

Request For Services (RFS)

Quick Reference Guide

Key Points:

- ◆ A Request for Services (RFS) is a provider-generated request for new or additional care under the Department of Veterans Affairs (VA) Community Care Network (CCN) for a Veteran patient.
- ◆ Providers should always submit the RFS directly to the authorizing VA Medical Center (VAMC).
- ◆ Providers should always submit a RFS on the same day they determine it's needed and before they begin delivering care, unless it is emergent care. In that case, the RFS can be submitted simultaneously.
- ◆ Providers must fill out all required fields on all RFS forms. A signature from the ordering provider in the provider signature box will also need to be included.

Reasons to Submit a RFS

As a CCN provider, you may submit a RFS to VA to initiate the appointing process for a Veteran.

If you're already rendering authorized care under CCN, a RFS is required if you run into these additional situations:

- ◆ A key procedure is not listed in the Standardized Episode of Care (SEOC) approved referral/authorization, or a condition needs to be addressed that wasn't indicated for treatment
- ◆ You need to request additional services not included, or specifically excluded, on the initial approved referral/authorization
- ◆ You need to refer the Veteran to a specialty service not included on the original approved referral/authorization
- ◆ You need to extend the valid date range or number of visits included on your initial approved referral/authorization.

How to Submit a RFS

To submit a RFS, follow these steps:

- ◆ Go to the VA Storefront at www.va.gov/COMMUNITYCARE/providers/index.asp.
- ◆ From there: Click "Request and Coordinate Care" on the left-hand navigation bar under "For Providers."
- ◆ Click "Request for Service (RFS) Requirements."
- ◆ The link to the RFS form will be at the bottom of the section.
- ◆ Send the RFS directly to the authorizing VAMC via:
 - ◆ VA's HSRM portal (preferable) or an EDI 278 transaction
 - ◆ Direct messaging
 - ◆ Secure email
 - ◆ Secure online file exchange eHealth Exchange

Once the RFS is approved, you will receive an authorization letter from either your VAMC or TriWest. It will be at VA's discretion regarding who the approved referral/authorization comes from. You can also check the status of your RFS through VA's HSRM (which is preferable), the EDI 278 transaction, or by calling the VAMC.

Filling Out RFS Forms

Reminder: Please remember to fill out all required fields on all RFS forms. A signature from the ordering provider in the provider signature box also needs to be included. If incomplete forms are received, or lack proper documentation, they may be sent back to the appropriate offices for completion.