

**Veterans Choice Program
Community Care Portal
Community Provider User Guide**



**December 2017
Department of Veterans Affairs
Office of Information and Technology (OI&T)**

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
2/9/2017	0.0	Initial draft	CCP Team
3/7/2017	1.0	Draft for Proof of Concept	CCP Team
8/10/2017	2.0	Revisions for the August Release / Initial Operational Capability (IOC)	CCP Team
18/12/2017	3.0	Revision for the December Release	CCP Team

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User's Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as CCP end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

Table of Contents

1. Introduction.....	1
1.1. Purpose	1
1.1.1. Disclaimers	1
1.1.2. Documentation Conventions	1
2. System Summary	2
2.1. System Configuration	2
2.2. User Roles	2
2.3. User Access Levels.....	2
2.4. Workflow	3
3. Getting Started.....	4
3.1. Sign In	4
3.2. CCP Dashboard	5
4. View Referral Queue	8
5. Search for and Referral.....	11
6. View Referral, Add Appointments, and Upload Medical Documents.....	14
7. Return Referral to VA.....	19
8. Switch to a Different Referral	21
9. Provide Feedback on Site	22
10. Add SAR	24
11. Signout	25

1. Introduction

1.1. Purpose

The purpose of this guide is to familiarize users with the important features and navigational elements of the Veterans Choice Program (VCP) Community Care Portal (CCP).

1.1.1. Disclaimers

1.1.1.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.1.1.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.1.2. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

Descriptive text is presented in a proportional font (as represented by this font).

User's responses to online prompts (e.g., manual entry, clicks, etc.) will be **boldface** type.

2. System Summary

The Community Care Portal (CCP) is a web-based system that facilitates interactions between employees in the VHA's Community Care department and Community Providers outside the VHA. The system is designed to improve the data gathering, documentation continuity, and workflow efforts for of the Department of Veterans Affairs (VA) Community Provider referral process.

The system:

- Creates a mechanism to enable the direct relationship between the VHA and Community Providers (i.e. Providers outside the VHA) so that VHA can develop a new network of Providers in accordance with the tenets set forth in the Veteran's Choice Act (i.e. VACAA)
- Implements a consistent user experience for Community Providers interacting with the VHA
- Increases the flow of content and relevant care information between Community Providers and the VHA
- Provides information via the web that encourages the use of a lower-cost distribution channel and reduces the administrative burden of the VHA back-office administration staff
- Improves the consistency and format of the content and the information transmitted between Community Providers and VHA
- Integrates with the Via interface to VistA. In the future, CCP will also integrate with Data Access Service (DAS), Veterans Benefits Management System (VBMS), VistA Imaging, Fee Basis Claims System (FBCS), Community Provider Profile system (CCP), and Contract Payment and Reporting Module (CPRM).

2.1. System Configuration

CCP users require a computer that provides access to the VA network, as well as, login credentials (email address and password).

2.2. User Roles

User roles are defined as responsibilities or privileges for various users of the system and are associated with an action that can be performed within the CCP system. CCP implements internal functionality by determining if a user has the responsibility or privilege to perform a certain action based on that user's role(s).

2.3. User Access Levels

CUI provides 1 level of Community Provider access. For all user roles, a user's privileges define the features of the system that a user can access—and how elements in those areas appear—as well as the operations a user can perform within those areas. The following table provides more details.

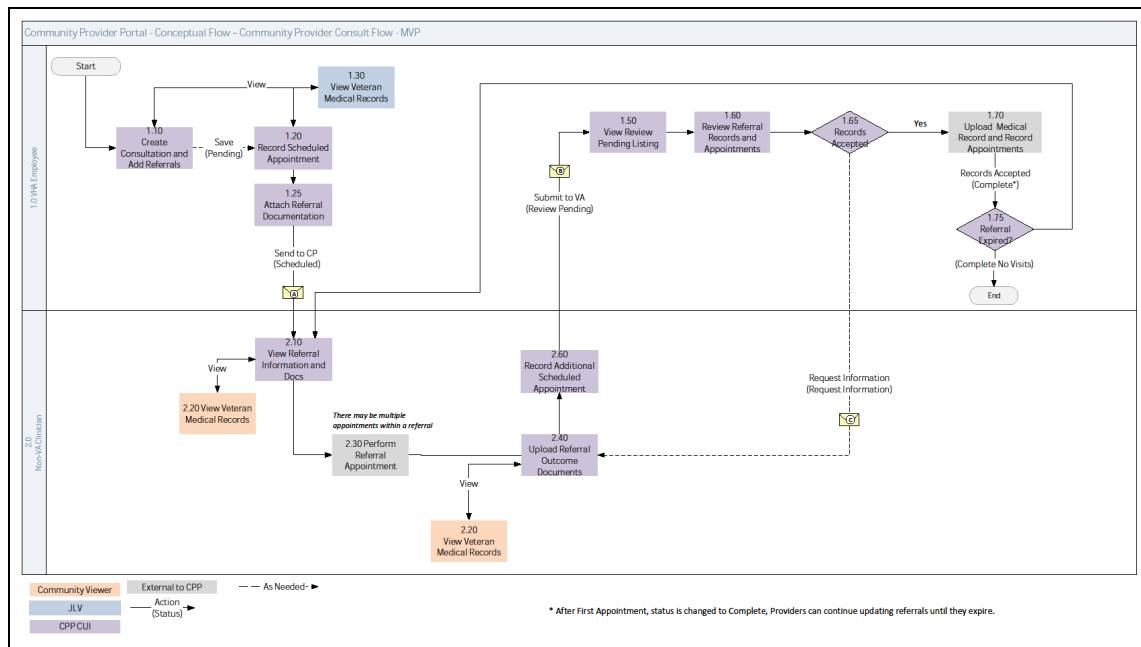
Table 1. Community Provider User Roles and Privileges

User Role	Privileges
Community Provider	View referrals Add appointments Add/modify/delete documents Enter notes Submit referrals the VHA Add/update/submit SARs

2.4. Workflow

Error! Reference source not found. provides a high-level, overview that illustrates how VHA Employees and Community Providers interact with Consultations, Referrals and SARs.

Figure 1: Community Care Portal Workflow Diagram



3. Getting Started

This section provides a general introduction to CCP from signing in to the system to a description of the landing page.

3.1. Sign In

To sign in to CCP, complete the following steps:

1. For the Initial Operational Capacity (IOC) release, open your web browser to <https://www.test-cui.va.gov>
2. The system displays the following:

Figure 2. VA Community Care Portal Sign-in Page

VA Community Provider Portal

You are accessing a U.S. Government information system. 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. Use of this system may be monitored.

Sign In


Email

Password

☐ Remember me

[Sign in with PIV](#)

Sign In

 Department of Veterans Affairs [Privacy Policy](#) [Return to top](#)
cui-cpp-development-121117-63b006a1

3. Enter Email
4. Enter Password
5. Click the **Sign In** button. The system displays the CCP Dashboard:

3.2. CCP Dashboard

After signing in to CCP, the system displays a dashboard or home page with the following elements:

- The **System Name** link, which returns the user to the dashboard, when clicked from any page in the site.
- Sign in status message in the upper left
- Your name as text in the upper right
- A **Supporting Apps** drop-down in the upper right that allows you to access a menu of application to which you have access based on your role (see **Error! Reference source not found.**)
- A **Sign out** button in the upper right
- The **Referrals** tab which provides access to Referral Queues and filters that can be used to find specific referrals that need processing.
- **Feedback, Download User's Guide and FAQ** links in lower right

Figure 3 shows a sample landing page—or dashboard—for a Community Provider.

Figure 3. Community Provider Dashboard

VA Community Provider Portal

Non VHA TestUser | Supporting Apps | Sign out

Signed in successfully.

Referrals

VA Referrals

Referral Queues

Urgent (1)

Assigned (35)

Accepted (40)

Review Pending (28)

Information Needed (26)

Filter

Date Range

To

Coordinator

Select Coordinator

Referral Type

All

Category of Care

All

Status

Assigned (35)

Accepted (40)

Review Pending (28)

Information Needed (26)

Complete (30)

First Name

Last Name

Date of Birth

mm/dd/yyyy

Authorization Number

Consultation Number

Reset Filter

Filter

Patient Name	Referral	Date	Status	Coordinator	Authorization#	Consult#
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Information Needed	VHA CC2 TestUser	xyzy-10-0049-0019	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Review Pending	VHA CC TestUser	xyzy-10-0049-0018	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Assigned	VHA CC TestUser	xyzy-10-0049-0016	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Complete	VHA CC2 TestUser	xyzy-10-0049-0013	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Information Needed	VHA CC TestUser	xyzy-10-0049-0012	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Accepted	VHA CC TestUser	xyzy-10-0049-0010	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Assigned	VHA CC2 TestUser	xyzy-10-0049-0009	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Complete	VHA CC TestUser	xyzy-10-0049-0006	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Information Needed	VHA CC2 TestUser	xyzy-10-0049-0005	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Review Pending	VHA CC TestUser	xyzy-10-0049-0004	10-0003

Showing 1 to 10 of 159 entries

Previous

1

2

3

4

5

...

16

Next

[Return to top](#)



Department of Veterans Affairs

[Privacy Policy](#)

[News](#) | [Feedback](#) | [Download User's Guide](#) | [FAQ](#)

cui-cpp-development-121117-63b006a1

The Supporting App menu is customized with the options appropriate for each role.
The Supporting Apps menu options are shown in **Error! Reference source not found..**

Figure 4. Supporting Apps Menu

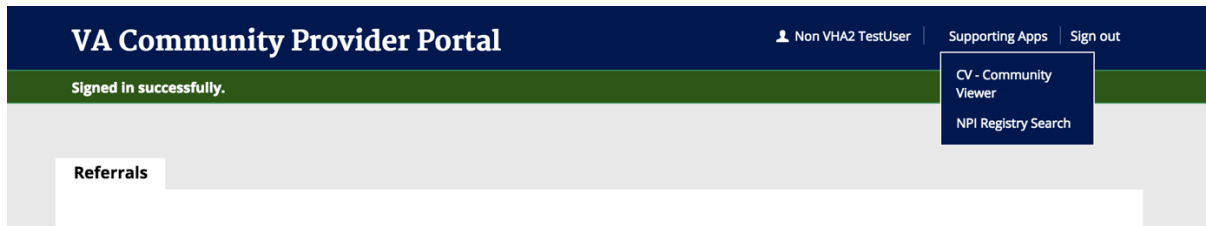


Table 2. Supporting Apps by User Role

User Role	Supporting Apps
Community Provider	Community Viewer NPPES NPI Registry <i>Future applications may include:</i> <i>ePrescribing</i> <i>Direct</i> <i>Virtru Pro</i> <i>EHR system(s)</i>

4. View Referral Queue

The Referral Queues allow you to quickly see referrals in specific statuses.

1. Click the **Queue** link for the type of referral you would like to view. The results set will be populated with all records that match the criteria specified in the selected queue.

Figure 5. Referral Queues on the Community Providers Dashboard

The screenshot shows the 'Referrals' section of the Community Providers Dashboard. On the left, under 'VA Referrals', there is a sidebar titled 'Referral Queues' which is highlighted with a red box. It lists five queues: 'Urgent (11)', 'Assigned (27)', 'Accepted (22)', 'Review Pending (33)', and 'Information Needed (36)'. The main content area is titled 'Filter' and contains several search and filter options: 'Date Range' (with 'To' and a date input), 'First Name', 'Last Name', 'Date of Birth' (with a 'mm/dd/yyyy' placeholder), 'Authorization Number', 'Consultation Number', 'Coordinator' (a dropdown menu), 'Referral Type' (a dropdown menu), 'Category of Care' (a dropdown menu), and 'Status' (a group of checkboxes for 'Assigned (27)', 'Review Pending (33)', 'Accepted (22)', 'Information Needed (36)', and 'Complete (31)').

2. The Queues display records based on the following criteria:
 - **Urgent: Referral Status = Urgent**
 - Assigned: Referral Status = Assigned
 - Accepted: Referral Status = Accepted
 - Review Pending: Referral Status = Review Pending
 - Information Needed: Referral Status = Information Needed

The number in parentheses following the name of each queue indicates how many records will appear in that queue.

The following table describes the various referral statuses.

Table 3. Referral Status Descriptions

Status	Description
Urgent	“Urgent” referrals have to be checked as soon as possible since they are considered high priority.
Assigned	“Assigned” referrals have been assigned to you and may or may not have the 1 st appointment scheduled. After you have seen the patient, you will need to upload medical records and click the Return to VA button to send the documents back to the VA for review and inclusion in the patient’s official medical record. If you elect not to see the patient or they are a “No Show” you may click the Return to VA button without uploading documents to return the referral to the VA.
Review Pending	“Review Pending” referrals have been sent to the VHA for review. When referrals are in this status, no action is needed unless another appointment occurs and more medical records need to be uploaded.
Information Needed	“Information Needed” referrals need additional Medical Records. If the VHA reviews a referral and determines that additional information is needed, you will be notified that a “Request Information” referrals exist and receive a description of the necessary information via email. Alternatively, you can check the “Information Needed” queue to see if it contains any referrals. Once the necessary medical records have been uploaded, click the “Return to VA” button to return the referral to the VHA.
Accepted	“Accepted” referrals have been reviewed by the VHA and contain all of the necessary Medical Records after the first appointment. The Medical records have been reviewed and uploaded into the patient’s official medical record in CPRM. Referrals that require multiple appointments will remain in the “Accepted” status until all appointment have occurred.
Complete	“Complete” Referrals require no additional appointments. The referral is essentially closed. It remains visible for 30 extra days in case additional medical records need to be added.

5. Search for and Referral

1. On the Referral Landing page, enter one or more criteria in the Filter area at the top of the page and click the **Filter** button. The table below will be populated with records that match the selected criteria.

Figure 6. Filtering Referrals

The screenshot displays the 'Referrals' section of a web application. At the top, there's a 'Referrals' tab. Below it, the 'VA Referrals' section is visible. On the left, under 'Referral Queues', there are five options: 'Urgent (11)', 'Assigned (27)', 'Accepted (22)', 'Review Pending (33)', and 'Information Needed (36)'. The main area is titled 'Filter' and contains several input fields and checkboxes. The 'Date Range' section has two text boxes separated by 'To'. Below it are 'First Name' and 'Last Name' text boxes. The 'Date of Birth' section has a text box with a placeholder 'mm/dd/yyyy'. The 'Authorization Number' and 'Consultation Number' sections each have a text box. On the right side of the filter area, there are three dropdown menus: 'Coordinator' (with 'Select Coordinator' as the selected option), 'Referral Type' (with 'All' as the selected option), and 'Category of Care' (with 'All' as the selected option). Below these is a 'Status' section with five checkboxes: 'Assigned (27)', 'Accepted (22)', 'Review Pending (33)', 'Information Needed (36)', and 'Complete (31)'. At the bottom right of the filter area, there are two buttons: 'Reset Filter' and 'Filter'. The 'Filter' button is highlighted with a red rectangle.

2. Move your cursor over the result to highlight the row of the record you would like to edit.

Figure 7. Selecting Record on the VHA Coordinator Dashboard

Referrals

VA Referrals

Referral Queues

Urgent (11)
Assigned (27)
Accepted (22)
Review Pending (33)
Information Needed (36)

Filter

Date Range

To

Coordinator

Select Coordinator

Referral Type

All

Category of Care

All

Date of Birth

mm/dd/yyyy

Authorization Number

Consultation Number

Status

☐ Assigned (27)
☐ Review Pending (33)
☐ Accepted (22)
☐ Information Needed (36)
☐ Complete (31)

Reset Filter

Filter

Patient Name	Referral	Date	Status	Coordinator	Authorization#	Consult#
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Accepted	VHA CC2 TestUser	xyzy-10-0049-0017	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Review Pending	VHA CC2 TestUser	xyzy-10-0049-0011	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Accepted	VHA CC2 TestUser	xyzy-10-0049-0003	10-0003

- Click to open the desired record. The Medical Records tab will appear.

Community Care Portal
CCP User Guide

12

December 2017

Figure 8. Medical Records Tab

Notice: You are operating in a test environment

VA Community Provider Portal

Non VHA TestUser | Supporting Apps | Sign out

Referrals

Joe Doe Smith, 9th

Referral: #xyzy-10-0049-0012 12/18/17 10:00 MD Office Visit Hcps Peritoneal Dialysis

Information Needed

Medical Records

Appointments

Notes

Referral Overview

Consult #: 10-0003

VHA Coordinator: VHA CC TestUser

Community Provider: HOWARD CHERYL

Referral Date: 12/18/17 10:00 EST

Other Health Insurance Insurance Provider #9

Medical Record Documents

Add Medical Records

To add a medical record, use the **Browse** button below to locate the file, select a Document Type, then click the **Add Document** button.

File Name	Document Type	Uploaded By	Reviewed By	Date	
2016_rubykaigl.pdf	Radiology Record	Samantha Smith	Waiting For Review	12/18/17 10:00 EST	
1-10-500-500-100.jpg	Referral Packet	Non VHA TestUser	Waiting For Review	12/18/17 10:00 EST	Edit Delete

Document Name

Browse

Document Type

Select document type:

Add Document

Showing 1 to 2 of 2 entries

Previous 1 Next

All Medical Records Uploaded?

After each appointment, when you have finished adding all medical records for the current appointment, click the **Send Medical Records to the VA** button below, so the records can be added to the patient's official medical record.

Send Medical Records to the VA

[Return to top](#)

Department of Veterans Affairs

[Privacy Policy](#)

[News](#) | [Feedback](#) | [Download User's Guide](#) | [FAQ](#)

cul-cpp-development-121117-9c97b2aa

Community Care Portal
CCP User Guide

13

December 2017

6. View Referral, Add Appointments, and Upload Medical Documents

1. After locating a referral, by clicking on one of the queues or searching for a specific record, click the desired record to open it.
2. The page displays tabs for the various parts of the Referral.
 - a. Access the Medical Records tab to view information about the Veteran and the referral and to upload documents and send the referral back to the VHA.
 - b. Access the Appointments tab to view, schedule, modify or delete appointments
 - c. Access the Notes tab to see actions that have taken place in relation to the referral.
3. Scroll down to the **Documents** section. You'll see a listing of documents that have been uploaded and a blank record that allows you to upload a new document.

Figure 9. Medical Records Tab

Notice: You are operating in a test environment

VA Community Provider Portal

Non VHA TestUser | Supporting Apps | Sign out

Referrals

Joe Doe Smith, 9th

Referral: #xyzy-10-0049-0012 12/18/17 10:00 MD Office Visit Hcps Peritoneal Dialysis Information Needed

Medical Records

Appointments

Notes

Referral Overview

Consult #: 10-0003

Referral Date: 12/18/17 10:00 EST

VHA Coordinator: VHA CC TestUser

Other Health Insurance: Insurance Provider #9

Community Provider: HOWARD CHERYL

Medical Record Documents

Add Medical Records
To add a medical record, use the **Browse** button below to locate the file, select a Document Type, then click the **Add Document** button.

File Name	Document Type	Uploaded By	Reviewed By	Date
2016_rubykaigl.pdf	Radiology Record	Samantha Smith	Waiting For Review	12/18/17 10:00 EST
1-10-500-500-100.jpg	Referral Packet	Non VHA TestUser	Waiting For Review	12/18/17 10:00 EST

Document Name **Browse** **Document Type**

Add Document

Showing 1 to 2 of 2 entries Previous 1 Next

All Medical Records Uploaded?
After each appointment, when you have finished adding all medical records for the current appointment, click the **Send Medical Records to the VA** button below, so the records can be added to the patient's official medical record.

Send Medical Records to the VA



- To prepare for the Veteran's appointment, review the Referral Packet and any other Medical Records that may exist in the Documents section.
- To upload medical records for the VA, select the **Browse** button. The Browse dialog box appears.
- Select the medical record file to be uploaded and click the **Open** button. The name of the document will appear in the **File Name** field.

7. Select the appropriate Document Type. **Note:** If you are uploading a Secondary Authorization Request form, select the “SAR” Document Type to ensure that the referral is routed to the SAR Queue, where VHA Coordinators can review the request and begin the SAR process.
8. Click the **Add Document** button. The medical record will be added to the Documents table.
9. Documents that have not yet been sent to the VA can be edited if necessary. To edit a document, select the document in the table. The record will pre-populate in the form. Make any necessary changes to editable fields and click the **Save** link.
10. Once all medical records have been uploaded, see section 6. **Return Referral to VA.**

Figure 10. Viewing the Referral Overview

Medical Record Documents

Add Medical Records
To add a medical record, use the **Browse** button below to locate the file, select a Document Type, then click the **Add Document** button.

File Name	Document Type	Uploaded By	Reviewed By	Date
2016_rubykaigi.pdf	Radiology Record	Samantha Smith	Waiting For Review	12/18/17 10:00 EST
1-10-500-500-100.jpg	Referral Packet	Non VHA TestUser	Waiting For Review	12/18/17 10:00 EST

[Edit](#)
[Delete](#)

Document Name

Document Type
Select document type: ▼

Browse

Add Document

Showing 1 to 2 of 2 entries Previous 1 Next

All Medical Records Uploaded?
After each appointment, when you have finished adding all medical records for the current appointment, click the **Send Medical Records to the VA** button below, so the records can be added to the patient's official medical record.

Send Medical Records to the VA

4. Select the Appointments tab

Figure 11. Viewing the Appointment Tab

Notice: You are operating in a test environment

VA Community Provider Portal

Non VHA TestUser | Supporting Apps | Sign out

Referrals

Joe Doe Smith, 9th

Referral: #xyzy-10-0049-0012 12/18/17 10:00 MD Office Visit Hcps Peritoneal Dialysis

Information Needed

Medical Records

Appointments

Notes

Appointment	Date	Details	
type two	12/23/17 18:45 EST	Scheduled By: Billy Boy, III Specialty: Counselor	Edit
type one	1/3/18 22:00 EST	Scheduled By: Joe Bob, Jr. Specialty: Counselor	Edit

Appointment Description

Community Provider

HOWARD CHERYL

Appointment Date/Time

Add Appointment

Showing 1 to 2 of 2 entries

Previous 1 Next

Return to top

Department of Veterans Affairs | Privacy Policy | News | Feedback | Download User's Guide | FAQ

cui-cpp-development-121117-9c97b2aa

5. Enter the required data in the **Add New Appointment** box and click the **Add Appointment** button. The new appointment will be added to the Appointment table.

Figure 12. Add Appointment Button on the Appointment Tab

Appointment Description

Community Provider

HOWARD CHERYL

Appointment Date/Time

Add Appointment

- To edit an appointment, select the record in the table. The fields that can be modified will become editable. Make any necessary changes and click the **Save** link.
- Select the **Notes** tab to see activity related to the case. Notes may be in reference to status changes, requests for information, etc..

Figure 13. Review actions on the Notes tab

The screenshot displays the VA Community Provider Portal interface. At the top, a dark blue header contains the text "VA Community Provider Portal" and user information: "Non VHA TestUser", "Supporting Apps", and "Sign out". Below the header, a white box contains the "Referrals" section. It shows a patient name "Joe Doe Smith, 9th" and a referral dropdown menu with the text "#xyzy-10-0049-0012 12/18/17 10:00 MD Office Visit Hcps Peritoneal Dialysis". To the right of the dropdown is a button labeled "Information Needed". Below the referral section, there are three tabs: "Medical Records", "Appointments", and "Notes". The "Notes" tab is selected and highlighted with a red rectangle. The "Notes" section has a heading "Notes" and a subheading "Describe actions that have taken place in relation to the case". Below this is a large text area for entering notes. At the bottom right of the text area is a "Submit" button. Below the notes section is a section titled "Associated Notes" which contains a table of notes.

User	Notes	Date
Joe Bob Billy Boy	This is referral_note #1 for referral #973 for consultation #49 for veteran #10	12/18/17 10:00 EST
Joe Bob Billy Boy	This is referral_note #0 for referral #973 for consultation #49 for veteran #10	12/18/17 10:00 EST

Showing 1 to 2 of 2 entries

Previous 1 Next



Department of Veterans Affairs

[Privacy Policy](#)

[News](#) | [Feedback](#) | [Download User's Guide](#) | [FAQ](#)

cul-cpp-development-121117-9c97b2aa

7. Return Referral to VA

1. After the patient's appointment, all medical records need to be uploaded to the Document table on the Medical Records tab. Once all medical records have been uploaded, click the **Return to VA** button. This will notify the VA that the appointment is complete and allow the VHA Coordinator to add the new medical records to the patient's official medical record.
2. You may also click the **Return to VA** button if you wish to return the referral to the VA because you will not be seeing the patient.

Figure 14. Return Referral to the VA

Medical Record Documents

Add Medical Records

To add a medical record, use the **Browse** button below to locate the file, select a Document Type, then click the **Add Document** button.

File Name	Document Type	Uploaded By	Reviewed By	Date
2016_rubykaigi.pdf	Radiology Record	Toya McKoy	Waiting For Review	August 9, 2017 at 3:54 PM EDT
1-10-500-500-100.jpg	SAR	Jeff Robinson	Waiting For Review	August 9, 2017 at 3:54 PM EDT

Document Name

Browse

Document Type

Select document type: ▼

Add Document

Showing 1 to 2 of 2 entries

Previous1Next

All Medical Records Uploaded?

After each appointment, when you have finished adding all medical records for the current appointment, click the **Send Medical Records to the VA** button below, so the records can be added to the patient's official medical record.

Send Medical Records to the VA

Figure 15. Return Referral to VA

VA Community Care Portal

CUI_v2.2.x.x_EOS16_Integration-b6d0454 (Sprint 27 VISTA w/CUI)

Non VHA TestUser | Supporting Apps | Sign out

Referrals

Patient: Jane Billy Jones, 4th

Consult: Gec Adult Day Care #05-0003

Period of Validity: 07-31-2017 - 08-31-2017

1) Have all medical records for the most recent appointment been updated?

☒ Yes ☐ No

Comments:

2) Is the referral complete?

☐ Yes


☐ No, future appointments are expected

☐ No, our practice was unable to provide the referred service for the following reason:

Select...

Comments:

Submit

 Department of Veterans Affairs

[Privacy Policy](#)

[Feedback](#) | [Download User's Guide](#) | [FAQ](#)

8. Switch to a Different Referral

1. With a referral open, select the **Referral** drop-down in the Referral header from any tab in the referral and select a different referral. The page is refreshed with details related to the newly selected referral.

Figure 16. Navigate to Another Referral

VA Community Provider Portal Non VHA TestUser | Supporting Apps | Sign out

Referrals

Joe Doe Smith, 9th

Referral: **Information Needed**

- #xyzzz-10-0049-0019 12/18/17 10:00 Outpatient Surgery Hcps Peritoneal Dialysis
- #xyzzz-10-0049-0005 12/18/17 10:00 Outpatient Surgery Hcps Peritoneal Dialysis
- #xyzzz-10-0049-0002 12/18/17 10:00 MD Office Visit Hcps Peritoneal Dialysis

Medical Records

Appointments

Notes

Referral Overview

Consult #: 10-0003	Referral Date: 12/18/17 10:00 EST
VHA Coordinator: VHA CC2 TestUser	Other Health Insurance Insurance Provider #9
Community Provider: HOWARD CHERYL	

9. Provide Feedback on Site

1. From any page in the application, you can click the Feedback link in the footer to provide feedback to the team that manages the application.

Figure 17. VHA Coordinator Dashboard

The screenshot displays the VHA Coordinator Dashboard. At the top, a red banner reads "Notice: You are operating in a test environment". Below this is a dark blue header with the text "VA Community Provider Portal" on the left and user information "Non VHA TestUser", "Supporting Apps", and "Sign out" on the right. The main content area is divided into sections. On the left, a sidebar shows "Referrals" (selected), "Medical Records", "Appointments", and "Notes". The "Appointments" section is active, showing a table with two entries. The first entry is for "type two" on "12/23/17 18:45 EST", scheduled by "Billy Boy, III" (Specialty: Counselor). The second entry is for "type one" on "1/3/18 22:00 EST", scheduled by "Joe Bob, Jr." (Specialty: Counselor). Below the table is an "Appointment Description" form with fields for "Community Provider" (filled with "HOWARD CHERYL") and "Appointment Date/Time". An "Add Appointment" button is at the bottom right of the form. At the bottom of the dashboard, there is a footer with the Department of Veterans Affairs logo, links for "Privacy Policy", "New" (circled in red), "Feedback", "Download User's Guide", and "FAQ". A "Return to top" link is also present. The footer also includes the text "cui-cpp-development-121117-9c97b2aa".

Notice: You are operating in a test environment

VA Community Provider Portal

Non VHA TestUser | Supporting Apps | Sign out

Referrals

Joe Doe Smith, 9th

Referral: #xyzy-10-0049-0012 12/18/17 10:00 MD Office Visit Hcps Peritoneal Dialysis

Information Needed

Medical Records

Appointments

Notes

Appointment	Date	Details	
type two	12/23/17 18:45 EST	Scheduled By: Billy Boy, III Specialty: Counselor	Edit
type one	1/3/18 22:00 EST	Scheduled By: Joe Bob, Jr. Specialty: Counselor	Edit

Appointment Description

Community Provider

Appointment Date/Time

HOWARD CHERYL

Add Appointment

Showing 1 to 2 of 2 entries

Previous 1 Next

Return to top

Department of Veterans Affairs

Privacy Policy

New | Feedback | Download User's Guide | FAQ

cui-cpp-development-121117-9c97b2aa

2. On the Feedback form, your name and email address are pre-populated; however, they can be edited. Select a Topic from the drop-down, enter your feedback in the description box, and then click the **Submit** button. Your feedback will be sent to the application development team. To protect the privacy of Veterans, please avoid including PHI or PII in your feedback.

Figure 18. Feedback Form

The screenshot shows the 'VA Community Provider Portal' header with a dark blue background. On the right, there are links for 'Non VHA TestUser', 'Supporting Apps', and 'Sign out'. The main content area is titled 'Referrals' and 'About You'. It contains pre-filled fields for 'Name' (Non VHA TestUser) and 'Email address' (non_vha@example.com). Below these is the 'Leave Your Feedback' section, which includes a 'Topic' dropdown menu set to 'Please select' and a 'Description' text area. The description text reads: 'Be certain that the feedback message text DOES NOT contain sensitive or classified information. The feedback messages are not subject to privacy guards or protection. The automation systems and people who review feedback messages DO NOT have a need to know any specifics about the data with which you work. DO NOT include any personal references to veterans or the conditions for which they are being treated.' A blue 'Submit' button is at the bottom of the form. At the bottom of the page, there is a footer with the Department of Veterans Affairs logo, a 'Return to top' link, and links for 'Privacy Policy', 'News', 'Feedback', 'Download User's Guide', and 'FAQ'. A small identifier 'cui-cpp-development-121117-9c97b2aa' is also present.

3. A “Thanks for your feedback” message appears at the top of the page, just below the header.

Figure 19. Thank You Message



10. Add SAR

1. On the Referral Landing page, highlight the desired **Referral** record and click to display the Referral record. The Referral Detail page will appear with the **Referral Details** tab selected.
2. To add a SAR, follow the steps for Adding a Document and be sure to select “SAR” as the document type. The referral will appear in the SAR queue so the Coordinator knows it contains a SAR that needs to be processed. The Coordinator will forward the SAR along for entry into FBCS. Eventually, if a community provider will be providing the service, the SAR may flow back into CCP as a new Consultation. Once in FBCS, the request will follow the path of a normal consultation. If a Community Provider will be providing the service, the Coordinator will be asked to add the VistA consultation and any related referrals that arise from the SAR into CCP.

Medical Record Documents

Add Medical Records

To add a medical record, use the **Browse** button below to locate the file, select a Document Type, then click the **Add Document** button.

File Name	Document Type	Uploaded By	Reviewed By	Date
2016_rubykaigi.pdf	Lab Result	Angela Gant-Curtis	Mike Wallace August 9, 2017 at 3:53 PM EDT	August 9, 2017 at 3:53 PM EDT
1-10-500-500-100.jpg	Referral Packet	Theresa McMurdo	Mike Wallace August 9, 2017 at 3:53 PM EDT	August 9, 2017 at 3:53 PM EDT

Document Name

Document Type

SAR

Select document type:
Authorization
Lab Result
Medical Record
Prescription
Radiology Record
Referral Packet
VNA Form
SAR

Showing 1 to 2 of 2 entries

All Medical Records Uploaded?

After each appointment, when you have finished adding all medical records, click the

Send Medical Records to the VA button below, so the records can be added to the patient's official medical record.

11. Sign Out

1. Select the Signout link. The system signs you out of the system and re-displays the Sign In page, so you can sign on again.

Figure 20. Sign out Link in the Header

VA Community Provider Portal

Signed in successfully.

Non VHA TestUser | Supporting Apps | **Sign out**

Referrals

VA Referrals

Referral Queues

- Urgent (1)
- Assigned (35)
- Accepted (40)
- Review Pending (28)
- Information Needed (26)

Filter

Date Range
 To

First Name

Last Name

Date of Birth

Authorization Number

Consultation Number

Coordinator
Select Coordinator

Referral Type
All

Category of Care
All

Status

- ☐ Assigned (35)
- ☐ Review Pending (28)
- ☐ Accepted (40)
- ☐ Information Needed (26)
- ☐ Complete (30)

[Reset Filter](#) [Filter](#)

Patient Name	Referral	Date	Status	Coordinator	Authorization#	Consult#
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Information Needed	VHA CC2 TestUser	xyzy-10-0049-0019	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Review Pending	VHA CC TestUser	xyzy-10-0049-0018	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Assigned	VHA CC TestUser	xyzy-10-0049-0016	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Complete	VHA CC2 TestUser	xyzy-10-0049-0013	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Information Needed	VHA CC TestUser	xyzy-10-0049-0012	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Accepted	VHA CC TestUser	xyzy-10-0049-0010	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Assigned	VHA CC2 TestUser	xyzy-10-0049-0009	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Complete	VHA CC TestUser	xyzy-10-0049-0006	10-0003
Joe Doe Smith, 9th	Outpatient Surgery	12/15/17	Information Needed	VHA CC2 TestUser	xyzy-10-0049-0005	10-0003
Joe Doe Smith, 9th	MD Office Visit	12/15/17	Review Pending	VHA CC TestUser	xyzy-10-0049-0004	10-0003

Showing 1 to 10 of 159 entries

Previous 1 2 3 4 5 ... 16 Next



Department of Veterans Affairs

[Privacy Policy](#)

[News](#) | [Feedback](#) | [Download User's Guide](#) | [FAQ](#)

cul-cpp-development-121117-63b006a1