Contract Examination Inquiry Protocol

<u>Purpose</u>

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 <u>isebastiani_va@logisticshealth.com</u> 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

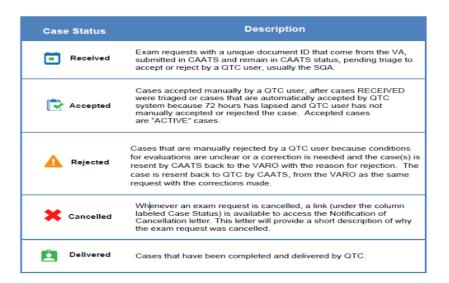
Request that should be researched with vendor first:

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



*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.q.