CHAMPVA Pay

Quick Start Guide

VA

U.S. Department of Veterans Affairs

Veterans Health Administration

Office of Connected Care

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Overview

The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) Pay mobile application (app) is an interactive tool to identify the participation status of CHAMPVA medical codes for use by a Veteran's beneficiaries and/or medical providers. The app accepts Current Procedural Terminology (CPT), International Classification of Diseases, Tenth Revision (ICD-10), National Drug Code (NDC), and Durable Medical Equipment (HCPS-DME) codes and returns the reimbursement status.

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Prerequisites

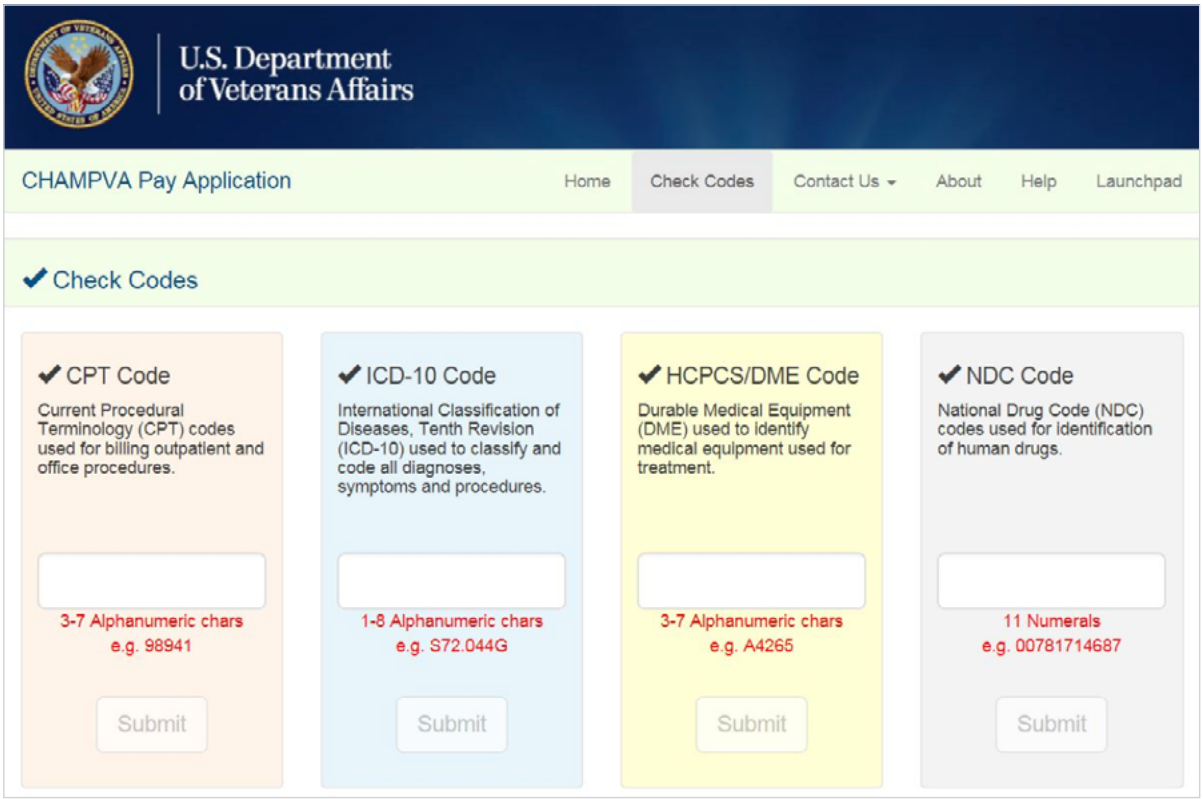
Anyone can access the CHAMPVA Pay App and check on reimbursement statuses.

Checking a Code

From the home screen, tap **Check Codes**. You will go to the Check Codes screen where there are four different categories of medical codes. Type in the code you're checking on in the corresponding blank field.

- CPT Code – Current procedural terminology codes are used for billing outpatient and office procedures. The code must be 3-7 alphanumeric characters (e.g., 98941).
- ICD-10 Code – International classification of diseases. Tenth revision codes are used to classify and code all diagnoses, symptoms and procedures. The code must be 1-8 alphanumeric characters (e.g., S72044G).
- HCPCS/DME Code – Durable medical equipment codes are used to identify medical equipment used for treatment. The code must be 3-7 alphanumeric characters (e.g., A4265).
- NDC Code – National drug codes are used for identification of human drugs. The code must be 11 numerals (e.g., 00781714687).

A green checkmark will appear next to the code when the required syntax is entered. Tap **Submit**. You will go a Checked Code screen, which will show you the type of code, the code you entered and the participation status.



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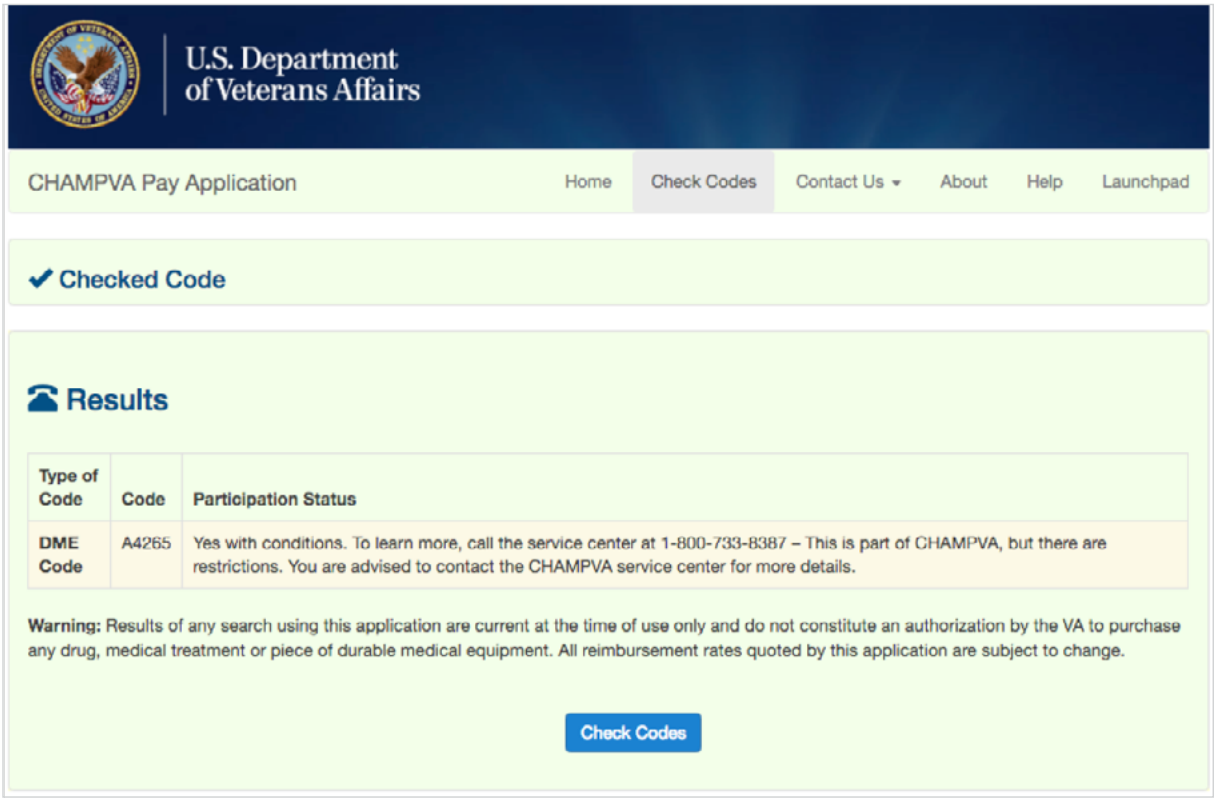
Understanding Participation

There are four options for the participation status:

- Yes – This is covered by CHAMPVA.
- Yes with conditions. To learn more, call the service center at 1-800-733-8387 – This is part of CHAMPVA, but there are restrictions. You are advised to contact the CHAMPVA service center for more details.
- No – This is not covered by CHAMPVA.
- Unknown Code. To learn more, call the service center at 1-800-733-8387.

NOTE: Results of any search using the CHAMPVA Pay App are current at the time of use only and do not constitute an authorization by VA to purchase any drug, medical treatment or piece of durable medical equipment. All reimbursement rates quoted by this app are subject to change.



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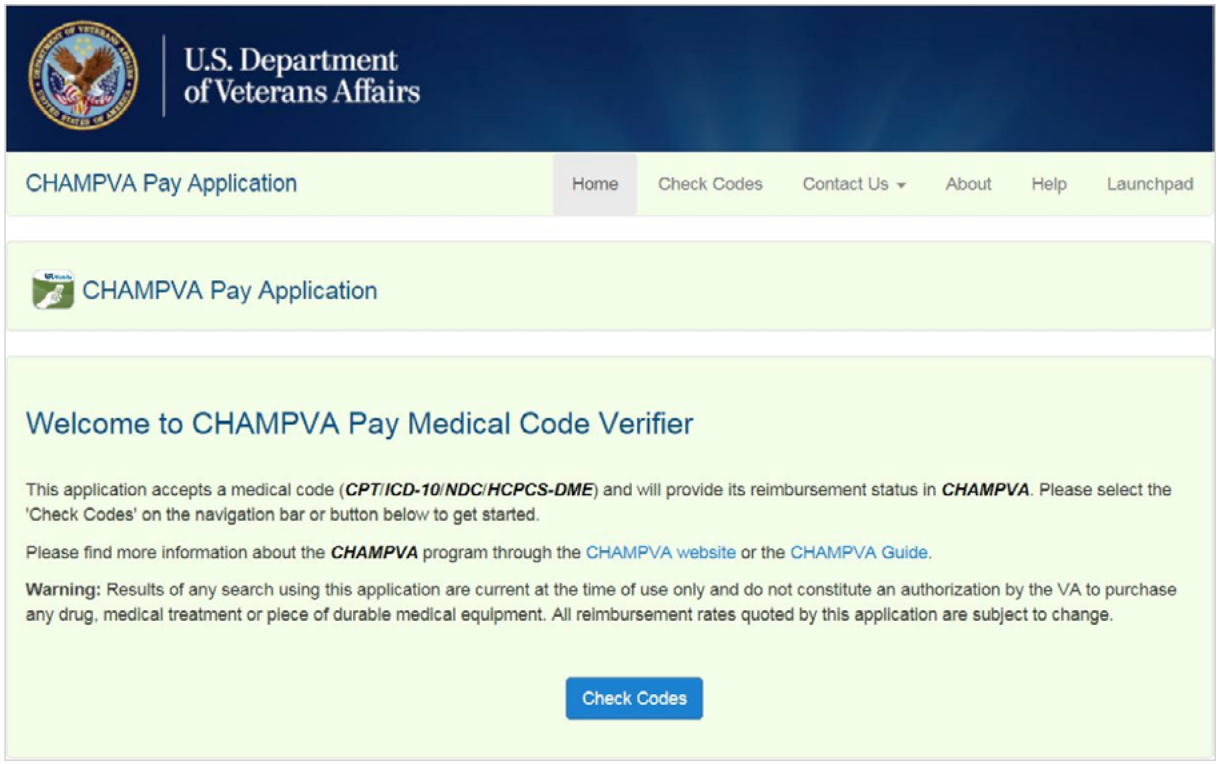
Accessing Information on CHAMPVA

To access additional resources about CHAMPVA, tap **CHAMPVA Website** or **CHAMPVA Guide** from the Home screen.



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Learning About the App

Tap **About** to see the app's name, version number, name of the developer, national release date, a brief overview of the app, supported browsers, information about the Help Desk and how to provide feedback about the app. For information on some parts of the app, tap the **i** icon and a pop-up box with information about that functionality will appear.

Help and Additional Information

Additional Training Materials for the CHAMPVA Pay App

More resources, such as a User Manual, Slideshow and FAQs, can be found on ***mobile.va.gov/appstore***, and search for the app to access the resources.

Help Desk Information

If you need assistance with the CHAMPVA Pay App, dial **1-844-482-6624** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: ***http://www.va.gov/directory/guide/home.asp?isflash=1***.

NOTE: You should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.