



GOV SERVICES

The Department of Veterans Affairs (VA), Veterans Health Administration (VHA), Office of Finance, Recovery Audit Contractor (RAC)

Provider Portal User Guide

Contents

[Section 1](#)

Knowledge Based Authentication (KBA) and Two Factor Authentication.....	<u>5</u>
---	--------------------------

[Section 2](#)

Account and User Management.....	<u>15</u>
----------------------------------	---------------------------

[Section 3](#)

Medical Record Tracking.....	<u>20</u>
------------------------------	---------------------------

[Section 4](#)

Secure Documentation and Dispute Uploads.....	<u>22</u>
---	---------------------------

[Section 5](#)

Bill of Collection Detail	<u>25</u>
---------------------------------	---------------------------

[Section 6](#)

Dispute/Correspondence Tracking.....	<u>26</u>
--------------------------------------	---------------------------

[Section 7](#)

Level 2 Dispute Tracking.....	<u>28</u>
-------------------------------	---------------------------

Key Terms Defined	<u>21</u> , <u>27</u> , <u>29</u>
-------------------------	---

VARAC Provider Portal User Guide

Cotiviti GOV Services is the Veterans Health Administration (VHA) Recovery Audit Contractor (RAC). Cotiviti utilizes a web-based application, VARAC Provider Portal, to facilitate communication with Community Care providers.

Providers may log into the VARAC Provider Portal in one of two ways:

- 1) Answer Knowledge Based Authentication (KBA) questions (identity verification process), or
- 2) Enter a username and password if one was previously assigned

This user guide is divided into **seven (7) sections** which will explain the basic functions of the VARAC Provider Portal:

- **Section 1: [Knowledge Base Authentication \(KBA\) and Two Factor Login](#)** - This section guides a new user through the login process using knowledge-based authentication giving the **primary facility representative** the ability to designate a facility contact to receive medical record request letters and provide additional facility representatives access to the Provider Portal. Two Factor Authentication is required for all users logging into the VARAC Provider Portal. The login process requires each user to validate their identity through a one-time security code which will be sent to the email address registered when a provider account was created.
- **Section 2: [Account and User Management](#)** - This section explains how to log into VARAC with a username and password and how to change a password. It will also guide the primary Point of Contact through the process of how to create contacts to receive Medical Record Request letters, add up to five (5) web users, and update designated contact information. ***Access to this section requires KBA login and should only be accessed by the individual designated as responsible for keeping a facility's point of contact information current and accurate.***
- **Section 3: [Medical Record Tracking](#)** - This section guides registered users through steps to confirm receipt of medical documentation submitted to the VA RAC in response to a Medical Records Request Letter. Users may also track the outcome of medical documentation reviews.

- **Section 4: [Secure Documentation and Dispute Uploads](#)** - This section guides registered users through the steps of uploading medical record documentation, correspondence, and dispute requests for overpayment determinations.
- **Section 5: [Bill of Collection](#)** - This section guides registered users through steps of identifying and accessing the review outcome detail, also known as Audit Detail Document.
- **Section 6: [Level 1 Dispute and Correspondence Tracking](#)** - This section guides registered users through the steps to view a dispute and correspondence submitted to the VA RAC. Users may also track the outcome of disputes.
- **Section 7: [Level 2 Dispute Tracking](#)** - This section guides registered users through the steps to review the most current processing status for level 2 submitted disputes.

Section 1: Knowledge Base Authentication (KBA) and Two Factor Authentication

Knowledge Based Authentication (KBA) Login

For initial access to the Provider Portal, Knowledge-Based Authentication is required. The responses provided to authentication questions are a means of identity verification.

**** Be sure to have access to the facility's claims data. This information will be part of the KBA Login process.**

Step 1. Launch a web browser in either Google Chrome, Microsoft Edge, or Mozilla Firefox.

Step 2. Enter <https://varacinfo.cotiviti.com> in the address bar to access the Provider Portal as seen below.



VARAC Info	Provider Info	Preliminary Audit Plans for Comment	Final Audit Plans	FAQ	Contact Us	Login
------------	---------------	-------------------------------------	-------------------	-----	------------	-------

Cotiviti welcomes you to VARAC-Info!

Important Provider Updates

8/29/2024: FY18 VARAC Audits

For FY18 bill of collection letters and related information, contact the Veteran's Health Administration Office of Payment Operations. They can be reached at: 877-881-7618.

Links & Resources

- **Provider Education**
 - [Portal Guide For VARAC Providers](#)
 - [Review Flow For VARAC Providers](#)
- [Archived Audit Plans](#)

Step 3. Click the Login button on the menu bar.



VARAC Info	Provider Info	Preliminary Audit Plans for Comment	Final Audit Plans	FAQ	Contact Us	Login
------------	---------------	-------------------------------------	-------------------	-----	------------	-------

Cotiviti welcomes you to VARAC-Info!

Important Provider Updates

8/29/2024: FY18 VARAC Audits

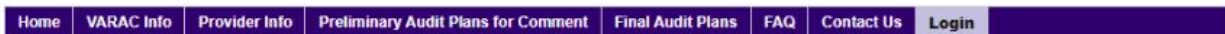
For FY18 bill of collection letters and related information, contact the Veteran's Health Administration Office of Payment Operations. They can be reached at: 877-881-7618.

Links & Resources

- **Provider Education**
 - [Portal Guide For VARAC Providers](#)
 - [Review Flow For VARAC Providers](#)
- [Archived Audit Plans](#)

New Users will need to review the Knowledge Based Authentication (KBA) displayed on the left side of the screen. [Proceed to Step 4.](#)

Returning Users will log in via the Provider Sign In on the right side of the screen. [Proceed to Step 8.](#)



Returning Users →

Please contact our Provider Services area at the number listed below if you need a password reset.
855-287-1667

Knowledge Based Authentication ← **New Users**

- [Portal Guide For VARAC Providers](#)

Please note:

- You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

☐ Please click box to agree

Provider Sign In

Username

Password

Please note:

- You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time,

Step 4. NEW USER - Knowledge Based Authentication

- Read the disclaimer
- Select **Please click box to agree.**

COTIVITI
GOV SERVICES

Home VARAC Info Provider Info Preliminary Audit Plans for Comment Final Audit Plans FAQ Contact Us Login

Provider Sign In

Username
Password

Please note:

- You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

Please note: **a. Read disclaimer**

☐ Please click box to agree **b. Click box to agree**

Step 5. Enter Provider and Patient information.

- Enter the provider **NPI Number** in the text box and click **Continue**.

☐ Please click box to agree

Administrators only - The VARAC Cotiviti defines Administrators as a person(s) with the authority to represent the provider of services as it is related to Recovery Audit activities.

What is your NPI Number?

Continue **Back**

- b. Enter a **Paid Amount** for any claims with the date of service listed on the screen, then click **Continue**.

What is your NPI Number?

Please type in the box below the claims paid amount listed on any claims with date of service: 11/27/2023

Paid Amount

- c. Enter the **Patient's Date of Birth**, then click **Continue**.

What is your NPI Number?

Please type in the box below the claims paid amount listed on any claims with date of service:

Paid Amount

Patient Date of Birth (mm/dd/yyyy)

- d. Enter the email address associated with the **primary facility representative** and click **Continue**.

What is your NPI Number?

Please type in the box below the claims paid amount listed on any claims with date of service:

Paid Amount

Patient Date of Birth (mm/dd/yyyy)

We require an Email Address to be associated with the account for all system notifications. Please provide below.

Email Address

Congratulations!

You have successfully completed the Knowledge Based Authentication process.

An email titled **Your New Cotiviti – VARAC Account** has just been sent to your Inbox. The email contains your VARAC Portal Username.

[EXTERNAL] Your New Cotiviti - VARAC Account



DONOTREPLY@cotiviti.com

To

Retention Policy 3yr Email Retention Policy (3 years)

Welcome to Cotiviti - VARAC.

Your Username is: XXXXXXXXXX



(Note: This username is temporary. Once point of contact information is updated under the Account Mgmt tab, the username will then become the email address used on the account.)

Step 6. Confirm Identity and Generate an Identification Code

a. After entering your email address and clicking Continue on the previous Knowledge Base Authentication screen, the screen below should populate. Click **Next**.

COTIVITI
GOV SERVICES

Instructions

Get Identification Code

Enter Identification Code

We will need to confirm your identity before you can access your account. We will send it to your email address you have already provided us. Please note that the code is valid for 10 minutes from the time of request. Click "Next" to verify the email address.

[Already have an Identification Code?](#)

Next Cancel

[Please contact us if you have any questions or concerns.](#)

- b. Click **Generate Code** to have an Identification Code sent to your email account.



Identification Code

Instructions **Get Identification Code** Enter Identification Code

We need to send you an identification Code to confirm your identity before you can access your account. Please note that the code is valid for 10 minutes from the time of request.

 An email will be sent to [redacted] when you click "Generate Code".

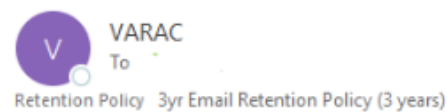
[Already have an Identification Code?](#)

[Previous](#) **Generate Code** [Cancel](#)

[Please contact us if you have any questions or concerns.](#)

- c. To retrieve your identification code, check your Inbox and locate the email sent from VA RAC - Titled "VARAC Provider Portal Identification Code".

Your Requested Cotiviti - VARAC Provider Portal Identification Code



Note: This is a service message regarding the Identification Code you requested.

Dear Provider:

Here is the temporary Identification Code you will need to log in to the VARAC Portal.

Your Identification Code is: **576411**

This code will **expire in 10 minutes** from the time of request or upon a successful login.

Please follow the instructions below if you are unsure about where to enter your Identification Code.

If you are currently on the page where you can enter your Identification Code, please enter it now.

If you are not currently on our site, then please follow these steps to access your accounts:

1. Go to <https://varacinfo.cotiviti.com> site as you normally do.
2. Enter your Login ID and Password into the fields on the page and click "Login."
3. On the "Instructions" page, please click the "Already have an Identification Code?" link.
4. Enter the Identification Code you received in this e-mail in the Identification Code field.
5. Click **"Log Me In!"**

Step 7. Set a password

- a. After selecting **Generate Code** the below screen should have populated. Enter your Identification Code and Click **Log Me In**.

- b. After clicking **Log Me In**, the Change Password screen will appear. Your password should be at least 8-characters and contain at least one alpha, numeric, and special character. Enter and Confirm your new password and click **Change Password**.

Upon clicking the 'Change Password' button you will be automatically logged out of the portal for security purposes.

Congratulations!

You have successfully Changed your Password and may now log into the secure VARAC Provider Portal using your newly established user credentials.

Step 8. Return to the Portal Login screen using the 'log in' hyperlink.



Password changed successfully

You have been logged out for security reasons. You may login again using your new password.

Step 9. Provider Sign In

- Enter your Username and password,
- Select **"Please click box to agree."**
- Click **Sign In**

The image is a screenshot of the "Provider Sign In" form. A red arrow points to the "Username" input field. Another red arrow points to the "Password" input field. Below the password field is a "Please note:" section containing a bulleted list of terms and conditions. A third red arrow points to the "Please click box to agree" checkbox. Below the checkbox is a red oval containing the "Sign In" button. At the bottom of the form is a link that says "Forgot or need to Reset your password?".

Provider Sign In

Username

Password

Please note:

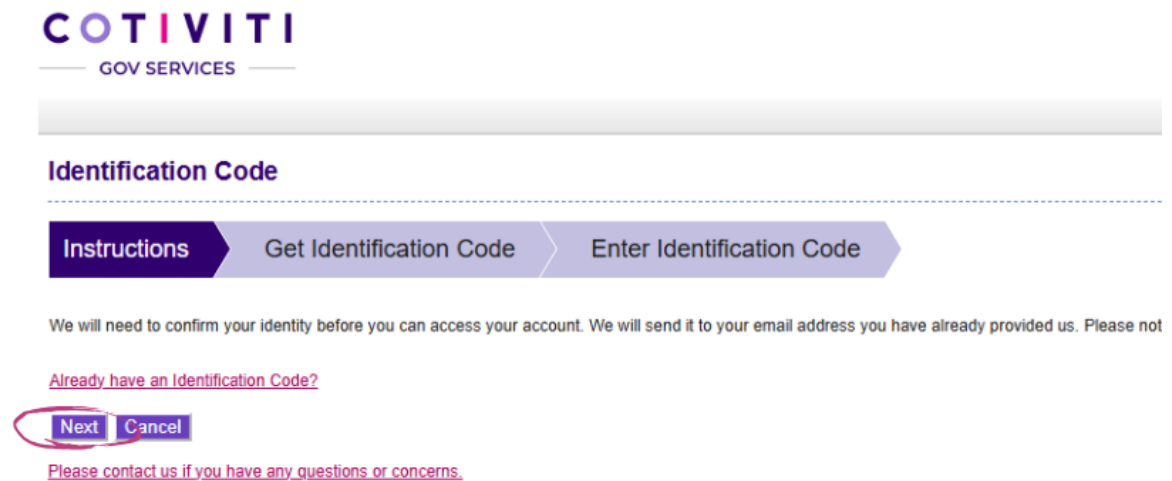
- You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- Users are required to update password every 60 days.

☐ Please click box to agree

Sign In

[Forgot or need to Reset your password?](#)

- d. Click **Next** to confirm identity and receive Identification Code via email.



COTIVITI
GOV SERVICES

Identification Code

Instructions Get Identification Code Enter Identification Code

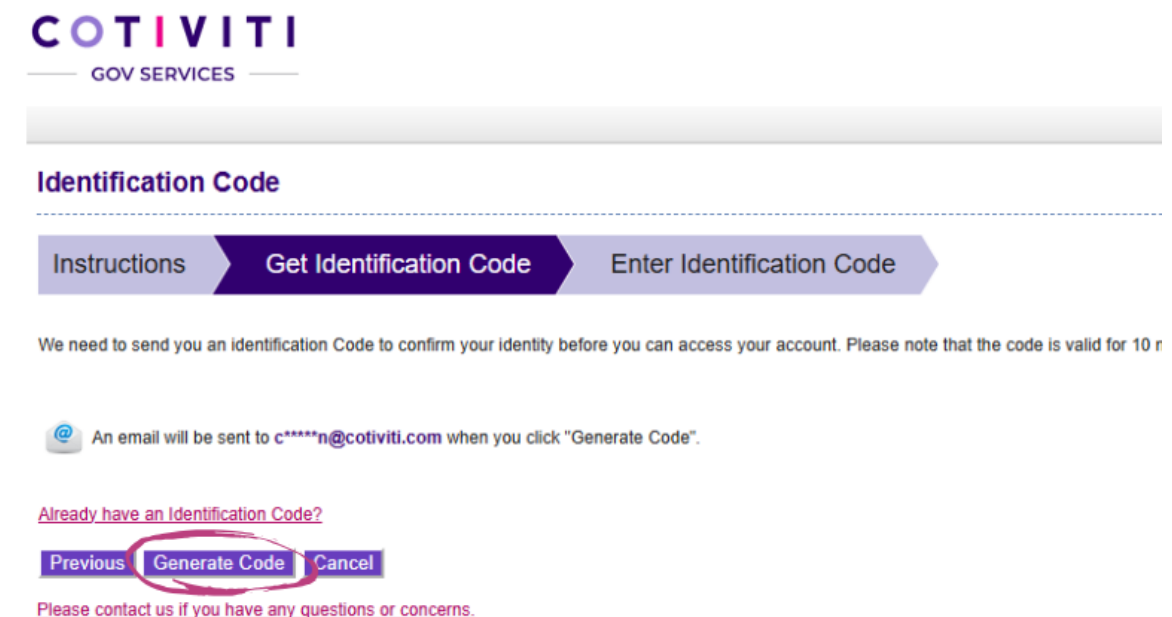
We will need to confirm your identity before you can access your account. We will send it to your email address you have already provided us. Please not

[Already have an Identification Code?](#)

Next Cancel

[Please contact us if you have any questions or concerns.](#)

- e. To confirm identity and receive an identification code via email click **Generate Code**.



COTIVITI
GOV SERVICES

Identification Code

Instructions **Get Identification Code** Enter Identification Code

We need to send you an identification Code to confirm your identity before you can access your account. Please note that the code is valid for 10 r

 An email will be sent to c*****n@cotiviti.com when you click "Generate Code".

[Already have an Identification Code?](#)

Previous **Generate Code** Cancel

[Please contact us if you have any questions or concerns.](#)

f. Check your Inbox and locate the email from VA RAC - Titled “VARAC” Provider Portal Identification Code” in your inbox to retrieve the identification code.

Your Requested Cotiviti - VARAC Provider Portal Identification Code



Retention Policy 3yr Email Retention Policy (3 years)

Note: This is a service message regarding the Identification Code you requested.

Dear Provider:

Here is the temporary Identification Code you will need to log in to the VARAC Portal.

Your Identification Code is: **179460**

This code will **expire in 10 minutes** from the time of request or upon a successful login.

Please follow the instructions below if you are unsure about where to enter your Identification Code.

If you are currently on the page where you can enter your Identification Code, please enter it now.

If you are not currently on our site, then please follow these steps to access your accounts:

1. Go to <https://varacinfo.cotiviti.com> site as you normally do.
2. Enter your Login ID and Password into the fields on the page and click "Login."
3. On the "Instructions" page, please click the "Already have an Identification Code?" link.
4. Enter the Identification Code you received in this e-mail in the Identification Code field.
5. Click "**Log Me In!**"

This is an automated e-mail. Please do not reply. For additional assistance, please contact Provider Relations at

Tel: 855-287-1667

Sincerely,

Cotiviti VARAC

g. Enter your identification code from the email and click “Log Me In!”



Identification Code

Instructions

Get Identification Code

Enter Identification Code

Your Identification Code has been sent

Please use the code to Log In. The code is valid for 10 minutes from the time of request.

Enter your Identification Code

Identification Code:

Haven't received your Identification Code?

We email Identification Codes immediately, but many factors may affect how fast you receive them. Please check your spam folder to determine if it was delivered there. You can request a new code by clicking the link below.

[Request a new Identification Code](#)

[Log Me In!](#) [Cancel](#)

[Please contact us if you have any questions or concerns.](#)

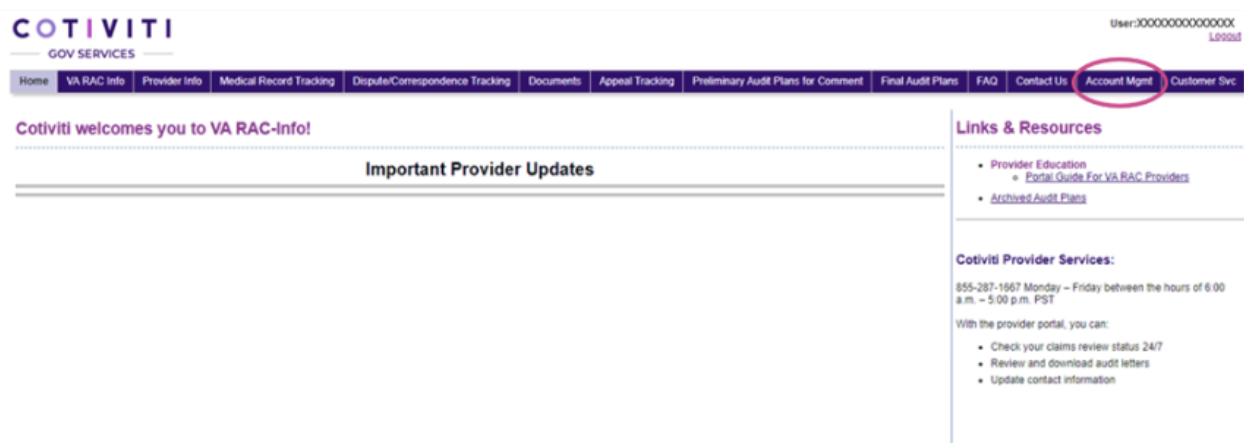
Congratulations! You are now logged into the VARAC Portal!

Section 2: Account and User Management

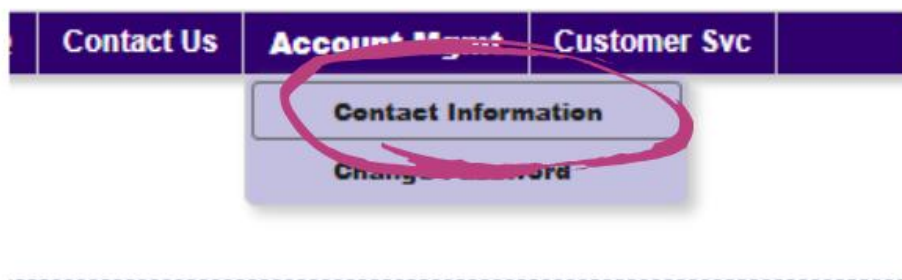
This section guides the primary facility contact through the Account Management menu to:

- Specify a contact to receive Medical Record Request and review outcome letters.
- Add up to five additional Provider Portal web users.
- Change password.

Step 1. Upon logging into the VARAC portal, click on the **Account Mgt** Tab, then click **OK** in the pop-up dialogue box.



Step 2. From the drop-down menu, select **Contact Information**.



Manage Contact Information

Provider Table	
	Contact to Receive Medical Record Request Letters
Billing Provider #	
Provider Name	VA ABC HOSPITAL
Affiliation/Ownership	
NPI	
Tax ID	
Contact Name	
Title	
Department	Compliance Office
Address 1	
Address 2	
City	
State	
Zip	
Phone	
Extension	
Email	
Previous Provider #	
	Edit medical records POC
	Edit

We request up to 5 contacts, CEO, CFO, Compliance Officer, CMO, IT contact; including 1 additional staff of your choice.

[Add a new web user](#)

[Add Web User](#)

Provider Contact Table

Contact Name	Title	Department	Email
No results found.			

Step 4. Designate your Medical Record Request point of contact by completing the 'Add Contact' form ensuring all fields containing an asterisk (*) have been correctly completed. Click **Add**.

Manage Contact Information

Disclaimer: You are changing your contact information only with Cotiviti for the address where medical records requests will be sent. To make changes to the address where payment is issued, the provider must contact the Financial Services Center (FSC) at (512) 460-5380 or VAFSCSHD@VA.GOV.

Provider Table

Add Contact

Contact Name * Address 1 *

Title * Address 2

Department * City * State * Zip Code *

Affiliation/Ownership Phone # * Extension

Email Address: *

* Password Requirement: Alpha + Numeric + Symbol and should be at least 8 characters.

Password: *

Confirm Password: *

Website Users [Add Web User](#)

We request up to 7 contacts. CEO, CFO, Compliance Officer, CMO, IT contact, including 2 additional staff of your choice listed above.

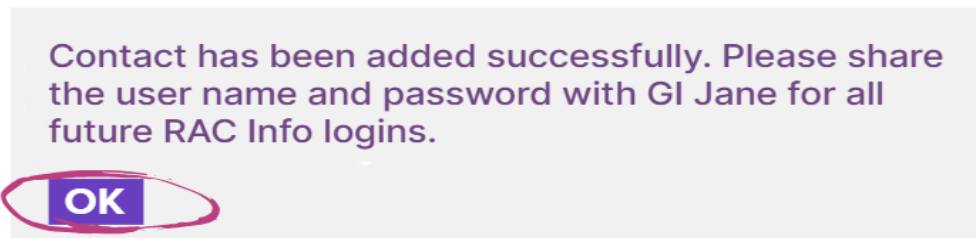
Step 5. Click **OK** to verify the contact information is correct

varacinfo.cotiviti.com says

Please verify your information is correct before saving.



Step 6. Your facility's Medical Record Request contact has been successfully added. A confirmation box will appear as shown below, click **OK**.



Share the portal credentials with the user as soon as possible. Upon initial login the user will be immediately prompted to change their password and will be required to log in using two-factor authentication.

Note: User contact information can only be added, deleted, or modified when the Provider Portal is accessed via the Knowledge Based Authentication process. Only the **primary facility representative** should add or modify contacts and contact information.

Resetting a Password:

Return Users may reset their own password. To reset a password:

- a. Go to the Provider Sign In page and Click **Forgot or need to Reset your password.**

The image is a screenshot of the COTIVITI GOV SERVICES website. At the top is a navigation bar with links: Home, VARAC Info, Provider Info, Preliminary Audit Plans for Comment, Final Audit Plans, FAQ, Contact Us, and Login. Below the navigation bar, on the left, is a section titled "Knowledge Based Authentication" with a "Please note:" section containing a list of terms and conditions. On the right is a "Provider Sign In" form with fields for "Username" and "Password", and a "Sign in" button. Below the "Sign in" button is a link that says "Forgot or need to Reset your password?". A red arrow points from the bottom of the "Knowledge Based Authentication" section to this link.

- b. Enter your Username and click Submit.

- c. If an account exists, you will receive an email titled “Cotiviti VARAC Portal Info Temporary Password Reset”.

- d. Below is an example of the email you will receive with your temporary password. The password will expire in 15 minutes from receipt.

Cotiviti VA RAC Portal Info Temporary Password Request

 VARAC
To 
Retention Policy 3yr Email Retention Policy (3 years) Expires 7/21/2028

Dear XXXXXXXX,

This email is in reponse to a request to reset your password. Upon logging into the Portal you will be required to change your password.

Temporary password: XXXXXXXXXX

* Please note that this password will expire in 15 mins.

If you didn't request this change or if you believe an unauthorized person has accessed your account please contact VARACinfo@cotiviti.com immediately.

Upon logging in you will be prompted to change your temporary password.

Toggling Between Multiple Facilities:

On the user landing page, you may toggle between multiple facilities which have been added to a profile by selecting the dropdown next to “Provider Number” as shown below:

Section 3: Medical Record Tracking

Use this feature to:

- Track requests for medical records.
- View and obtain copies of Additional Documentation Request Letters

From the menu bar, click on the **Medical Record Tracking**.



Home	VARAC Info	Provider Info	Medical Record Tracking	Bill of Collection Detail	Dispute/Correspondence Tracking	Documents	Level 2 Dispute Tracking
------	------------	---------------	--------------------------------	---------------------------	---------------------------------	-----------	--------------------------

Provider Number:

Additional Documentation Request Tracking

Please allow 5 business days for the receipt of a Medical Record to post. If it has been more than 5 days, please contact a Provider Relations Representative at (855) 287-1667.

Additional Documentation Requests are available for viewing on the Provider Portal for 365 days from the date of the request.

RAC Case ID	Medical Record Number	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Documentation Requested	Documentation Received

To View Results

If search results exceed one page, click on the right arrow to advance to the next page; click on the left arrow to advance to the previous page(s). To sort in ascending order, click on the column heading once; to sort in descending order, click again.

To Filter Results

To confirm receipt of records on a specific claim, Provider Portal users may select the filter feature to search for a specific claim using the RAC Case ID or Claim Number.

Step 1. Enter the **RAC Case ID** or **Claim Number** included in the Correspondence.

Step 2. Click on the Apply Filter icon

The page will refresh to display the results. If no data is available, the page displays the text, *No Records Requested*.

RAC Case ID	Medical Record Number	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Documentation Requested	Documentation Received	Medical Review Start Date	Review Letter / Review Completed Date	Review Outcome	Claim Closure Date	Reminder ASR Letter	Reviewed By

No Records Requested

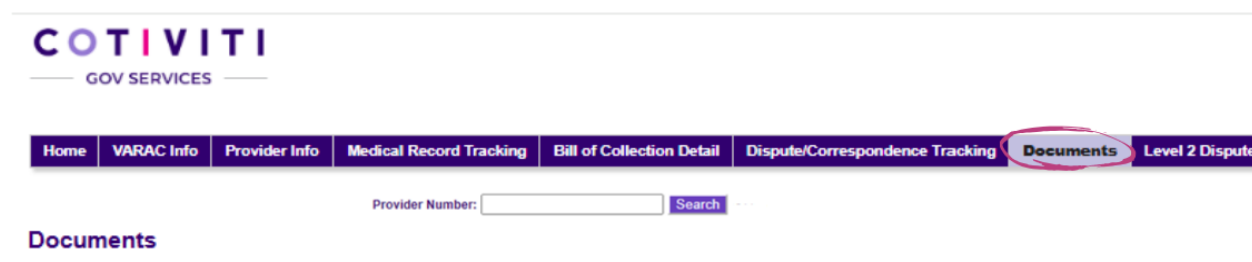
Additional Documentation Request (ADR) Tracking Terms Defined

Term	Definition
RAC Case ID	Unique number generated for tracking Additional Documentation Request Letter
Medical Record Number	The medical record number assigned to the claim by hospital.
Claim Number	Number assigned by the VA during claim processing.
Date Of Service From	The date of service from (MM/DD/YYYY) on the claim.
Date Of Service To	The date of service to (MM/DD/YYYY) on the claim.
Patient Control Number	Account number assigned by the provider.
Documentation Requested	The date (MM/DD/YYYY) the additional documentation was requested.
Documentation Received	The date (MM/DD/YYYY) the additional documentation has been received.
Medical Review Start Date	The start date (MM/DD/YYYY) of the review.
Review Letter / Review Completed Date	The date (MM/DD/YYYY) the review was completed.
Review Outcome	Final disposition of the review
Claim Closure Date	The date (MM/DD/YYYY) the review was closed.

Section 4: Secure Documentation and Dispute Upload Feature

Use this feature to:

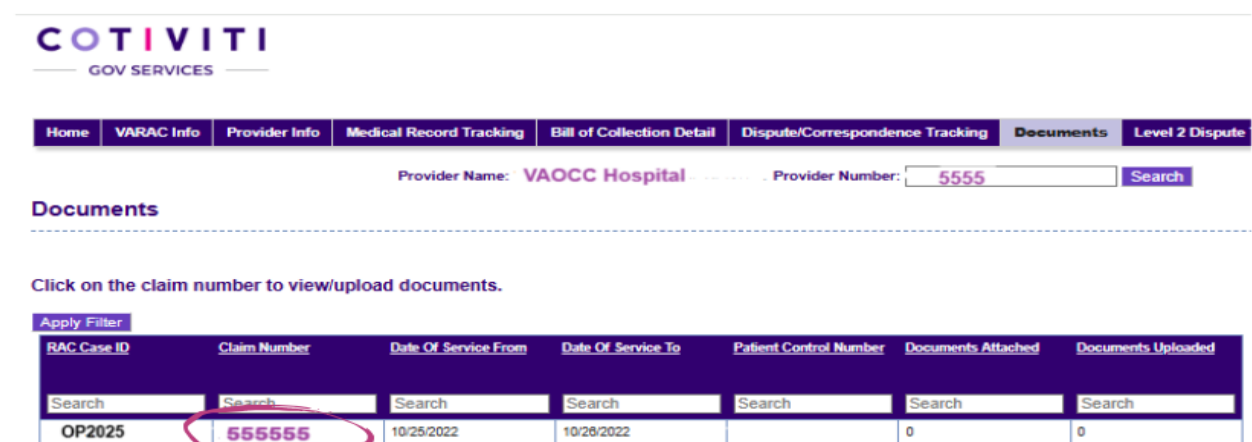
- Securely upload medical records, Level 1 disputes, Level 2 disputes, and relevant correspondence or other supporting documentation.



The screenshot shows the Cotiviti Gov Services portal. The navigation bar includes links for Home, VARAC Info, Provider Info, Medical Record Tracking, Bill of Collection Detail, Dispute/Correspondence Tracking, **Documents** (highlighted with a red circle), and Level 2 Dispute. Below the navigation bar, there is a search field for 'Provider Number' with a 'Search' button. The 'Documents' section is currently active.

Step 1. Identify the claim for which records will be uploaded. The filter function may be used to identify a claim using one or more of the search options available. Cotiviti recommends using either the **RAC Case ID** or **Claim Number** included in the Correspondence.

Step 2. Once the target claim is identified, click the **Claim Number** hyperlink.



The screenshot shows the Cotiviti Gov Services portal with the 'Documents' tab selected. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a search field for 'Provider Name' with the value 'VAOCC Hospital' and a 'Provider Number' field with the value '5555'. A 'Search' button is next to the 'Provider Number' field. Below the search fields, there is a table with the following columns: RAC Case ID, Claim Number, Date Of Service From, Date Of Service To, Patient Control Number, Documents Attached, and Documents Uploaded. The table contains one row with the following data: RAC Case ID: OP2025, Claim Number: 555555 (highlighted with a red circle), Date Of Service From: 10/25/2022, Date Of Service To: 10/28/2022, Patient Control Number: 0, Documents Attached: 0, and Documents Uploaded: 0. Above the table, there is a link 'Click on the claim number to view/upload documents.' and an 'Apply Filter' button.

RAC Case ID	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Documents Attached	Documents Uploaded
OP2025	555555	10/25/2022	10/28/2022	0	0	0

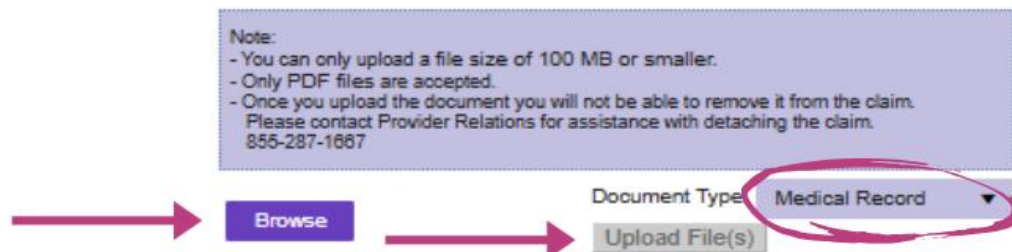
Step 3. The portal will automatically direct the user to the upload page. Users must ensure documents meet the requirements below prior to upload.

Note:

- You can only upload a file size of 100 MB or smaller.
- Only PDF files are accepted.
- Once you upload the document you will not be able to remove it from the claim. Please contact Provider Relations for assistance with detaching the claim. 855-287-1667

Step 4. To begin the upload process:

1. Select the drop-down menu to select the type of document that will be uploaded. You may select Medical Record, Dispute, or Correspondence.
 - a. The dispute option may be used for both Level 1 and Level 2 Dispute requests.
 - b. Cotiviti's system will automatically determine the dispute level based on the claim history.
2. Click the '**Browse**' button to retrieve the desired document.
3. Upon validation of the document within the '**Preview Area**', click the '**Upload File(s)**' button to complete the process.



Note: Before uploading the file, the user should check:

1. The correct document was selected.
2. The correct document is visible in the 'Preview Area.'
3. The correct 'Document Type' has been selected.
4. Upon validation, the user may select the **Upload File(s)** button.

Uploaded Documents

File Name	Document Type	Received Date	Status
No Records Found.			

Note:
 - You can only upload a file size of 100 MB or smaller.
 - Only PDF files are accepted.
 - Once you upload the document you will not be able to remove it from the claim.
 Please contact Provider Relations for assistance with detaching the claim.
 855-287-1667

1. Test.pdf ✕ Remove

Browse

Document Type: Medical Record

4. Upload File(s)

2. Preview Area:

Test.pdf

3.

Step 5. Upon successful upload, the document will display as **Processing**.

Uploaded Documents

Uploaded Documents			
FileName	Document Type	Received Date	Status
202101	.pdf Medical Record	07/11/2022	Processing

Step 6. The uploaded documents will move through the auto attachment process at Cotiviti and will show as received on both the appropriate tracking tab based on the type of document uploaded within 24 hours.



Section 5: Bill of Collection Detail

Use this tab to:

- View and/or download a copy of a RAC overpayment Bill of Collection Detail.

From menu bar, click on the **Bill of Collection Detail** Tab

Home VARAC Info Provider Info Medical Record Tracking **Bill of Collection Detail** Dispute/Correspondence Tracking Documents Level 2 Dispute Tracking Preliminary Audit Plans for Comment Final Audit Plan

Provider Name: _____ Provider Number: _____ Search

Bill of Collection Detail

Bill of Collection and RAC Review Results letters are available for viewing and/or downloading on the provider portal 24/7. Letters will remain available for up to 365 days from the Bill of Collection date.

Apply Filter

Master Debt ID	Case Number	Claim Number	Date Of Service From	Date Of Service To	Medical Review Start Date	Review Letter / Review Completed Date	Review Outcome	BOC Letter
Search	Search	Search	Search	Search	Search	Search	Search	Search
No Records Found.								

To View Results

If search results exceed one page, click on the right arrow to advance to the next page; click on the left arrow to advance to the previous page(s). To sort in ascending order, click on the column heading once; to sort in descending order, click again.

To Filter Results

If an overpayment has been identified, Provider Portal users may use the filter feature to search for a specific claim using one or more of the table fields.

1. Enter the desired value(s) in at least one of the 'Search' boxes available. For example: **RAC Case ID** or **Claim Number**
2. Click on the filter icon

The page will refresh by displaying the search results based upon the criteria entered. If no data is available, the page displays the text, "**No Records Found.**"

Section 6: Dispute/Correspondence Tracking

Use this feature to:

- Track receipt of dispute and correspondence materials.
- Track status of Level 1 dispute reviews.
- Obtain copies of dispute outcome letters.

From the menu bar, click on the **Dispute and Correspondence Tracking** Tab to track Level 1 disputes and correspondence.

Home | VARAC Info | Provider Info | Medical Record Tracking | Bill of Collection Detail | **Dispute/Correspondence Tracking** | Documents | Level 2 Dispute Tracking | Preliminary Audit Plans for Comment | Final Audit Plans | FAQ | Contact Us | Account Mgmt | Customer Svc

Provider Number:

Dispute and Correspondence Tracking

Please allow 1 business day for the receipt of a Dispute or Correspondence to post. If it has been more than 1 day, please contact a Provider Relations Representative at (855) 267-1667.

Dispute and Correspondence requests are available for reviewing on the Portal for 180 days from the date of receipt.

Dispute Tracking

RAC Case ID	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Dispute Received Date	Dispute Determination	Dispute Determination Date

No Dispute Found.

Correspondence Tracking

RAC Case ID	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Correspondence Received Date

No Correspondence Found.

* Reference
 Uphold = Original improper payment finding upheld.
 Partially upheld = Original improper payment finding partially upheld.
 Overturn = Original improper payment finding overturned.
 Late = Dispute filed past 90 days, not reviewed.

To View Results

If search results exceed one page, click on the right arrow  to advance to the next page; click on the left arrow  to advance to the previous page(s). To sort in ascending order, click on the column heading once; to sort in descending order, click again.

To Filter Results

If a dispute has been submitted, Provider Portal users may select the filter feature to search for a specific claim using the RAC Case ID or Claim Number.

- Enter the **RAC Case ID** or **Claim Number** included in the Correspondence.
- Click on the filter icon

The page will refresh by displaying the search results based upon the criteria entered. If no data is available, the page displays the text, “**No Discussion Found or No Correspondence Found.**”

Dispute Determination Reference Guide

* Reference

Uphold = Original improper payment finding upheld.

Partially upheld = Original improper payment finding partially upheld.

Overturn = Original improper payment finding overturned.

Late = Dispute filed past 30 days. Not reviewed.

Dispute Tracking Terms Defined

Term	Definition
RAC Case ID	Unique tracking number generated for Additional Documentation Request Letter
Claim Number	Number assigned by the VA during claim processing.
Dates of Service From	The date of service from (MM/DD/YYYY) on the claim.
Dates of Service To	The date of service to (MM/DD/YYYY) on the claim.
Patient Control Number	Unique account number assigned by the provider to identifier a patients account.
Dispute Received Date	The date (MM/DD/YYYY) the dispute was received
Dispute Determination	The outcome of the Dispute
Dispute Determination Date	The date (MM/DD/YYYY) the dispute was determined

Correspondence Tracking Terms Defined

Term	Definition
RAC Case ID	Unique tracking number generated for Additional Documentation Request Letter
Claim Number	Number assigned by the VA during claim processing.
Dates of Service From	The date of service from (MM/DD/YYYY) on the claim.
Dates of Service To	The date of service to (MM/DD/YYYY) on the claim.
Patient Control Number	Unique account number assigned by the provider to identifier a patients account.
Correspondence Received Date	The date (MM/DD/YYYY) the correspondence documentation was received.

Section 7: Level 2 Dispute Tracking

Utilize this feature to track the Level 2 dispute status and obtain the Level 2 outcome letters.

From the menu bar, click on **Level 2 Dispute Tracking**

Home | VARAC Info | Provider Info | Medical Record Tracking | Bill of Collection Detail | Dispute/Correspondence Tracking | Documents | **Level 2 Dispute Tracking** | Preliminary Audit Plans for Comment | Final Audit Plans | FAQ | Contact Us | Account Mgmt | Customer Svc

Provider Number:

Level 2 Dispute Tracking

Appeal statuses are available for review on the Portal for 365 days from the Disposition Date.

RAC Case ID	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Disposition	Disposition Date
Search	Search	Search	Search	Search	Search	Search

No Appeal Found

* Reference
Disposition:
Uphold = Affirm Recovery Auditor Decision
Modify = Partially Favorable to Provider
Overturn = Fully Favorable to Provider
Late = Dispute filed past 30 days. Not reviewed.

*If no data is available, the page displays the text, **No Appeal Found**.*

To View Results

If search results exceed one page, click on the right arrow to advance to the next page; click on the left arrow to advance to the previous page(s). To sort in ascending order, click on the column heading once; to sort in descending order, click again.

To Filter Results

If an appeal has been submitted, Provider Portal users may select the filter feature to search for a specific claim using the RAC Case ID or Claim Number.

Step 1. Enter the **RAC Case ID** or **Claim Number** included in the Correspondence

Step 2. Click on the filter icon

Step 3. Select **Contains** from the drop-down menu.

Level 2 Dispute Tracking Terms Defined

Term	Definition
RAC Case ID	Unique tracking number generated for Additional Documentation Request Letter
Claim Number	Number assigned by the VA during claim processing.
Dates of Service From	The date of service from (MM/DD/YYYY) on the claim.
Dates of Service To	The date of service to (MM/DD/YYYY) on the claim.
Patient Control Number	Unique account number assigned by the provider to identifier a patients account.
Level Of Appeal	Refers to Level of Appeal with the VA.
Disposition	Outcome of the appeal.
Disposition Date	The date (MM/DD/YYYY) the appeal outcome was decided.