# User Manual

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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.

The CHAMPVA Pay App is supported by the following Internet browsers:

- Android – Chrome
- Android – Firefox
- iOS – Chrome
- iOS – Safari
- Mac OSX – Chrome
- Mac OSX – Firefox
- Mac OSX – Opera
- Mac OSX – Safari
- Windows – Chrome
- Windows – Firefox
- Windows – Internet Explorer
- Windows – Opera
- Internet Explorer 11 and higher
- Safari 7 and higher

This user manual provides an in-depth, step-by-step guide for using the CHAMPVA Pay App.
The Basics

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

Accessing the app
You can access the CHAMPVA Pay App either directly or through the CHAMPVA or VA Launchpads. When you first access the app, you will see an End User License Agreement (EULA) > Read the EULA, and tap Accept > You will go to the CHAMPVA Pay home screen. The next time you access the app, you will go directly to the home screen.

Device and window size
Depending on the device and size of the screen you are viewing the app on, you will see one of two layouts for accessing additional functionality:

1. If you are viewing the CHAMPVA Pay App on a wider screen, such as on a computer or in the landscape orientation of a tablet, the navigation options of Home, Check Codes, Contact Us, About, Help and Launchpad will always be visible. You will be able to directly tap Home, Check Codes, Contact Us, About, Help and Launchpad from anywhere in the app.

2. If you are viewing the CHAMPVA Pay App on a smaller screen, such as on a phone or in portrait orientation of a tablet, the navigation options (Home, Check Codes, Contact Us, About, Help and Launchpad) will be accessible by tapping the menu (three-line icon in upper right corner) and choosing the option.

These materials are written as if you are viewing the app on a wider screen, so the Home, Check Codes, Contact Us, About, Help and Launchpad buttons will always be visible.
Learning about the app
From the home screen, tap About > You will go to the About screen where you will 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. Additionally, for information on some parts of the app, tap the i icon, and a pop-up box with information about that functionality will appear.

Accessing help for the app
From the home screen, tap Help > You will go to the Help screen where you will see what to do in an emergency and frequently asked questions about the app. Tap a question to view the answer.

Accessing the VA Launchpad
In the upper right corner of the screen, tap Launchpad > A pop-up Exit to Launchpad box will appear > Tap OK to continue to the VA Launchpad, or tap Cancel to return to the app.
CHAMPVA

Look up a medical code and see if it is covered by CHAMPVA.

Checking a code

From the home screen, tap **Check Codes** either from the tab at the top of the screen or the Check Codes button in the middle of the screen. You will go to the Check Codes screen, where there are four different categories of medical codes. Tap the blank field of the type of code you are checking on, and type in the code.

- **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 (ICD-10) 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 (DME) used to identify medical equipment used for treatment. The code must be 3-7 alphanumeric characters (e.g., A4265).
- **NDC Code** – National Drug Code (NDC) codes used for identification of human drugs. The code must be 10–13 Numerals & Dash only (e.g., 12345-6789-12).
A green checkmark will appear next to the code when the required syntax is entered > Tap **Submit** > You will go to a Checked Code screen, which will show you the type of code, the code you entered and the participation status. 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.
Accessing information on CHAMPVA

You can easily access additional resources about the CHAMPVA program from the app. On the home screen, tap either:

- **CHAMPVA Website** – The CHAMPVA website will open in your preferred web browser.
- **CHAMPVA Guide** – The CHAMPVA Guide PDF will open in your preferred web browser providing you with information about eligibility, benefit information and costs.
Help and Additional Information

Additional Training Materials for the CHAMPVA Pay App
More resources, including a Quick Start Guide, 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 1-877-470-5947 to speak with a VA representative. For TTY assistance, dial 711.

Emergencies
If you feel your information may have been compromised, contact your local VA facility to get 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?iflash=1.
NOTE: You should never use this app in an emergency. If you encounter an emergency, call your local medical center or dial 911 immediately.

Appendices

Appendix #1: Project References
This app was developed according to an approved concept paper. It was tested in a demo environment to ensure optimal functionality.

Appendix #2: Glossary
App – An application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.
CPT – Current Procedural Terminology
DME – Durable Medical Equipment
EULA – End User License Agreement
ICD-10 Code – International Classification of Diseases, Tenth Revision
NDC – National Drug Code
VA – Department of Veterans Affairs
VA Mobile Health – An initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA care teams. [For more information, visit: mobile.va.gov.]