

Select **Submit an XPressClaim** from the XPressClaim menu in the top navigation.



Here's a quick overview of the XPressClaim process:

1. Select the location where the care was provided.
2. Select the doctor who provided the care.
3. Select the patient who received the care.
4. Enter the list of services and charges for this claim.
5. Submit and make any online corrections.
6. Receive your results right away.

Please refer to the XPressClaim guides and tutorials on myVACCN.com for more information.

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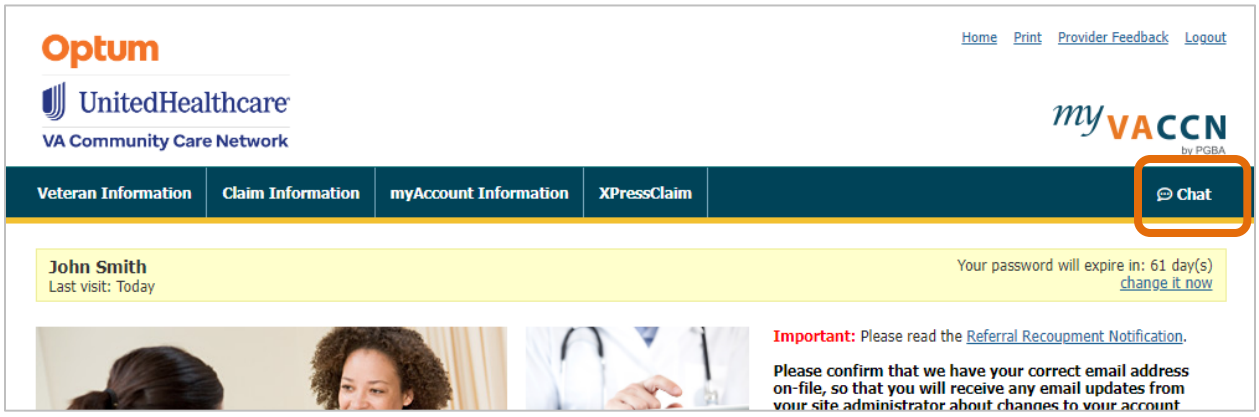
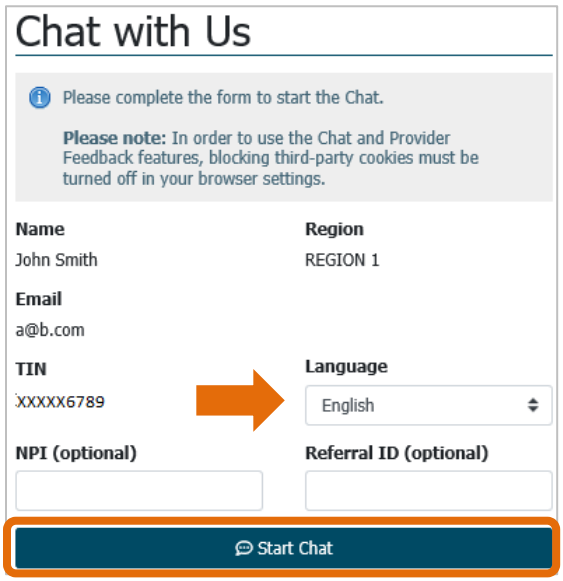
Chat

Select **Chat** from the upper right corner of any page on the secure website to get immediate customer service help during normal business hours.



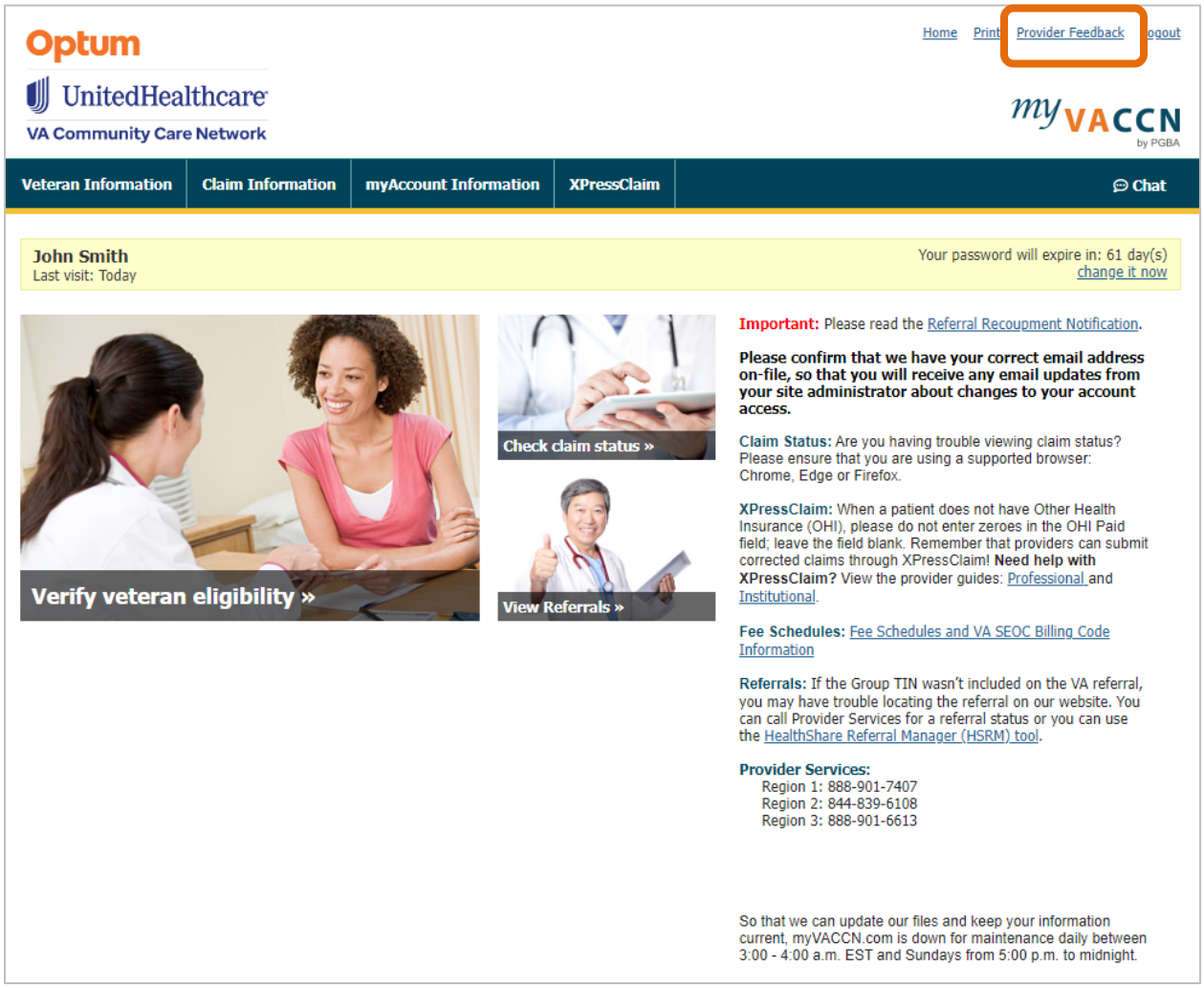
Use the **language** drop-down menu to chat in English or Spanish. Select **Start Chat** to connect with a customer service agent.



Please Note: "Block third party cookies" must be turned off in your browser settings to use the Chat or Provider Feedback features.

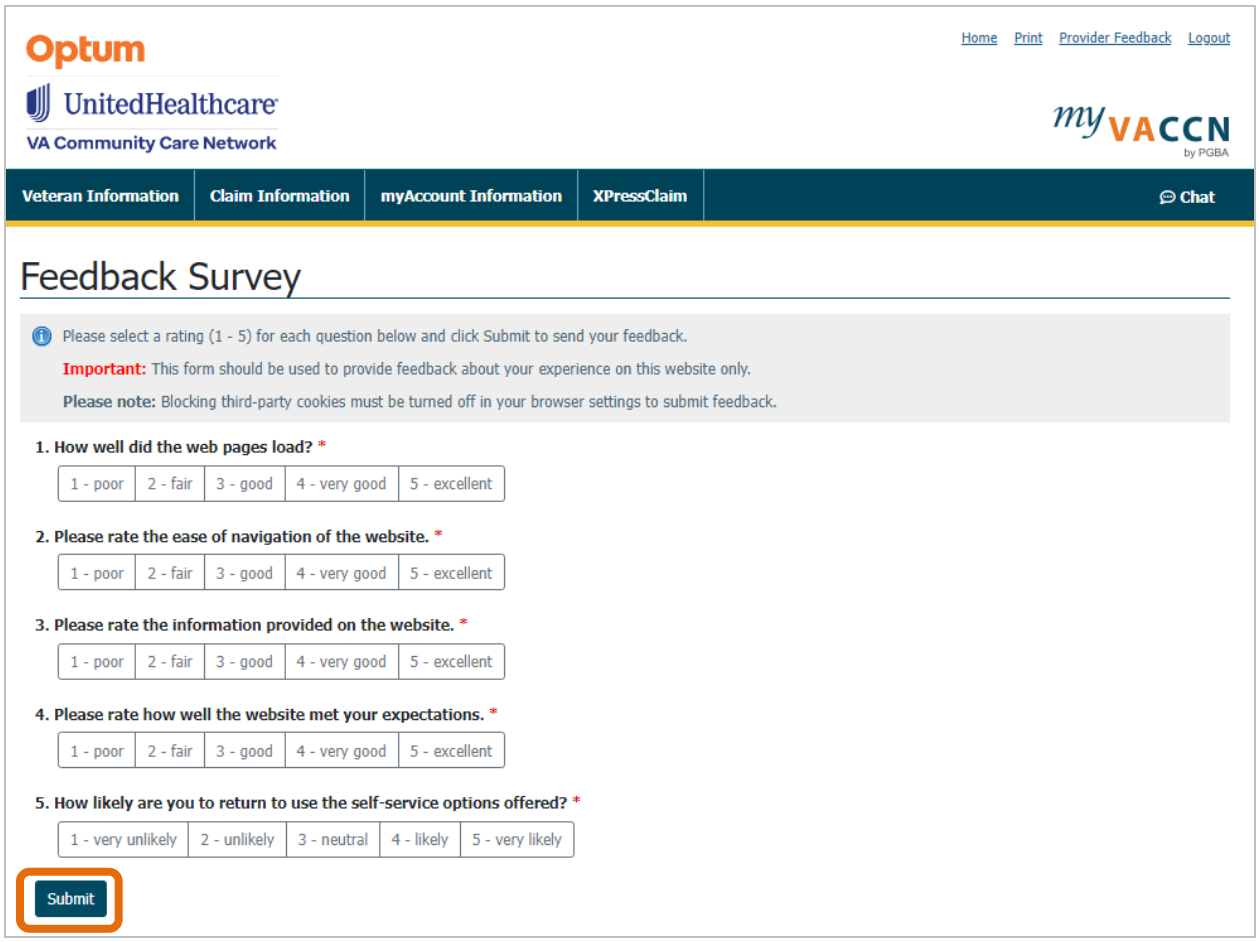
Provider Feedback

Select **Provider Feedback** in the upper right corner to give feedback specifically about the myVACCN.com website in the form of a survey.

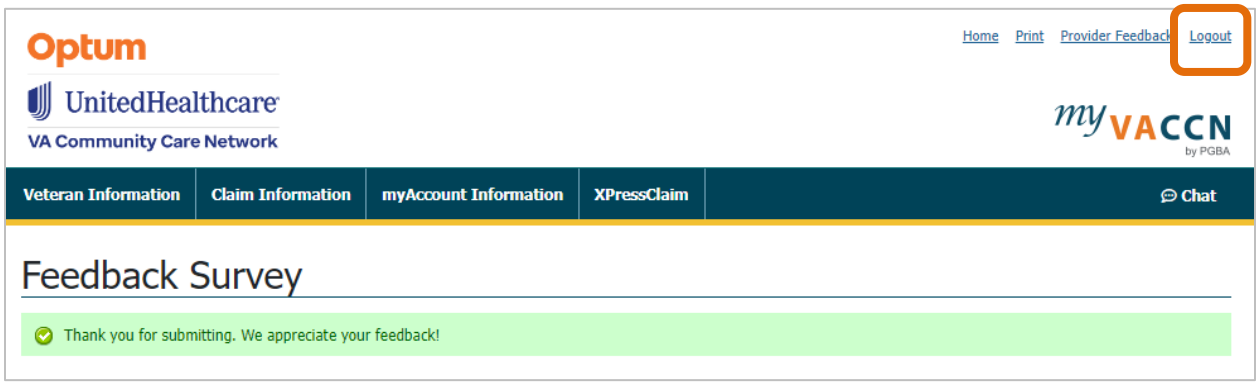


Please Note: "Block third party cookies" must be turned off in your browser settings to use the Chat or Provider Feedback features.

Select a rating 1 through 5 for each question and **Submit**.



Remember to **Logout** when you have completed your session.



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Want to Know More?

Be sure to check out the other helpful materials on myVACCN.com:

myVACCN.com Tutorials:

- myVACCN Registration Tutorial
- myVACCN Secure Features Tutorial
- XPressClaim Professional Claim Entry
- XPressClaim Institutional Claim Entry
- myVACCN Account Administration Tutorial

myVACCN.com Provider Guides:

- myVACCN Account Administration Guide
- XPressClaim Professional Provider Guide
- XPressClaim Institutional Provider Guide

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