

CHAMPVA Pay User Manual





U.S. Department of Veterans Affairs

Veterans Health Administration Office of Connected Care

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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:

- 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.

	U.S. Department of Veterans Affairs						
CHAMPVA Pa	ay Application	Home	Check Codes	Contact Us +	About	Help	Launchpad
	PVA Pay Application						
Welcome	to CHAMPVA Pay Medical Co	ode Ve	rifier				
	ccepts a medical code (CPT/ICD-10/NDC/HCPCS the navigation bar or button below to get started.	-DME) and	will provide its reim	bursement status	in CHAMP	VA. Please	e select the
Please find more	information about the CHAMPVA program through	the CHAM	PVA website or the	CHAMPVA Guide	э.		
-	of any search using this application are current at treatment or piece of durable medical equipment.						
		Check	Codes				

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.

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CHAMPVA

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

U.S. Departme of Veterans Af	ent fairs							
CHAMPVA Pay Application		Home	Check Codes	Contact L	Js 👻 About	Help	Launchpad	
✓ Check Codes								
CPT Code Current Procedural Terminology (CPT) codes used for billing outpatient and office procedures.	✓ ICD-10 Code International Classification of Diseases, Tenth Revision (ICD-10) used to classify and code all diagnoses, symptoms and procedures.		al Equipment (DME medical equipmer		✓ NDC Coor National Drug (used for identified rugs.	Code (NDC	:) codes uman	
98941	98941 S72.044G				12345-6789-12			
3-7 Alphanumeric chars e.g. 98941	1-8 Alphanumeric chars e.g. S72.044G		anumeric chars .g. A4265		10–13 Nun e.g. 12345-67			
Submit	Submit		Submit		Ş	Submit		

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 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 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.

U.S. D of Vet	Department erans Affairs												
CHAMPVA Pay Applica	tion	Ноте	Check Codes	Contact Us	Abo	out Help	Launchpad						
✓ Checked Code													
Results													
Type of Code	Code	Participation St	atus										
CPT Code	98941	Yes - This is cov	ered by CHAMPVA.										
US	Department of Veterans Affairs		V Washington DC 2042		PVA Pay	Applicatio	partment ans Affairs n	Home	Check Codes	Contact Us +	About	Help	Launchpad
				Re	sults								
				Type of Code	Code	Participatio	on Status						
				DME Code	A4265			nore, call the service ce contact the CHAMPV/			CHAMPVA,	but there a	are
								on are current at the tim dical equipment. All reir Ch					

	U.S. Departs of Veterans	ment Affairs											
CHAMPVA Pay	Application	Home	Check Codes	Contact Us +	About	Help	Launchpad						
✓ Checked C	Code												
Results													
Type of Code	Code	Participation Status											
NDC Code	00781714687	Unknown Code. To learn more, p	lease call our servic	e center at 1-800	-733-8387								
		Chec	k Codes	✓ Ch	necked C	ode							
				R	lesults								
				Туре	of Code		Code		Participati	on Status			
					Code		S72.04	44G	No - This is	not covered by CHA	MPVA.		
									I equipment. All rei	e of use only and do nbursement rates qu ock Codes			
									- Ci				

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.

U.S. Department of Veterans Affairs						
CHAMPVA Pay Application	Home	Check Codes	Contact Us +	About	Help	Launchpad
CHAMPVA Pay Application						
Welcome to CHAMPVA Pay Medica This application accepts a medical code (CPT/ICD-10/NDC/F 'Check Codes' on the navigation bar or button below to get st	ICPCS-DME) and		bursement status	in <i>CHAMP</i>	VA. Pleas	e select the
Please find more information about the CHAMPVA program		PVA website or the	CHAMPVA Guide	э.		
Warning: Results of any search using this application are cu any drug, medical treatment or piece of durable medical equi						
	Check	Codes				

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: <u>mobile.va.gov</u>.]