



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

## Provider Portal User Guide

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## 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 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 five (5) sections and 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 VARAC 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.

## VARAC Provider Portal User Guide

- Section 5: Demand Letter Detail – 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.

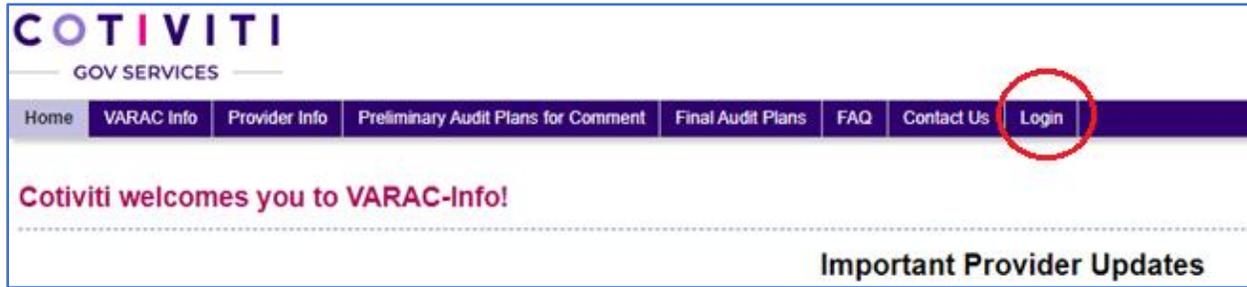
\*\* Be sure to have access to the facility's claims data. This information will be part of the KBA Login process.

**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.

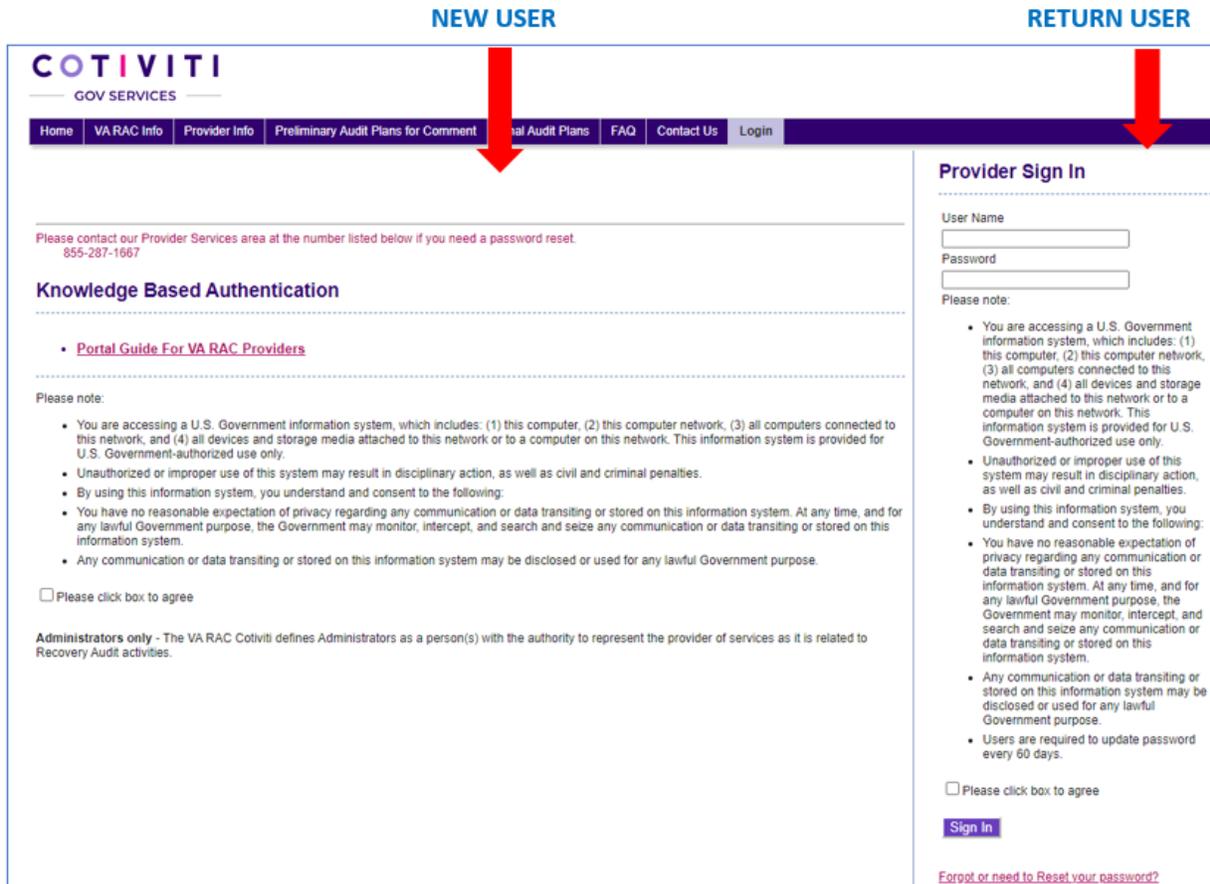
The screenshot displays the Cotiviti Gov Services website interface. At the top left is the Cotiviti logo with the tagline 'GOV SERVICES'. A dark navigation bar contains links for 'VARAC Info', 'Provider Info', 'Preliminary Audit Plans for Comment', 'Final Audit Plans', 'FAQ', 'Contact Us', and 'Login'. Below the navigation bar, a red banner reads 'Cotiviti welcomes you to VARAC-Info!'. The main content area is divided into two columns. The left column features a section titled 'Important Provider Updates' with a sub-header 'Recovery Audit: What you need to know'. The text below states: '4/8/2024: Veterans Health Administration, Office of Integrated Veteran Care. VA will conduct required recovery audits of potential overpayments to community providers during fiscal years 2022-2023. Cotiviti Gov Services (Cotiviti) will conduct the audit in June of this year. Click this link for key questions and answers. <https://content.govdelivery.com/accounts/USVHA/bulletins/3931ac0>'. The right column is titled 'Links & Resources' and includes a list: 'Provider Education' (with a sub-link 'Portal Guide For VARAC Providers') and 'Archived Audit Plans'. Below this is a section for 'Cotiviti Provider Services' with the phone number '855-287-1967 Monday – Friday between the hours of 8:00 a.m. – 5:00 p.m. PST' and the text 'With the provider portal, you can:' followed by a bullet point: 'Check your claims review status 24/7'.

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



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

**Return Users** will log in via the Provider Sign In on the right side of the screen. **Proceed to Step 8.**



### Step 4. NEW USER - Knowledge Based Authentication

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

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GOV SERVICES

Home | VA RAC Info | Provider Info | Preliminary Audit Plans for Comment | Final Audit Plans | FAQ | Contact Us | Login

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

### Knowledge Based Authentication

- [Portal Guide For VA RAC 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 computer 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, any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- 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

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

### Step 5. Enter Provider and Patient information

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

Please click box to agree

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

What is your NPI Number?

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?

**b** → Please type in the box below the claims paid amount listed on any claims with date of service: 8/31/2018

Paid Amount

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

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?

Please type in the box below the claims paid amount listed on any claims with date of service: 8/31/2018

Paid Amount

**c** → 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: 11/1/2018

Paid Amount

Patient Date of Birth (mm/dd/yyyy)

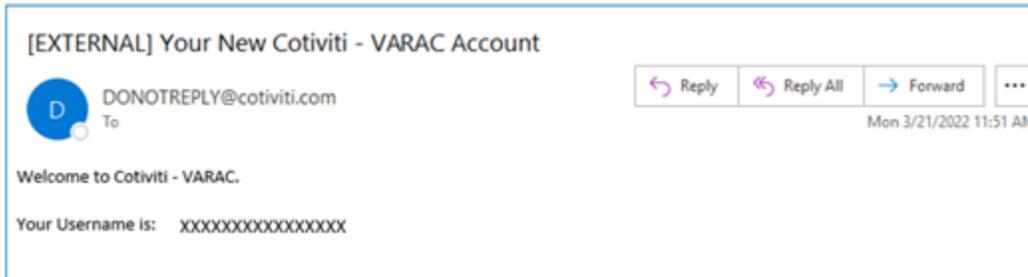
We require an Email Address to be associated with the account for all system notifications. Please provide below.

Email Address

**d** →

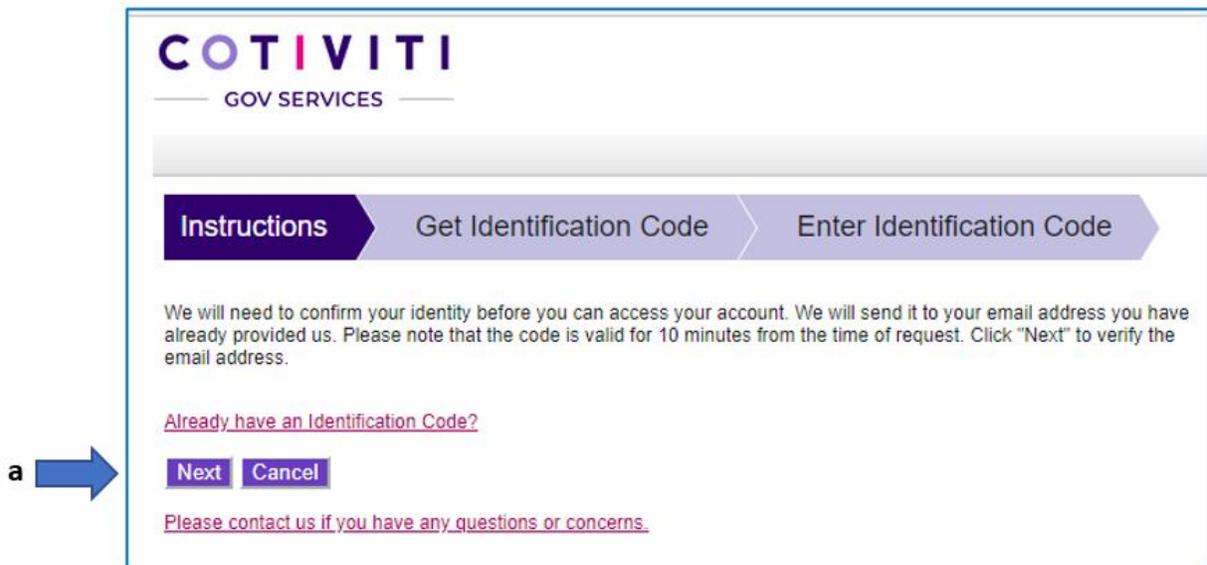
**Congratulations!** You have successfully completed the Knowledge Based Authentication process.

An email titled **Your New Cotiviti – VARAC Account** has just been sent to your Inbox. The email contains your temporary VARAC Portal Username. Once you’ve customized your contact information in the portal you may continue to access the portal with your email credentials.



**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 below screen should populate. Click **Next**.



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

**COTIVITI**  
— GOV SERVICES —

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 s\*\*\*\*s@bc.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.](#)

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**

VARAC  
To: XXXXXXXX  
Retention Policy 3yr Email Retention Policy (3 years)

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

Your Identification Code is: **422234**

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:

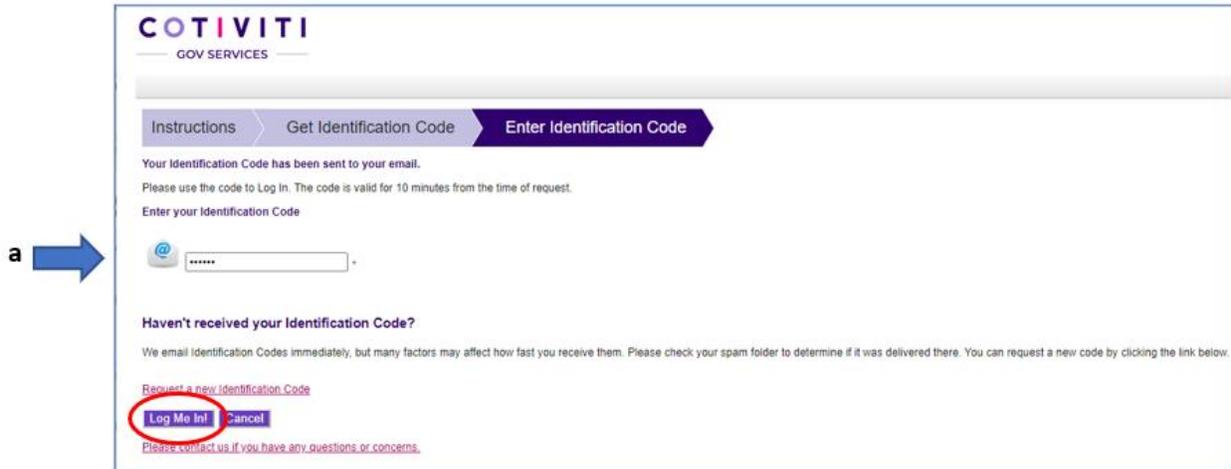
1. Go to <https://varacinfo.cotiviti.com> site as you normally do.
2. Enter your Login ID and Password into the fields on the page and click "Login."
3. On the "Instructions" page, please click the "Already have an Identification Code?" link.
4. Enter the Identification Code you received in this e-mail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

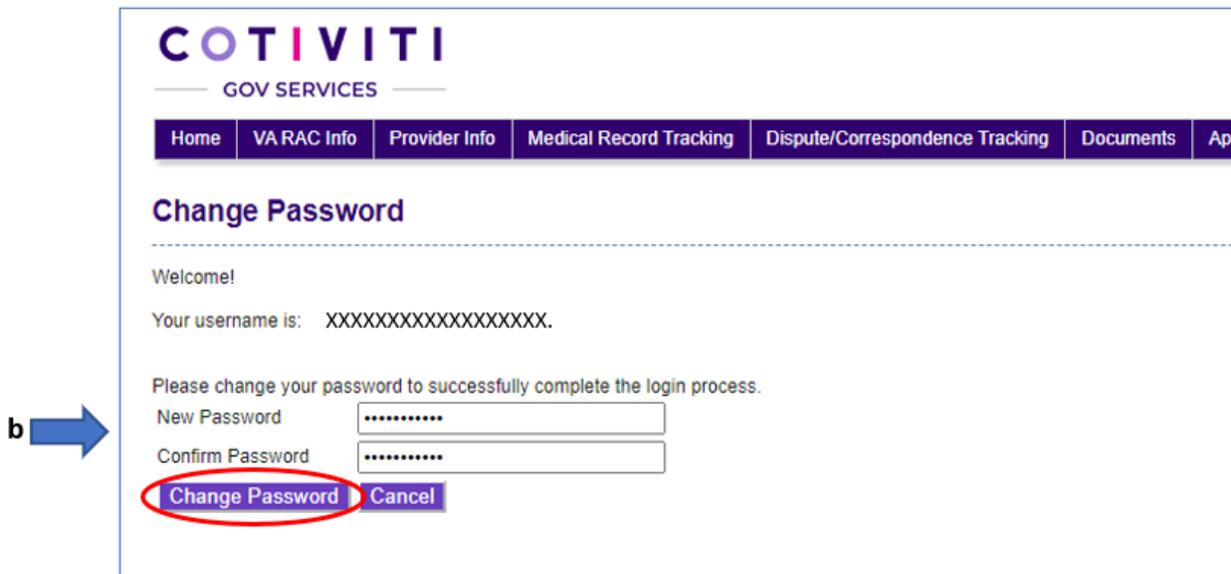
Sincerely,  
Cotiviti VARAC

**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”**.



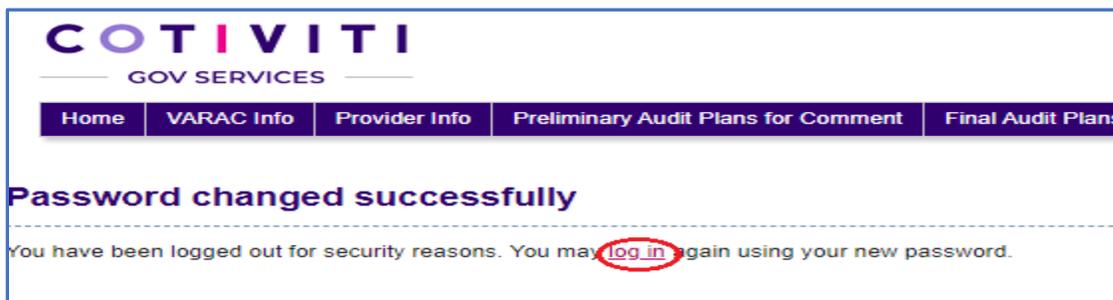
- b. After clicking **Log Me In**, the Change Password screen will appear. Your password should be at least 8-characters and contain at least one alpha, numeric, and special character. Enter and Confirm your new password and click **Change Password**.



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 7.** Return to the Portal Login screen using the 'log in' hyperlink.



**Step 8. Provider Sign In**

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

The screenshot shows the "Provider Sign In" form. It has a title "Provider Sign In" at the top. Below the title, there are two input fields: "User Name" and "Password". A blue arrow labeled "a" points to these input fields. Below the input fields, there is a "Please note:" section with a bulleted list of terms and conditions. Below the list, there is a checkbox labeled "Please click box to agree". A blue arrow labeled "b" points to this checkbox. Below the checkbox, there is a "Sign In" button. A blue arrow labeled "c" points to this button. At the bottom of the form, there is a link: "Forgot or need to Reset your password?".

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

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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.](#)

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

**COTIVITI**  
GOV SERVICES

Instructions   **Generate 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.

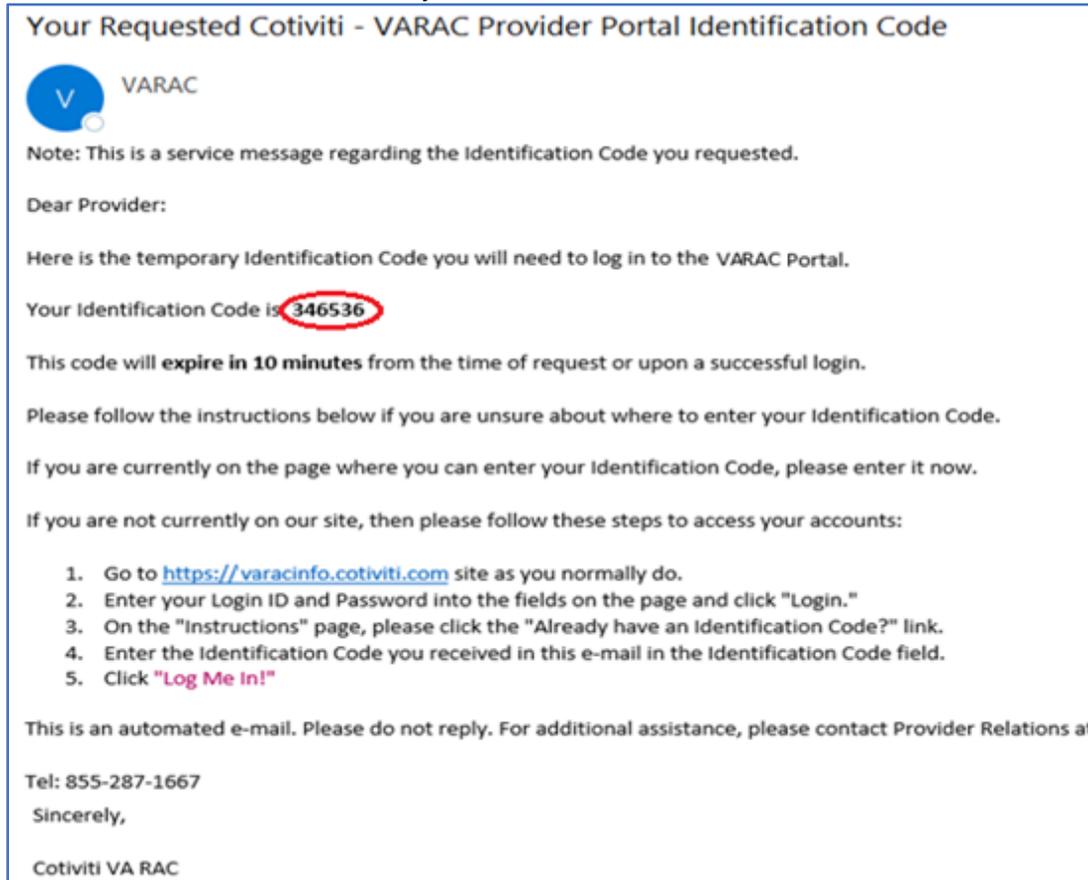
An email will be sent to 5\*\*\*\*s@bc.com when you click "Generate Code".

[Already have an Identification Code?](#)

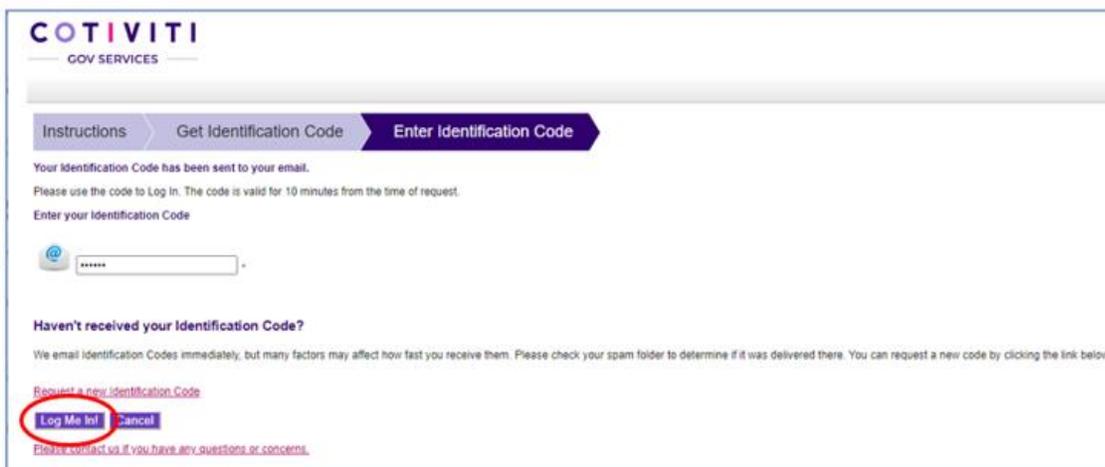
**Previous**   **Generate Code**   **Cancel**

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

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



Step 17. Enter your identification code from the email and click **Log Me In!**

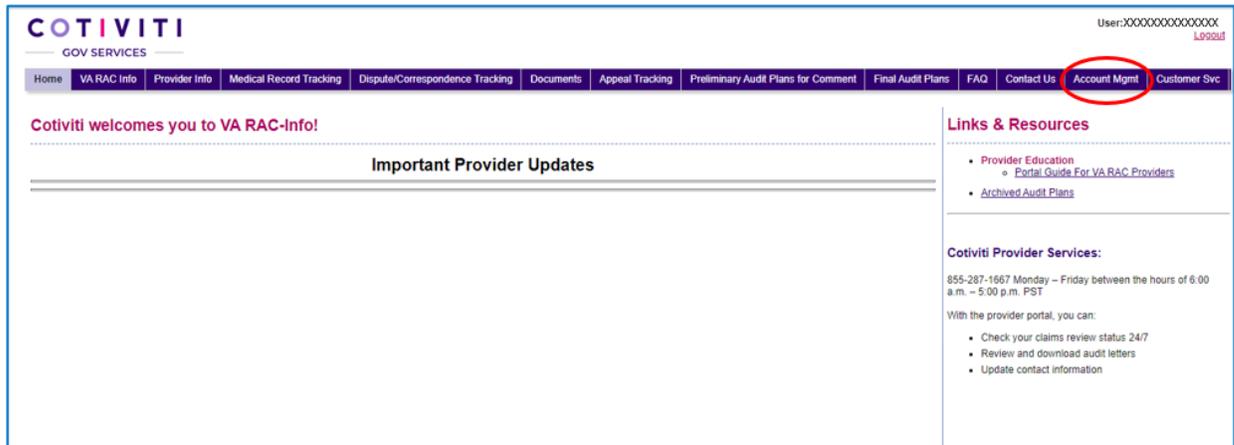


You are now Logged into the VARAC Portal!

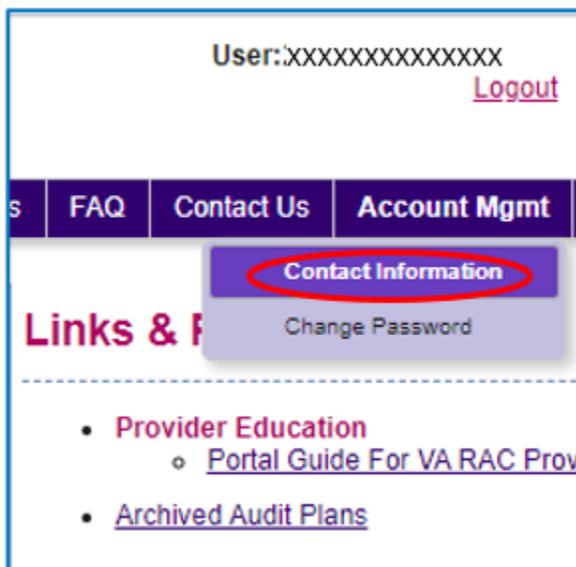
## Section 2: Account and User Management

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



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



- To edit your facility's Medical Record Request point of contact, Click the **Edit** link located at the bottom of the **Provider Table**. To add a Web User, Click **Add Web User**.

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GOV SERVICES

User:XXXXXXXXXXXXXXXXX [Logout](#)

Home | VARAC Info | Provider Info | Medical Record Tracking | Dispute/Correspondence Tracking | Documents | Appeal Tracking | Preliminary Audit Plans for Comment

### 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

Contact to Receive Medical Record Request Letters	
Billing Provider #	XXXXXX
Provider Name	VA Hospital_4
Affiliation/Ownership	
NPI	XXXXXX
Tax ID	
Contact Name	
Title	
Department	Compliance
Address 1	
Address 2	
City	
State	
Zip	
Phone	
Extension	
Email	
Previous Provider #	
<a href="#">Edit Medical Records Request POC</a>	<a href="#">Edit</a>
<a href="#">Add a Web User</a>	<a href="#">Add Web User</a>

**Website Users**

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

4. Designate your Medical Record Request point of contact by completing the 'Add Contact' form ensuring all fields containing an '\*' have been correctly completed. Then 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

	Contact to Receive Medical Record Request Letters
Billing Provider #	
Provider Name	
Affiliation/Ownership	
NPI	
Tax ID	
Contact Name	
Title	
Department	
Address 1	
Address 2	
City	
State	
Zip	
Phone	123-456-7890
Extension	
Email	
Previous Provider #	
	<a href="#">Edit</a>

**Add Contact**

Contact Name \* GI Joe Address 1 \* 6666 Veterans Road  
Title \* Address 2  
Compliance Officer  
Department \* City \* State \* Zip Code \*  
Compliance Office DENISON TX 79021  
Affiliation/Ownership Phone # \* Extension  
Email Address: \* 123-456-7890  
Lower case only, e.g: myemail@company.com  
\* Password Requirement: Alpha + Numeric + Symbol and should be at least 8 characters.  
Password: \*  
Confirm Password: \*

**Add** **Cancel**

**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.

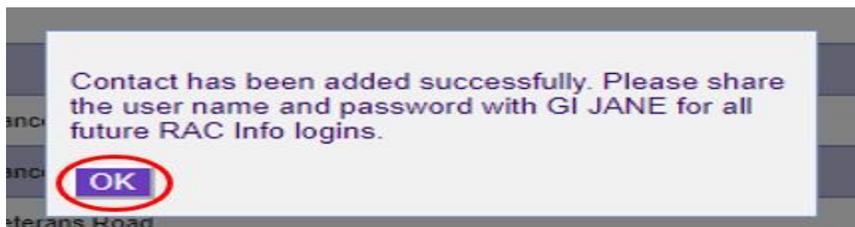
5. Click **OK** to verify the contact information is correct

**varacinfo.cotiviti.com says**

Please verify that your information is correct before saving.

**OK** **Cancel**

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.

7. 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**

A screenshot of the Cotiviti Provider Sign In page. The page has a dark blue header with the Cotiviti logo and navigation links: Home, VA RAC Info, Provider Info, Preliminary Audit Plans for Comment, Final Audit Plans, FAQ, Contact Us, and Login. The main content area is white. On the right side, there is a "Provider Sign In" section with input fields for "User Name" and "Password". Below these fields is a "Please note:" section with several bullet points. At the bottom of the sign-in section, there is a "Sign In" button and a link "Forgot or need to Reset your password?" which is circled in red. A blue arrow labeled "a" points from the left towards this link. On the left side of the page, there is a "Knowledge Based Authentication" section with a "Please note:" section and a "Please click box to agree" checkbox. At the bottom of the page, there is a disclaimer: "Note: This website is supported by Google Chrome, Microsoft Edge and Mozilla Firefox. Disclaimer: This website contains proprietary, confidential and privileged information and data that may not be copied, reproduced or disseminated, in whole or part, without the prior written consent of Cotiviti."

- b. Enter your Username and click **Submit**

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GOV SERVICES

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

### Reset Password

Enter your Username, hit Submit and a temporary password will be sent to the email address on file. You will be prompted to change your password upon logging in. This temporary password will expire in 30 minutes.

**b** → Username:  **Submit**

Click here to return to [Login page](#).

[Click Here](#) if you are unable to recover your password using the form above.

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

**COTIVITI**  
GOV SERVICES

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

### Reset Password

Enter your Username, hit Submit and a temporary password will be sent to the email address on file. You will be prompted to change your password upon logging in. This temporary password will expire in 30 minutes.

**c** → Username:  **Submit**

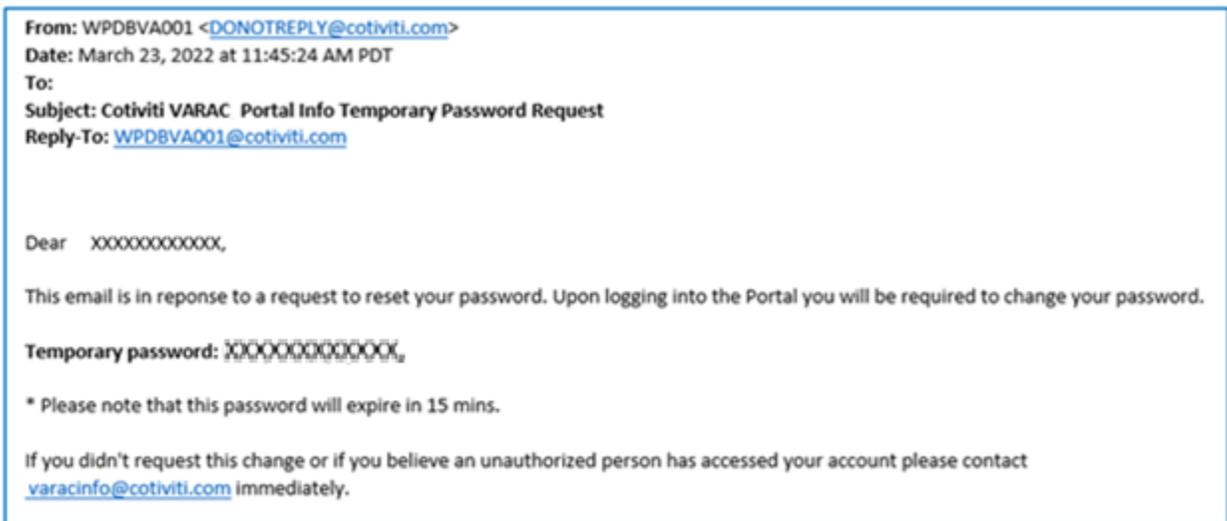
If this account exists then an email containing the new password has been sent.  
If no email address is recorded for this account then Provider Services will be notified to assist.

Click here to return to [Login page](#).

[Click Here](#) if you are unable to recover your password using the form above.

## VARAC Provider Portal User Guide

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



- e. Upon log in you will be prompted to change your temporary password.

## 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**.

### 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.

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

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

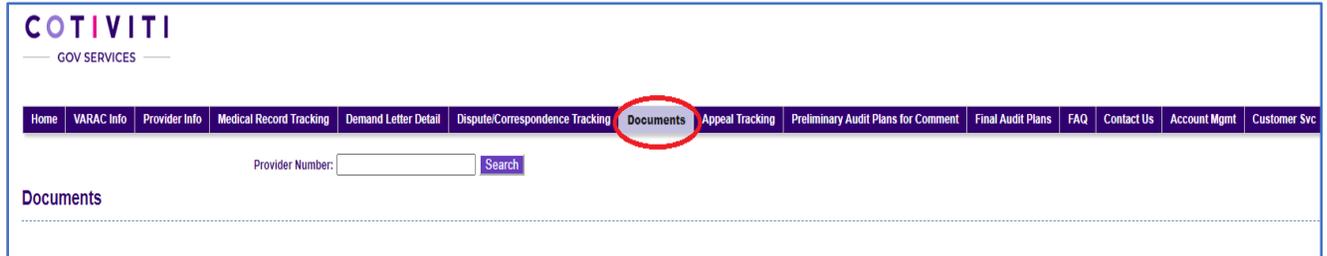
## Additional Documentation Request (ADR) Tracking Terms Defined

<b>Term</b>	<b>Definition</b>
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 was 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.

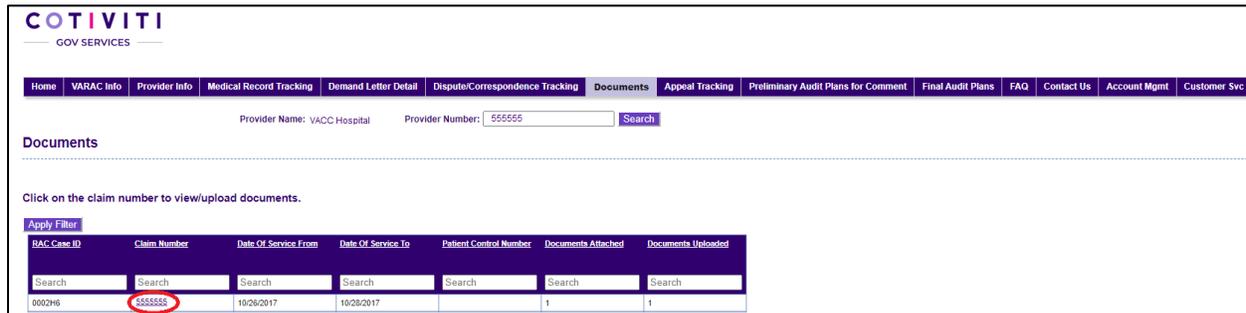
## Section 4: Secure Documentation and Dispute Upload Feature

Use this feature to:

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



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



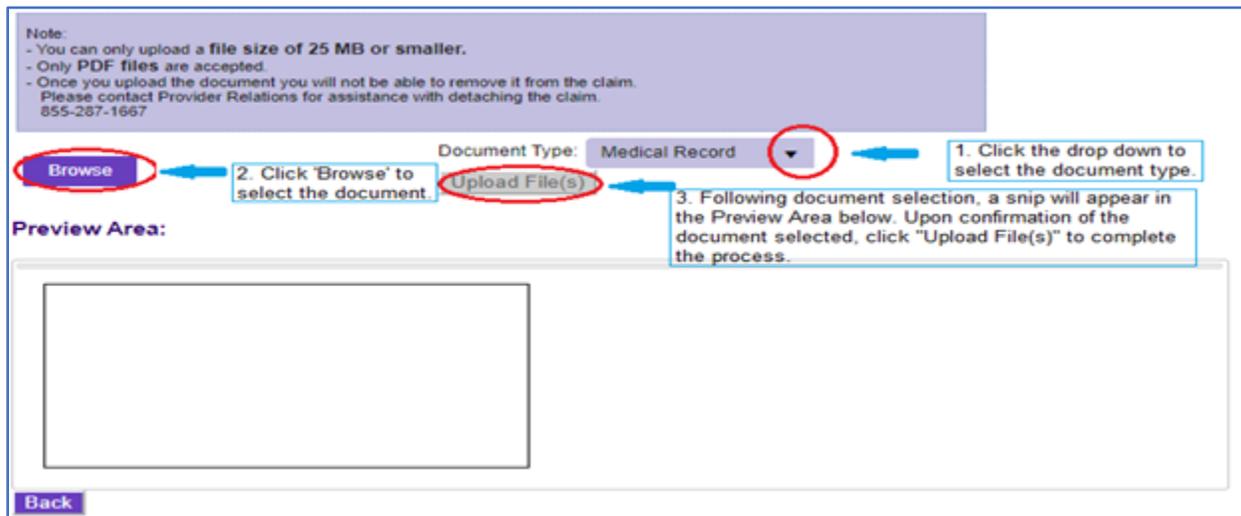
- The portal will automatically direct the user to the upload page. Users must ensure documents meet the below requirements prior to upload.

**Note:**

- You can only upload a file size of 25 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

4. To begin the upload process:

- a. Select the drop-down menu to select the type of document that will be uploaded.
- b. Click the '**Browse**' button to retrieve the desired document.
- c. 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) Correct document was selected
- 2) 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 25 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.  
 CMS Part A 877-350-7992  
 CMS Part B 877-350-7993

VARAC Document Upload\_TEST.pdf Remove 1.

Document Type: Medical Record 3.

Browse 2.

Upload File(s) 4.

Preview Area:

VARAC Document Upload\_TEST.pdf

\*\*\*\*\*TEST\*\*\*\*\*TEST\*\*\*\*\*

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

**Uploaded Documents**

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

6. The uploaded documents will move through the auto attachment process at Cotiviti and will show as received on both the **Medical Record Tracking and Documents** tab within 24-hours.

**COTIVITI**  
 GOV SERVICES

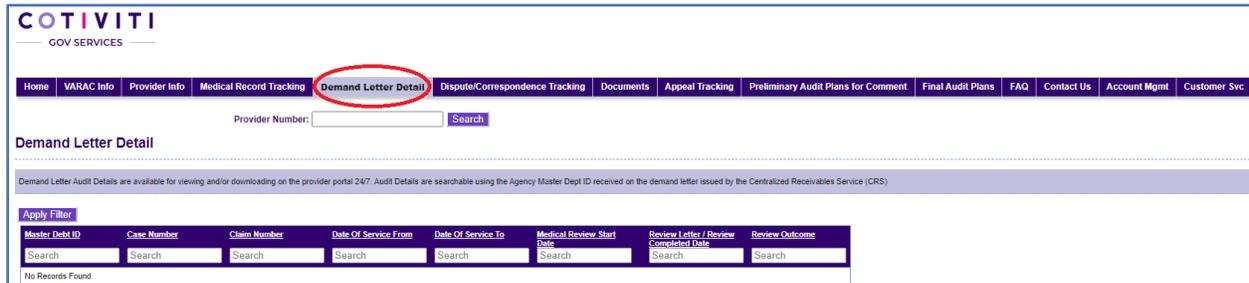
Home | VARAC Info | Provider Info | Medical Record Tracking | Demand Letter Detail | Dispute/Correspondence Tracking | Documents | Appeal Tracking | Preliminary Audit Plans for Comment | Final Audit Plans | FAQ | Contact Us | Account Mgmt | Customer Svc

## Section 5: Demand Letter Detail

Use this tab to:

- View and/or download a copy of a RAC overpayment Demand Letter Detail.

From menu bar, click on the **Demand Letter Detail** Tab



### 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 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 Demand Letter Detail **Dispute/Correspondence Tracking** Documents Level 2 Dispute Tracking Preliminary Audit

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) 287-1667.

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	Discussion Received Date	Discussion Determination	Discussion Determination Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

No Discussion Found.

#### Correspondence Tracking

RAC Case ID	Claim Number	Date Of Service From	Date Of Service To	Patient Control Number	Correspondence Received Date
<input type="text"/>	<input type="text"/>				

No Correspondence Found.

**Reference**  
 Uphold = Original improper payment finding upheld.  
 Partially upheld = Original improper payment finding partially upheld.  
 Overturn = Original improper payment finding overturned.

### 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.

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

The page will refresh 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.

## Dispute Tracking Terms Defined

<b>Term</b>	<b>Definition</b>
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

<b>Term</b>	<b>Definition</b>
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 appeal status on file with VA RAC.

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

Home VARAC Info Provider Info Medical Record Tracking Demand Letter Detail Dispute/Correspondence Tracking Documents **Level 2 Dispute Tracking**

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
<input type="text" value="Search"/>						

No Appeal Found.

\* Reference  
Disposition:  
Uphold = Affirm Recovery Auditor Decision  
Modify = Partially Favorable to Provider  
Overturn = Fully Favorable to Provider

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.

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