



Checklist for Preventing Your Top VA Claim Denials

VA claim denials typically account for 1 percent of denied revenue. The right approach can protect revenue. Leading organizations incorporate these 5 tips to prevent the main causes of VA claim denials.

1

Notify and Authorize.

All care given to a veteran requires authorization from the VA. Non-urgent care must be authorized in advance and emergency care requires notification to the VA within 72 hours from the start of emergent care to receive authorization. A provider's status in the VA network will determine whether the VA or CCN TPA should be notified to obtain authorization.



2

Don't take "No" for an answer.

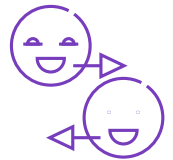
Denials happen. If a claim denies, explain the extenuating circumstances and ask for reconsideration. Submit appeals within 90 days of denial to avoid missing timely filing. Appeals aren't easy, and with expert assistance, many prior authorization denials can be overturned.



3

Determine Primary Payer.

When a patient has multiple insurances, confusion can happen. Ensure you know when VA insurance is primary and when it is secondary, and where to send the claim (VA, CCN TPA or other insurance). Be sure patient access asks patients if they have other health insurance besides VA to ensure information is captured and insurances can be billed correctly.



4

Ensure supporting documentation is submitted ASAP after care is provided.

There are multiple methods of submitting documentation to the VA after care has been provided – while not always needed for a claim to be processed for payment, it is still a requirement to participate in the CCN and must be done within 30 days of treatment. The options for submitting the records can be done online, or by email, fax or mail.



5

Check Claim Submissions for Accuracy.

Across the board, 61% of claim denials are due to errors in data, and VA claims are no exception. Before submitting a claim, ensure you have reviewed the patient's information, know the correct payer, confirm that authorization was received, services provided are within the scope of authorization and that proper documentation is ready – so that the claim can be successfully submitted.



If your VA program could use a refresh to proactively prevent complex claim denials, ask us about an educational session with Knowtion Health's team of VA program experts.

Knowtion Health, serving over 350 hospitals in 37 states, helps improve the patient experience, relieves veterans of burdensome financial liabilities and increases and accelerates VA claim resolution.