

Contract Examination Inquiry Protocol

Purpose

This document outlines the protocol for inquiries regarding contract examinations.

Individual Case Inquiries

Most individual case inquiries can be resolved directly through the contract examination vendors. Prior to contacting the Contract Examinations mailbox, please be sure to review Exam Track and/or contact the contract examination vendor directly.

Vendor Customer Service Contact Information

For inquiries regarding individual cases, you may contact the contract examination vendors directly at the following.

QTC:

Toll Free Number: (800) 682-9701 (option 7)

[QTC Exam Track](#)

VetFed:

Toll Free Number: (800) 682-9701 (option 7)

[VetFed Exam Track](#)

VES:

MYVES@vesservices.com*

[VES Portal](#) (Access currently limited to Exam Liaisons)

VES Customer Service: 1-877-637-8387

MSLA:

Toll Free Number: (866) 467-5222

msla_va@mslaca.com*

[MSLA Case Management System](#)

LHI:

[LHI Customer Portal](#)

North Atlantic District:

Shasta Powell spowell_va@logisticshealth.com 866-933-8387 (2151) - DC, DE, MD, NC, VA, and WV

Juliann Sebastiani jsebastiani_va@logisticshealth.com 866-933-8387 (6475) – CT, MA, ME, NH, NJ, NY, PA, RI, VT

Southeast District: Sara Camp 866-933-8387 (2147) scamp_va@logisticshealth.com

Midwest District: Tarri Vandeleest 866-933-8387(2048) tvandeleest_va@logisticshealth.com

Continental District:

Matt Nikolay 866-933-8387 (2146) mnikolay_va@logisticshealth.com – LA, MS, TX

Hope Flannery 866-933-8387 (1296) hflannery_va@logisticshealth.com - AR, CO, MT, OK, UT, WY

If you are not able to resolve the issue with the vendor, please submit your inquiry to the Contract Examinations mailbox.

Questions regarding policy and procedure should be submitted to the Contract Examinations mailbox.

Email inquiries can be submitted to ContractExam.VBAVACO@va.gov.

Inquiry Examples

Request that should be researched with vendor first:






Good morning. We had an exam request submitted for the below veteran on 05/20/2016

Can you please give me an update for this request? It's been 60+ days.

Request that should be sent directly to the Contract Examinations mailbox:

Good morning. Our exam request for the following Veteran has been repeatedly rejected by the contractor. We contacted the contractor and followed their instructions on how to resubmit the request, but it was rejected again.

Exam Track Status Inquiry Quick Reference

Case Status	Description
 Received	Exam requests with a unique document ID that come from the VA, submitted in CAATS and remain in CAATS status, pending triage to accept or reject by a QTC user, usually the SQA.
 Accepted	Cases accepted manually by a QTC user, after cases RECEIVED were triaged or cases that are automatically accepted by QTC system because 72 hours has lapsed and QTC user has not manually accepted or rejected the case. Accepted cases are "ACTIVE" cases.
 Rejected	Cases that are manually rejected by a QTC user because conditions for evaluations are unclear or a correction is needed and the case(s) is resent by CAATS back to the VARO with the reason for rejection. The case is resent back to QTC by CAATS, from the VARO as the same request with the corrections made.
 Cancelled	Whenever an exam request is cancelled, a link (under the column labeled Case Status) is available to access the Notification of Cancellation letter. This letter will provide a short description of why the exam request was cancelled.
 Delivered	Cases that have been completed and delivered by QTC.

***Note:** If a Notification of Cancellation letter is not available in Exam Track, please contact the vendor directly through their toll free number.

Contract Exam Exclusions List

Article ID: 554400000056862

[Add To Reply](#)

Contract Examination Exclusions

Circumstances under which contract examinations ***must not*** be requested include, but are not limited to, the following:

- Former Prisoner of War (FPOW) Protocol Examination is required
- examination requires hospitalization or surgical evaluation, such as colonoscopy or laparoscopy
- Veteran is an inpatient at a Veterans Health Administration (VHA) facility, nursing home, extended care facility, or domiciliary (including state-operated Veterans' homes), and
- Veteran is an employee of the contract examination vendor scheduled to conduct the examination.

References: For more information on examination requests

- in general, see [M21-1, Part III, Subpart iv, 3.A](#), and
- for homeless Veterans, see [M21-1, Part III, Subpart iv, 3.F.2.g](#).