

Care Coordination (CC)
Standardized Episodes of Care (SEOC)
Software Version 1.9
User Guide



September 2019
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
9/18/2019	7.0	Updated for v1.9: <ul style="list-style-type: none"> • Updated screen captures. • Added section: Export the SEOC Data to a JSON File. • Added section: Export the SEOC PreCert Data to a JSON File. • Added section: Sort SEOCs Alphabetically by Name. • Added section: Invalid Characters. • Added section: Show Invalid Characters. • Added section: Fix Invalid Characters. • Added section: Revert a Date Hold SEOC back to In-Progress. • Updated definitions for the Standardized Episodes of Care table fields. • Updated the steps in the JSON Instructions section. 	AbleVets
06/11/2019	6.0	Updated for v1.8: <ul style="list-style-type: none"> • Draft New SEOC section • Activate an In-Progress SEOC section • Delete an In-Progress SEOC section • Revert SEOC to In-Progress section 	AbleVets
3/05/2019	5.0	Updated for v1.7. Added Managing Billing Codes, Updated screen captures to reflect v1.7	AbleVets
1/02/2019	4.0	Updated for v1.6 Updated screen captures, Added Exporting SEOC Data section, added Appendix A.	AbleVets
10/04/2018	3.0	Updated for v1.5 Included Manage Users features: Filter by Role, Filter by Name, Delete Selected User, Edit Selected User, and Add New User.	AbleVets
09/25/2018	2.0	Finalized for Software Version 1.0.04.1	AbleVets
09/14/2018	1.3	Finalized for Build 5	AbleVets
08/09/2018	1.2	Updated for Build 5	AbleVets

Date	Revision	Description	Author
07/20/2018	1.1	Updated for Software Version 1.0.4 Build 4	AbleVets
06/25/2018	1.0	Initial Draft Delivery	AbleVets

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 VistA 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
1.2. Document Orientation	1
1.2.1. Organization of the Manual.....	1
1.2.2. Assumptions	2
1.2.3. Coordination.....	2
1.2.4. Disclaimers.....	3
1.2.4.1. Software Disclaimer.....	3
1.2.4.2. Documentation Disclaimer	3
1.2.5. Documentation Conventions	3
1.2.6. References and Resources	3
1.3. National Service Desk and Organizational Contacts.....	3
2. System Summary	3
2.1. System Configuration.....	4
2.2. Data Flows.....	5
2.3. User Access Levels.....	5
2.4. Continuity of Operation.....	6
3. Getting Started.....	6
3.1. Logging On.....	6
3.2. System Menu	7
3.3. Changing User ID and Password.....	8
3.4. Exit System.....	8
4. Using the Software.....	8
4.1. Manage Users	9
4.1.1. Viewing SEOC Users	9
4.1.1.1. Filtering Users.....	9
4.1.2. Delete a Selected User.....	10
4.1.3. Edit a Selected User.....	11
4.1.4. Add a New User	11
4.2. Export the SEOC Data to a JSON File	12
4.3. Export the SEOC PreCert Data to a JSON File	13
4.4. Managing Billing Codes.....	13
4.4.1. Deleting Billing Codes	14
4.4.2. Editing Billing Codes	15
4.5. View SEOCs.....	17
4.5.1. View a Selected SEOC.....	17
4.5.2. Search for a SEOC by Name	17
4.5.2.1. Sort SEOCs Alphabetically by Name	18

4.5.3.	Filter SEOCs by Status.....	20
4.5.4.	Discontinue a SEOC.....	20
4.5.5.	Print a SEOC	21
4.5.6.	Invalid Characters.....	22
4.5.6.1.	Show Invalid Characters	23
4.5.6.2.	Fix Invalid Characters	25
4.5.7.	Track Version Changes	26
4.6.	Draft a New SEOC	30
4.6.1.	Edit an In-Progress SEOC	42
4.6.2.	Activate an In-Progress SEOC	43
4.6.3.	Delete an In-Progress SEOC	46
4.7.	Pending Revisions	46
4.7.1.	Create a Pending Revision.....	46
4.7.2.	Activate a Pending Revision	50
4.7.3.	Revert a Date Hold SEOC back to In-Progress.....	53
4.8.	Payable Service List	53
4.8.1.	View Payable Services	53
4.8.2.	Delete Payable Service	54
5.	Troubleshooting.....	56
6.	Acronyms and Abbreviations	56
A.	JSON Instructions.....	57

List of Figures

Figure 1: Overview of SEOC System.....	4
Figure 2: SEOC Data Flow Diagram.....	5
Figure 3: VA Single Sign-On for SEOC.....	6
Figure 4: 2 Minutes Until Session Expires Warning	7
Figure 5: Standardized Episodes of Care Home Page	7
Figure 6: User Management.....	9
Figure 7: Filtered List by Name Example.....	10
Figure 8: Delete Selected User Confirmation.....	11
Figure 9: Editable User Fields	11
Figure 10: Add New User Fields	12
Figure 11: Export SEOC Data	12
Figure 12: Export SEOC Data Dialog.....	13
Figure 13: Export SEOC Data	13
Figure 14: Export SEOC PreCert Data Dialog	13
Figure 15: Billing Code Management.....	14
Figure 16: Confirm Delete Billing Code Message.....	14
Figure 17: Billing Code Deletion Confirmation Message	15
Figure 18: Edit Billing Code.....	16
Figure 19: Edit Billing Code Confirmation Message	16
Figure 20: View SEOC	17

Figure 21: SEOC Filter Field.....	17
Figure 22: Search SEOC Results	18
Figure 23: SEOC Name Column Heading	18
Figure 24: SEOC List Sorted in Alphabetical Order by Name.....	19
Figure 25: SEOC List Sorted in Reverse Alphabetical Order by Name	19
Figure 26: Filter by Status Menu Options.....	20
Figure 27: Discontinue SEOC Confirmation	20
Figure 28: Discontinued Status	21
Figure 29: Printed SEOC Window.....	22
Figure 30: Show Invalid Characters Button.....	23
Figure 31: Show Invalid Characters.....	23
Figure 32: Print SEOC from Show Invalid Characters Page	24
Figure 33: Print SEOC from Show Invalid Characters (Bottom of the Page)	24
Figure 34: Hide Invalid Characters Button	25
Figure 35: Fix Invalid Characters Button	25
Figure 36: Fix Invalid Characters Confirmation.....	26
Figure 37: Invalid Characters Fixed Message.....	26
Figure 38: Track Version Changes Page.....	27
Figure 39: Track Version Changes: Additional Information and Provider Taxonomy Codes	27
Figure 40: Track Version Changes: Payable Services	28
Figure 41: Print SEOC from Track Version Changes Page.....	28
Figure 42: Print SEOC from Track Version Changes: Additional Information and Provider Taxonomy Codes	29
Figure 43: Print SEOC from Track Version Changes: Payable Services	29
Figure 44: Draft SEOC: Name.....	30
Figure 45: Draft SEOC Details	31
Figure 46: Add/Remove HPTCs	32
Figure 47: Provider Taxonomy Code List	32
Figure 48: Draft SEOC: Provider Taxonomy Code Added Message	33
Figure 49: Draft SEOC: Added Provider Taxonomy Codes.....	34
Figure 50: Draft SEOC: Confirm Remove HPTC	34
Figure 51: Draft SEOC: Payable Services	35
Figure 52: Draft SEOC: Add Payable Service.....	35
Figure 53: Draft SEOC: Add Clinical Service.....	36
Figure 54: Draft SEOC: Clinical Service Added Message	37
Figure 55: Draft SEOC: New Clinical Services Added to the Payable Service	37
Figure 56: Draft SEOC: Add Billing Code	38
Figure 57: Draft SEOC: Billing Code Added Message	38
Figure 58: Define New Code	39
Figure 59: Draft SEOC: New Billing Code Added Message.....	40
Figure 60: Duplicate Billing Code Message	40
Figure 61: Draft SEOC: Billing Codes Added to the Payable Service	40
Figure 62: Draft SEOC: Payable Service Added to SEOC.....	41
Figure 63: Draft SEOC: Delete Payable Service Confirmation.....	41
Figure 64: Draft SEOC View.....	42
Figure 65: Draft SEOC: View Provider Taxonomy Codes and Payable Services.....	42
Figure 66: SEOC Activation Errors	43
Figure 67: SEOC Activation Confirmation	44
Figure 68: SEOC Activation Confirmation Calendar	44
Figure 69: SEOC Will be Activated Message.....	45
Figure 70: Date Hold Status.....	45

Figure 71: Confirm Deletion.....	46
Figure 72: Pending Revision: Name	47
Figure 73: Pending Revision: Details	47
Figure 74: Pending Revision: SEOC Provider Taxonomy Codes	48
Figure 75: Pending Revision: Payable Services	49
Figure 76: Pending Revision Status.....	49
Figure 77: Pending Revision Displayed in SEOC List	50
Figure 78: Revision Activation Errors	50
Figure 79: Pending Revision Activation Confirmation Message	51
Figure 80: Revision Activation Confirmation Date Calendar.....	51
Figure 81: Revision Will be Activated Message.....	52
Figure 82: Date Hold Status.....	52
Figure 83: Confirm Revert SEOC to In-Progress	53
Figure 84: View SEOC – Payable Services.....	54
Figure 85: Payable Service Confirm Deletion	55
Figure 86: Import Data Window	57
Figure 87: Query Editor	58
Figure 88: List of Records	58
Figure 89: To Table Dialog Box	59
Figure 90: Search Columns to Expand Dialog Box	59
Figure 91: Search Columns to Expand	60
Figure 92: Expanded SEOC Fields	61
Figure 93: Expand to New Rows Menu Option.....	61
Figure 94: Payable Services Columns	62
Figure 95: Billing Code Columns	62
Figure 96: Expanded HPTC Fields	63
Figure 97: Imported Data.....	63

1. Introduction

The Care Coordination (CC) Standardized Episodes of Care (SEOC) is a reference database for managing care bundles for use by Veterans Information Systems and Technology Architecture (VistA) and other Department of Veterans Affairs (VA) systems. Services are grouped together within the SEOC system into bundles so that clinicians can add these bundles to patients consult records in a standardized fashion, reducing the amount of time spent manually entering consult instructions, and providing uniformity among the patient records and across facilities for how patient care is prescribed for similar complaints.

These bundles group together one or more services that are preselected for different specialties to be added to the consult records. In addition, the clinician is provided with information regarding prescribing rules and preauthorization requirements, so they can make the most informed decisions regarding patient care.

Additionally, SEOC data will be accessible outside of the VistA/Computerized Patient Record System (CPRS) system so that users of downstream applications will be accessing the centralized data, and SEOC descriptions, reducing the chances of disconnects.

1.1. Purpose

The purpose of this document is to provide instruction for utilizing the SEOC application to standardize and streamline consult management for Community Care.

1.2. Document Orientation

The *Care Coordination (CC) Standardized Episodes of Care (SEOC) v1.9 User Guide* will provide explanations of each screen and of all user interface options within the context of an easy to understand demonstration data scenario.

This document is also designed to provide the user with screen-by-screen “how to” information on the usage of CC SEOC.

1.2.1. Organization of the Manual

Section 1: Introduction

The Introduction section provides the purpose of this manual, an overview of the SEOC software, an overview of the software used, project references, contact information for the user to seek additional information, and an acronyms and abbreviations list for this manual.

Section 2: System Summary

The System Summary section provides a graphical representation of the equipment, communication, and networks used by the system, user access levels, how the software will be accessed, and contingencies and alternative modes of operation.

Section 3: Getting Started

Information for the Getting Started section provides a general walk-through of the system from initiation through exit, enabling the user to understand the sequence and flow of the system.

Section 4: Using the Software

This section gives the user the “how to” information to use SEOC, including many step-by-step procedures.

Section 5: Troubleshooting

This section provides troubleshooting for the SEOC user.

Section 6: Acronyms and Abbreviations

This section provides a list of acronyms and abbreviations found in this document.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- The SEOC user has basic knowledge of the SEOC system (such as the use of commands, menu options, and navigation tools).
- The SEOC user has been provided the appropriate active roles, menus, and security keys required for the SEOC User Interface (UI), as defined below in User Roles.
- The SEOC user is using SEOC to perform their daily consult creation workflow and perform the required SEOC functions.
- The SEOC user has validated access to the SEOC UI.
- The SEOC user has been provided training on the SEOC UI and has reviewed the User Guide.
- SEOC Content Authors: The SEOC Content Authors are responsible for creating and update the content within the SEOC repository using the SEOC UI. These users are required to VA access rights and privileges and will sign on to the SEOC application using their SSOI credentials (typically their PIV and access code).
- CPRS Clinicians that are responsible for documenting patient consult records. These clinicians utilize the SEOC content as part of their daily consult creation workflow such that they will add a SEOC bundle to the patient consult record which will provide for a standardized documentation and care plan approach across the VA for these consults.

1.2.3. Coordination

One Consult - Consult Toolbox 1.9.02 and above and the HealthShare Referral Manager (HSRM) depend on the availability of the SEOC System. Consult Toolbox 1.9.02 requires active SEOCs whereas HSRM requires active and discontinued SEOCs. Coordination between the One Consult – Consult Toolbox, HSRM, and SEOC team is necessary with any updates to SEOC.

1.2.4. Disclaimers

1.2.4.1. 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 provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.


1.2.4.2. 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.

1.2.5. Documentation Conventions

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

Table 1. Documentation Symbols and Descriptions

Symbol	Description
	CAUTION: Used to caution the reader to take special notice of critical information.

NOTE: Notes are used to inform the reader of general information including references to additional reading material.

1.2.6. References and Resources

Readers who wish to learn more about CPRS and CC SEOC should consult the [VA Software Document Library](#).

1.3. National Service Desk and Organizational Contacts

For issues related to the CC SEOC that cannot be resolved by this manual or the site administrator, please contact the National Service Desk at 855-NSD-HELP (673-4357).

2. System Summary

There was an immediate need to provide clinicians the ability to quickly and consistently add care bundles to a patient's consult record within VistA. SEOC provides this feature for a higher level of uniformity in patient care, easier access to appropriate services, based on initial

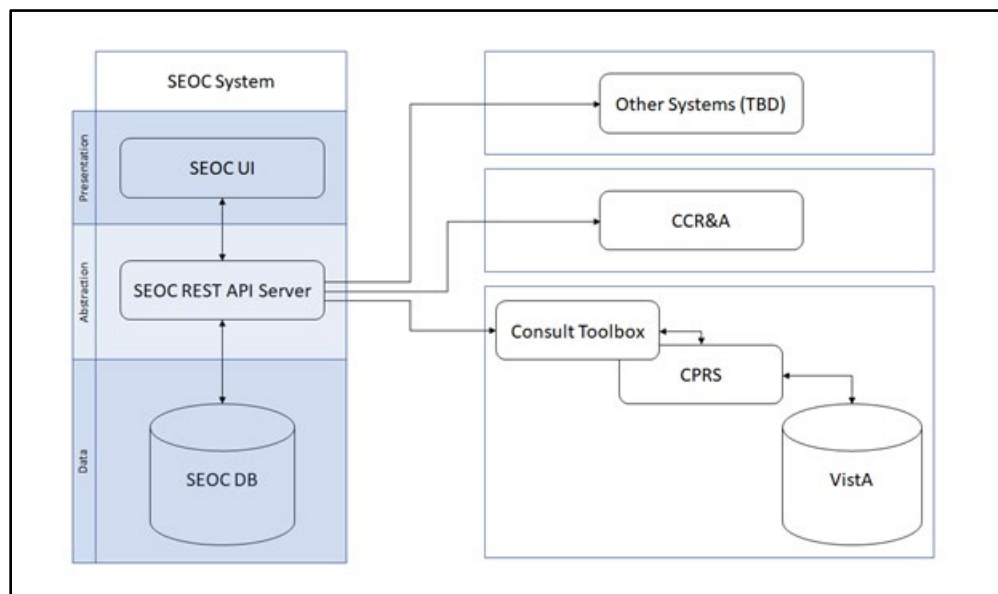
diagnoses, and the ability to better control care costs. SEOC allows clinicians to enhance the coordination of care for the Veteran.

The system contains SEOCs, or care bundles, that clinicians or other designated individuals can assign to VA patients. These bundles allow for the consistent use of procedures when certain conditions are diagnosed. This consistency allows the VA to effectively manage patient care and provides easier traceability.

2.1. System Configuration

The SEOC System is designed to be a simple reference database with a supporting SEOC API and User Interface (UI) layer. The SEOC system comprises three application tiers as shown below.

Figure 1: Overview of SEOC System



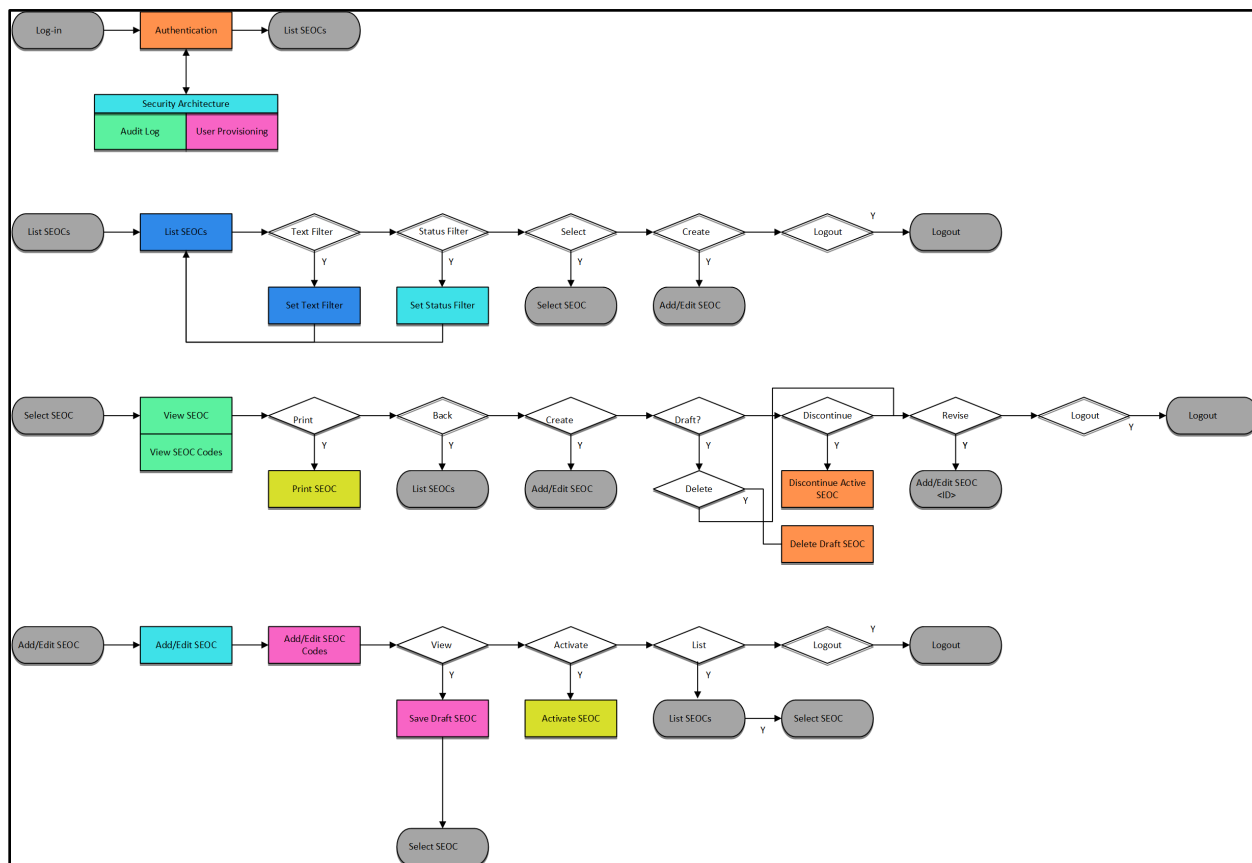
The first tier is the Data Tier. This tier contains SEOC data. SEOC uses Microsoft Structured Query Language (SQL) Server as the database. SEOC data consists of reference data, such as SEOC name, associated procedures, associated Current Procedural Terminology (CPT) codes, procedure durations, etc. Additionally, user role information is maintained within the tables, but no passwords or other credentials are stored. No PHI or PII is stored in the database. SEOC data is associated with patient data in the VistA consult record.

The second tier is the Abstraction Tier. This tier acts as the data broker for the SEOC system. It is a REST Application Programming Interface (API), built as a microservice hosted on container infrastructure (Docker Container). The API itself is built on the Spring MVC framework. The API receives web API calls that are forwarded to the database appropriately. Consuming applications are able to query the SEOC system through the SEOC REST API but will not be able to perform updated operations. The SEOC UI uses certificates to authenticate with the SEOC REST API to allow data modification within the SEOC system by authenticated users. Users are authenticated using SSOI. Additionally, a VistA/MUMPS patch is created to insert the SEOC associations into File # 123.

The third and final tier is the Presentation Tier. This tier consists of the SEOC UI, which provides a user interface for approved, authenticated users to maintain the SEOC collection. This application is a web application built as a microservice hosted on container infrastructure (Docker Container). The UI is built using the React.js JavaScript framework for web applications.

2.2. Data Flows

Figure 2: SEOC Data Flow Diagram



2.3. User Access Levels

SEOC user profiles comprise of the following “types of users”:

- **SEOC Content Authors:** The SEOC Content Authors are responsible for creating and update the content within the SEOC repository using the SEOC UI. These users are required to VA access rights and privileges and will sign on to the SEOC application using their SSOI credentials (typically their PIV and access code).
- **CPRS Clinicians** that are responsible for documenting patient consult records. These clinicians utilize the SEOC content as part of their daily consult creation workflow such that they will add a SEOC bundle to the patient consult record which will provide for a standardized documentation and care plan approach across the VA for these consults.

- SEOC data is also accessible to other external consumers in the future (in addition to CPRS users). The SEOC API is a RESTful API that other (to be determined) users will have access to use.

2.4. Continuity of Operation

The SEOC system is maintained by Enterprise Operations (EO). The continuity of operations is managed by EO.

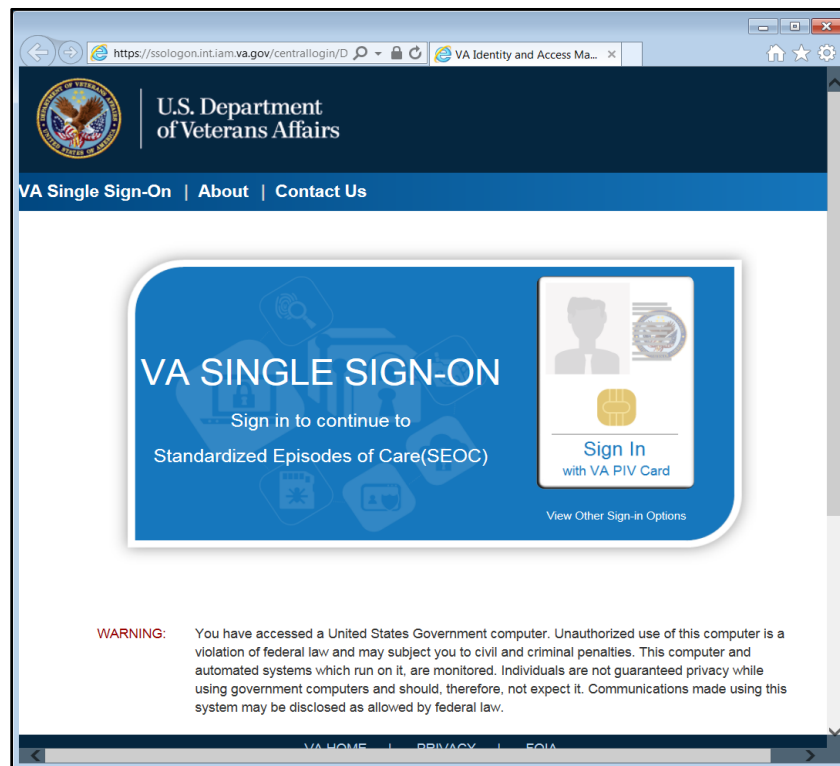
3. Getting Started

This section provides a general walkthrough of CC SEOC from initiation through exit.

3.1. Logging On

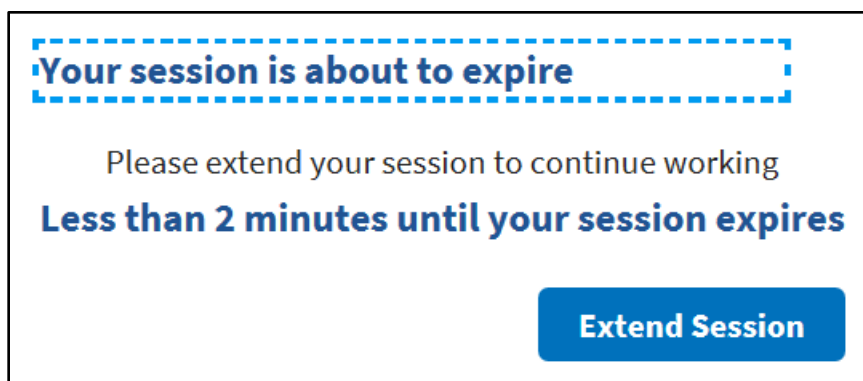
CC SEOC is accessed using the VA Single Sign-On Internal (SSOi) log in using the following URL: <https://seoc.va.gov/>

Figure 3: VA Single Sign-On for SEOC



NOTE: *After 15 minutes of inactivity the system will automatically log you out. After 13 minutes of inactivity the system will prompt you to extend your session.*

Figure 4: 2 Minutes Until Session Expires Warning



3.2. System Menu

The Standardized Episodes of Care home page offers seven features: **Filter by Status**, **Filter by Name**, **Manage Users**, **Export SEOC Data**, **Manage Billing Codes**, **View Selected SEOC**, and **Draft New SEOC**. The home page also displays the user name at the top right of the page.

Figure 5: Standardized Episodes of Care Home Page

The screenshot shows a web browser window with the VA Community Care logo and "SEOC ADMINISTRATOR VERSION 1.9.0". The page title is "Standardized Episodes of Care". There are filters for "Filter by Status" (set to ALL) and "Filter by Name (contains)". Below the filters is a table with the following data:

Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	20190628AMMS047	1.6.1	07-09-2019	07-10-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNO	1.7.2	07-27-2019		ACTIVE
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNO	1.7.1	07-23-2019	07-27-2019	DISCONTINUED
AUD	Audi B 1008487 No. 3	REVISION			IN-PROGRESS
AUD	Audiology	1.0.1	11-01-2017	12-07-2018	DISCONTINUED
AUD	Audiology - Demo Story 50	1.13.1	08-09-2019		ACTIVE

At the bottom of the page are several blue buttons: "MANAGE USERS", "EXPORT SEOC DATA", "EXPORT PRECERT DATA", "MANAGE BILLING CODES", "VIEW SELECTED SEOC", and "DRAFT NEW SEOC".

Standardized Episodes of Care table fields:

- **Service Line** – A broad category of care for the services and procedures included which is intended to be used to group and filter SEOCs for easier accessibility. A standardized three-letter abbreviation of the service line is included at the beginning of the SEOC ID.
- **SEOC Name** – A unique title that categorizes a SEOC by specialty/subspecialty or area of clinical practice.

- **Version** – The version number of the SEOC. The version number is formatted A.B.C where the first digit will be 1, the second digit is the number of published SEOCs in the same Category of Care when a new SEOC is activated, and the third digit is a serialized revision number.
- **Effective Date** –The date the SEOC status was made from In-Progress to Active.
- **End Date** –The date the SEOC status was discontinued.
- **Status** –The SEOC statuses are as follows:
 - **Active:** When a SEOC is Active, it will be available for all end users (e.g. API users, scheduling, payment, and auditing purposes).
 - **Date Hold:** When the SEOC status is Date Hold, it is pending and set for activation on a designated future date. This status is only available for SEOC Administrative users for editing purposes.
 - **Discontinued:** When a SEOC is Discontinued, read-only users will not have access to the discontinued SEOC in the SEOC Database and or the scheduling interface. However, the discontinued version will still be available for payment and auditing purposes. Discontinued SEOCs will remain in the SEOC database for up to six (6) years in the central repository.
 - **In-Progress:** The SEOC is available for editing purposes by the Administrators and Authors prior to activation. These SEOCs will not be available via SEOC Database API.

3.3. Changing User ID and Password

If you need to change your user password, you will need to contact your local PIV office.

3.4. Exit System

If you are finished working, log out of VA Single Sign-On and close any secure sessions that may still be open by clicking the **Logout** button.

4. Using the Software

The CC SEOC provides user functionality for the following items:

- **Manage Users**
 - **Viewing SEOC Users**
 - **Filtering Users**
 - **Delete a Selected User**
 - **Edit a Selected User**
 - **Add a New User**
- **Export SEOC Data**
- **Manage Billing Codes**
- **Viewing SEOCs**
 - **View a Selected SEOC**

- Search for a SEOC by Name
- Filter SEOCs by Status
- Discontinue a SEOC
- Print a SEOC
- Create a Draft SEOC
 - Edit a Draft SEOC
 - Activate a Draft SEOC
 - Delete a Draft SEOC
- Create a Pending Revision
- Payable Service List
 - View Payable Services
 - Delete Payable Services

4.1. Manage Users

4.1.1. Viewing SEOC Users

To view the list of users in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Users**. The **User Management** window displays.

Figure 6: User Management

The screenshot shows the 'User Management' window in the VA Community Care SEOC Administrator application. The window title is 'User Management' and the version is 'VERSION 1.9.0'. The interface includes a search bar, a 'Logout' link, and a 'NETWORKID (Role)' label. There are two filters: 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)'. Below the filters is a table of users with the following columns: 'User Name', 'Role', 'VA Network ID', and 'Domain'. The table contains the following data:

User Name	Role	VA Network ID	Domain
John Doe	AUTHOR	SEOCAUTHOR	DEV
Publisher user	PUBLISHER	SOMENETWORKID	DEV
SEOC Administrator 2	ADMINISTRATOR	SEOCADMINISTRATOR2	DEV
SEOC Administrator 3	ADMINISTRATOR	SEOCADMINISTRATOR3	DEV
SEOC Administrator 4	ADMINISTRATOR	SEOCADMINISTRATOR4	DEV
SEOC Administrator 5	ADMINISTRATOR	SEOCADMINISTRATOR5	DEV
SEOC Author 2	AUTHOR	SEOCAUTHOR2	DEV
SEOC Author 3	AUTHOR	SEOCAUTHOR3	DEV
SEOC Author 4	AUTHOR	SEOCAUTHOR4	DEV

At the bottom of the window, there are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

4.1.1.1. Filtering Users

To filter the list of users in SEOC by role or name, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Users**. The **User Management** window displays.
2. To filter the list of users by role, select **All, Viewer, Analyst, Author, Publisher, or Administrator** from the **Filter by Role** drop-down menu. The list refreshes to display the role selected.
3. To filter the list of users by name, enter the name in the **Filter by Name (contains)** field. The list refreshes to display the name or characters entered in the field.

Figure 7: Filtered List by Name Example

The screenshot shows the 'User Management' interface for 'VA COMMUNITY CARE'. The page title is 'SEOC ADMINISTRATOR VERSION 1.9.0 User Management'. There are two filter fields: 'Filter by Role' set to 'ALL' and 'Filter by Name (contains)' with 'user' entered. Below the filters is a table of users:

User Name	Role	VA Network ID	Domain
Publisher user	PUBLISHER	SOMENETWORKID	DEV
SEOC Viewer	VIEWER	VIEWERUSER	DEV
SEOC Viewer 2	VIEWER	VIEWERUSER2	DEV
SEOC Viewer 3	VIEWER	VIEWERUSER3	DEV
SEOC Viewer 4	VIEWER	VIEWERUSER4	DEV
SEOC Viewer 5	VIEWER	VIEWERUSER5	DEV
Test User	ADMINISTRATOR	SEOCYSTEMUSER	DEV

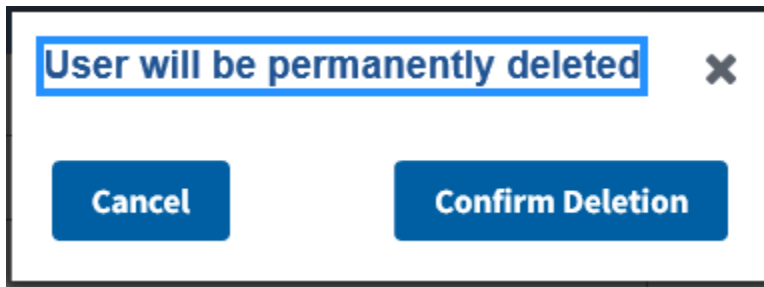
At the bottom of the interface are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

4.1.2. Delete a Selected User

To delete a user from the User Management list, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Users**. The **User Management** window displays.
2. From the list of users, select the user that you would like to delete.
3. Click **Delete Selected User**. A message displays confirming that you would like to delete the user.

Figure 8: Delete Selected User Confirmation



4. Click **Confirm Deletion**. The user is deleted from the list.

4.1.3. Edit a Selected User

To edit a user in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Users**. The **User Management** window displays.
2. From the list of users, select the user that you would like to edit.
3. Click **Edit Selected User**. The editable fields display.

Figure 9: Editable User Fields

A screenshot of the "User Management" interface. The page title is "User Management" and it includes the "VA COMMUNITY CARE" logo. The interface shows a table for editing user fields. The table has four columns: "User Name", "Role", "VA Network ID", and "Domain". The "User Name" field contains "New User" and has a note "(42 characters remaining)". The "Role" field contains "VIEWER" and has a dropdown arrow. The "VA Network ID" field contains "NEWUSERID" and has a note "(16 characters remaining)". The "Domain" field contains "DEV" and has a note "(22 characters remaining)". Below the table, there are "CANCEL" and "SAVE" buttons. The page also includes a "Filter by Role" dropdown set to "ALL" and a "Filter by Name (contains)" search box. The top left corner shows "SEOC ADMINISTRATOR VERSION 1.9.0" and a "Logout" link.

4. Edit the **User Name**, **Role**, **VA Network ID**, and **Domain** fields as needed.
5. Click **Save**. The updated user will display in the list of users.

4.1.4. Add a New User

To delete a user from the User Management list, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Users**. The **User Management** window displays.
2. Click **Add New User**.

Figure 10: Add New User Fields

The screenshot shows the 'User Management' interface. At the top, there is a search bar and a 'Logout' link. Below that, there are filters for 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)'. The main form area has a header that says '*All fields are required'. The form itself is a table with four columns: 'User Name' (50 characters remaining), 'Role' (set to 'VIEWER'), 'VA Network ID' (25 characters remaining), and 'Domain' (25 characters remaining). At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

3. In the **User Name** field, enter the users name.
4. From the **Role** menu, select **Viewer**, **Analyst**, **Author**, **Publisher**, or **Administrator**.
5. In the **VA Network ID** field, enter the name of the VA network.
6. In the **Domain** field, enter the name of the domain.

4.2. Export the SEOC Data to a JSON File

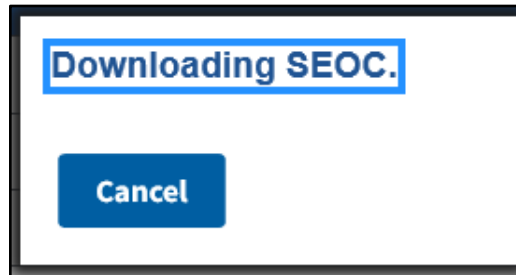
To export the **SEOC Data**, follow the steps listed below:

Figure 11: Export SEOC Data



1. As an **Analyst**, **Publisher**, or **Administrator** on the SEOC Admin home page, click **Export SEOC Data**. A dialog displays indicating the data is being downloaded.

Figure 12: Export SEOC Data Dialog



2. If needed, click **Cancel** on the dialog to cancel the data download.

4.3. Export the SEOC PreCert Data to a JSON File

For all users who can **Export SEOC Data**, the **SEOC Admin UI** also allows them to export the data required for the **VA PreCert Website**.

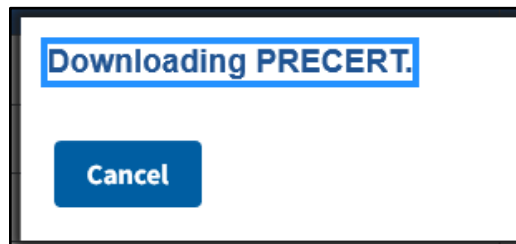
To export the **SEOC PreCert Data**, follow the steps listed below:

Figure 13: Export SEOC Data



1. As an **Analyst**, **Publisher**, or **Administrator** on the SEOC Admin home page, click **Export PreCert Data**. A dialog will appear indicating the data is being downloaded.

Figure 14: Export SEOC PreCert Data Dialog



2. If needed, click **Cancel** on the dialog to cancel the data download.

NOTE: Please refer to Appendix A for additional steps on converting the JSON file into an Excel file.

4.4. Managing Billing Codes

NOTE: When updating the Billing Codes, SEOC will go into maintenance mode. SEOC users will be unable to update the system until the Admin has completed managing the billing codes.

NOTE: Maintenance mode can be turned off by any Admin.

NOTE: When you click on Return to SEOC list from Billing Code Management, it will automatically turn maintenance mode off.

To manage the billing codes in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Billing Codes**. The **Billing Code Management** window displays.

Figure 15: Billing Code Management

SEOC ADMINISTRATOR
VERSION 1.9.0

Billing Code Management

Search by Billing Code
Search by billing code

Billing Code	Type	Description	PreCert Required
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No
00102	CPT	Anesthesia for procedures involving plastic repair of cleft lip	No
00124	CPT	Anesthesia for procedures on external, middle, and inner ear including biopsy; otoscopy	No
00140	CPT	Anesthesia for procedures on eye; not otherwise specified	No
00142	CPT	Anesthesia for procedures on eye; lens surgery	No
00144	CPT	Anesthesia for procedures on eye; corneal transplant	No
00145	CPT	Anesthesia for procedures on eye; vitreoretinal surgery	No

RETURN TO SEOC LIST DELETE BILLING CODE EDIT BILLING CODE

From the Billing Code Management window, you can delete billing codes and edit billing codes.

4.4.1. Deleting Billing Codes

To delete billing codes in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Billing Codes**. The **Billing Code Management** window displays.
2. From the list of billing codes, select the code that you would like to delete.
3. Click **Delete Billing Code**.

Figure 16: Confirm Delete Billing Code Message

Confirm Delete Billing Code 00162

Are you sure you want to delete this billing code? The changes will affect the following SEOCs.

Active
Pending revisions will be created to implement the Billing Code changes. However, they must be manually activated to take effect. Historical records will not be affected.

SEOC Name	Version
20190516BREGEUC	1.1.1

In-Progress / Date Hold
Updates will be added to any other in-progress changes. Date Hold SEOCs will be reverted back to In-Progress with the updates applied.

SEOC Name	Version
Add New SEOC	NEW
General Surgery PRCT	1.0.3

Cancel Confirm

NOTE: Verify that you want to delete the billing code listed, as the changes will affect the SEOCs listed in the Active and In-Progress tables.

4. Click **Confirm**. A message will display confirming that that the billing code was deleted and the billing code will no longer display in the list.

Figure 17: Billing Code Deletion Confirmation Message

The screenshot shows a web browser window with the following elements:

- Browser tabs: "Manage Billing Codes"
- VA Community Care logo
- Maintenance Mode banner: "Maintenance Mode set by NETWORKID"
- Logout button: "Logout NETWORKID (MAINT)"
- Page title: "Billing Code Management"
- SEOC ADMINISTRATOR VERSION 1.9.0
- Search bar: "Search by Billing Code" with a search input field containing "Search by billing code" and a magnifying glass icon.
- Table with columns: "Billing Code", "Type", "Description", "PreCert Required".
- Confirmation message: "Billing Code 00162 has been deleted" with a checkmark icon, overlaid on the table row for code 00172.
- Buttons at the bottom: "RETURN TO SEOC LIST", "DELETE BILLING CODE", and "EDIT BILLING CODE".

Billing Code	Type	Description	PreCert Required
00164	CPT	Anesthesia for procedures on nose and accessory sinuses; biopsy, soft tissue	No
00170	CPT	Anesthesia for intraoral procedures, including biopsy; not otherwise specified	No
00172	CPT	Anesthesia for intraoral procedures, including biopsy; not otherwise specified	No
00174	CPT	Anesthesia for intraoral procedures, including biopsy; excision of retropharyngeal tumor	No
00176	CPT	Anesthesia for intraoral procedures, including biopsy; radical surgery	No
00190	CPT	Anesthesia for procedures on facial bones or skull; not otherwise specified	No
00192	CPT	Anesthesia for procedures on facial bones or skull; radical surgery (including prognathism)	No
0020U	CPT	InSource Diagnostics, Agena Bioscience, Inc. proprietary ToxLok™,--Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, with specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No

4.4.2. Editing Billing Codes

To manage the billing codes in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, click **Manage Billing Codes**.
2. From the list of billing codes, select the code that you would like to edit.
3. Click **Edit Billing Code**. The **Edit Billing Code** fields display.

- Click **Confirm**. A confirmation message will display stating that the edits were made to the billing code.

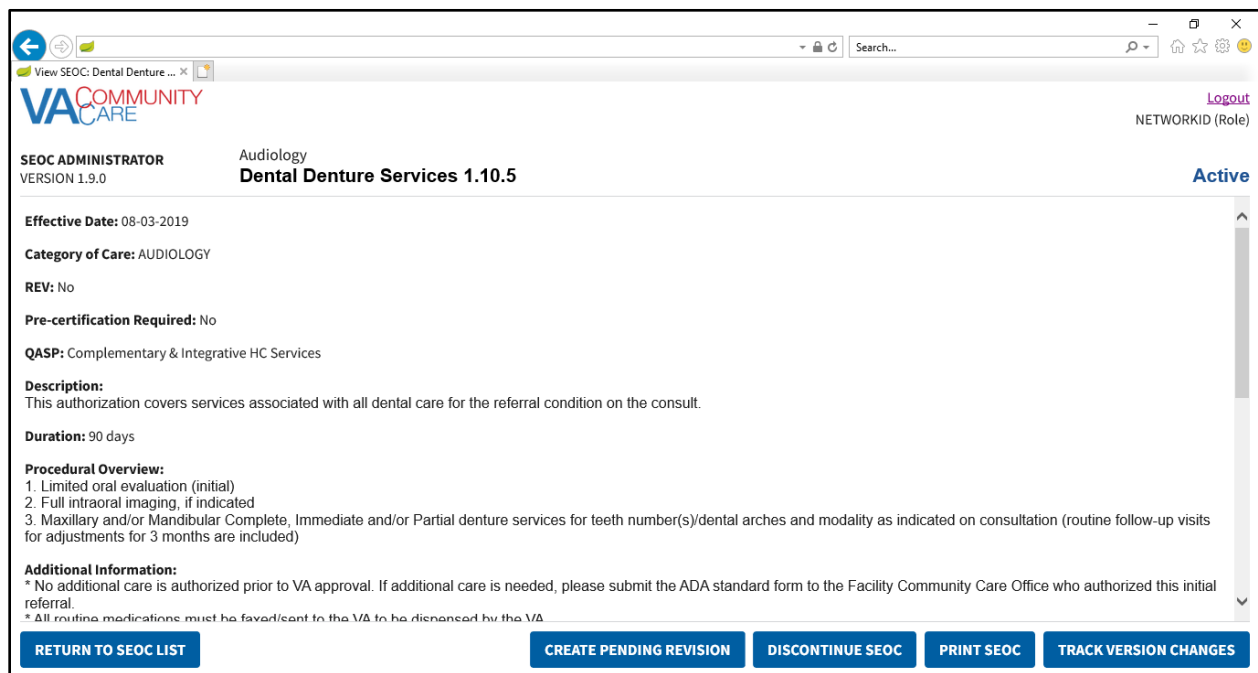
4.5. View SEOCs

4.5.1. View a Selected SEOC

To view a SEOC from the SEOC list, follow the steps listed below:

- From the SEOC Admin home page, select the SEOC you would like to view.
- Click **View Selected SEOC**. The **View SEOC** page displays.

Figure 20: View SEOC

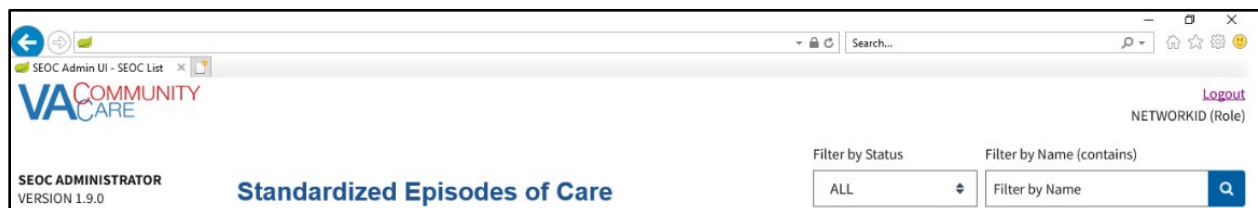


4.5.2. Search for a SEOC by Name

To search for a SEOC, follow the steps listed below:

- From the SEOC Admin home page, enter the name of the SEOC in the **Filter by Name (contains)** field.

Figure 21: SEOC Filter Field



- Click the **Search** button. The **Search SEOC Results** displays.

Figure 22: Search SEOC Results

SEOC ADMINISTRATOR
VERSION 1.9.0

Standardized Episodes of Care

Filter by Status: ALL

Filter by Name (contains): Dental Denture Services

Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	Dental Denture Services	1.10.5	08-03-2019		ACTIVE
DEN	Dental Denture Services	1.3.4	05-23-2019	08-03-2019	DISCONTINUED
DEN	Dental Denture Services	1.3.3	01-02-2019	05-23-2019	DISCONTINUED
DEN	Dental Denture Services	1.3.2	12-07-2018	01-02-2019	DISCONTINUED

MANAGE USERS | EXPORT SEOC DATA | EXPORT PRECERT DATA | MANAGE BILLING CODES | VIEW SELECTED SEOC | DRAFT NEW SEOC

4.5.2.1. Sort SEOCs Alphabetically by Name

To sort the list of SEOCs alphabetically by name, follow the steps listed below:

1. From the SEOC Admin home page, select the **SEOC Name Column Heading**. This will sort the list of **SEOCs** in alphabetical order by name.

Figure 23: SEOC Name Column Heading

SEOC ADMINISTRATOR
VERSION 1.9.0

Standardized Episodes of Care

Filter by Status: ALL

Filter by Name (contains): Filter by Name

Service Line	SEOC Name	Version	Effective Date	End Date	Status
--------------	-----------	---------	----------------	----------	--------

Figure 24: SEOC List Sorted in Alphabetical Order by Name

SEOC ADMINISTRATOR
VERSION 1.9.0

Standardized Episodes of Care

Filter by Status: ALL

Filter by Name (contains): Filter by Name

Service Line	SEOC Name	Version	Effective Date	End Date	Status
WHC	"MW" LILLY test - dash	1.0.1	05-16-2019	05-21-2019	DISCONTINUED
INF	00000 SOH	1.5.2	07-23-2019	07-27-2019	DISCONTINUED
INF	00000 SOH f, , , ,	1.5.1	07-17-2019	07-23-2019	DISCONTINUED
INF	00000SOH123	1.5.3	07-27-2019		ACTIVE
EUC	20190223AMM	1.8.1	08-06-2019		ACTIVE
EUC	20190516BREGEUC	1.1.1	05-17-2019		ACTIVE
EUC	20190516BREGEUC	REVISION			IN-PROGRESS
NBC	20190517AMMNC	1.2.1	06-06-2019	05-17-2019	DISCONTINUED
NBC	20190517AMMNC 2.0	1.1.2	05-16-2019	05-17-2019	DISCONTINUED

MANAGE USERS EXPORT SEOC DATA EXPORT PRECERT DATA MANAGE BILLING CODES VIEW SELECTED SEOC DRAFT NEW SEOC

- To sort the list of SEOCs in reverse alphabetical order, select the **SEOC Name Column Heading** again.

Figure 25: SEOC List Sorted in Reverse Alphabetical Order by Name

SEOC ADMINISTRATOR
VERSION 1.9.0

Standardized Episodes of Care

Filter by Status: ALL

Filter by Name (contains): Filter by Name

Service Line	SEOC Name	Version	Effective Date	End Date	Status
SSC	Wound Care	1.0.1	05-31-2018	01-03-2019	DISCONTINUED
SSC	Wound Care	1.0.2	01-03-2019	05-25-2019	DISCONTINUED
SSC	Wound Care 2	1.0.4	06-26-2019		ACTIVE
SSC	Wound Care	1.0.3	05-25-2019	06-26-2019	DISCONTINUED
MSC	Vision Rehabilitation	1.2.1	12-07-2018	01-02-2019	DISCONTINUED
MSC	Vision Rehabilitation	1.2.2	01-02-2019		ACTIVE
NIC	Veteran Directed Care	NEW			IN-PROGRESS
RAD	Venogram	1.0.1	11-01-2017	01-03-2019	DISCONTINUED
RAD	Venogram	1.0.2	01-03-2019		ACTIVE

MANAGE USERS EXPORT SEOC DATA EXPORT PRECERT DATA MANAGE BILLING CODES VIEW SELECTED SEOC DRAFT NEW SEOC

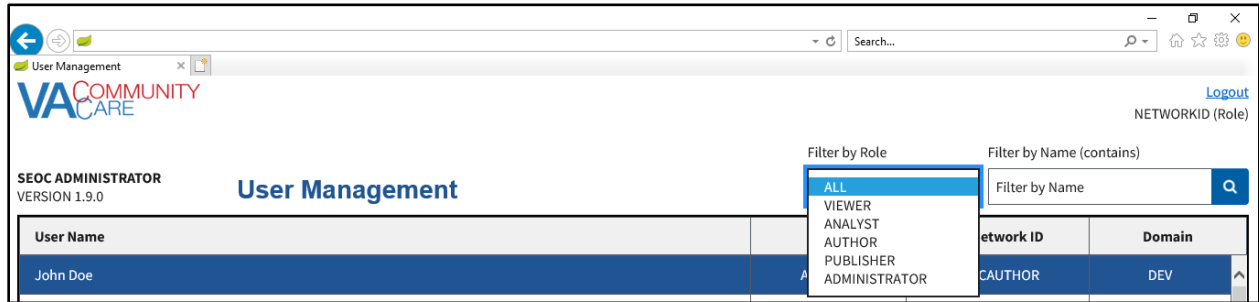
NOTE: To return to the default sort order, either refresh the page or click the logo in the upper-right-hand corner of the page.

4.5.3. Filter SEOCs by Status

To filter the list of SEOCs by status, follow the steps listed below:

1. From the SEOC Admin home page, select **Filter By Status** menu.

Figure 26: Filter by Status Menu Options



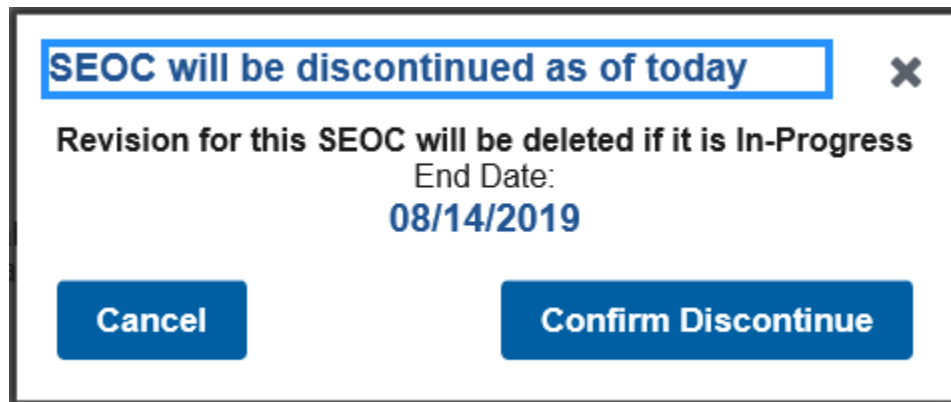
2. From the list of options select to filter by: **All**, **Active**, **Date Hold**, **Discontinued**, or **In-Progress**. The SEOC list refreshes to display the status filtered by.

4.5.4. Discontinue a SEOC

To discontinue a selected Active SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to discontinue.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Discontinue SEOC**. The discontinue SEOC confirmation dialog box displays.

Figure 27: Discontinue SEOC Confirmation



4. Click **Confirm Discontinue**. The **View SEOC** page displays with the updated status of the SEOC.

Figure 28: Discontinued Status

View SEOC: Audiology Coc... x

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.9.0

Audiology
Audiology Cochlear Implant Surgery and Follow Up PRCT 1.2.2

Logout
NETWORKID (Role)

Discontinued

Effective Date: 01-02-2019

End Date: 08-14-2019

Category of Care: AUDIOLOGY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description:
This authorization covers services associated with all medical care listed below as for the referred condition. This SEOC does not cover osseointegrated hearing aids. Prior to authorization of cochlear implant surgery, cochlear implant candidacy documentation is required to be sent to the VA Centralized Audiology Team (please refer to disclaimer below).

Duration: 365 days

Procedural Overview:

1. Initial outpatient evaluation and treatment for the referred condition indicated on the consult
2. Surgical evaluation as clinically indicated for the referred condition on the consult
3. Immunizations as recommended by CDC
4. Diagnostic imaging relevant to the referred condition on the consult
5. Labs and pathology relevant to the referred condition on the consult
6. Diagnostic studies relevant to the referred condition on the consult
7. Anesthesia consultation related to the procedure.

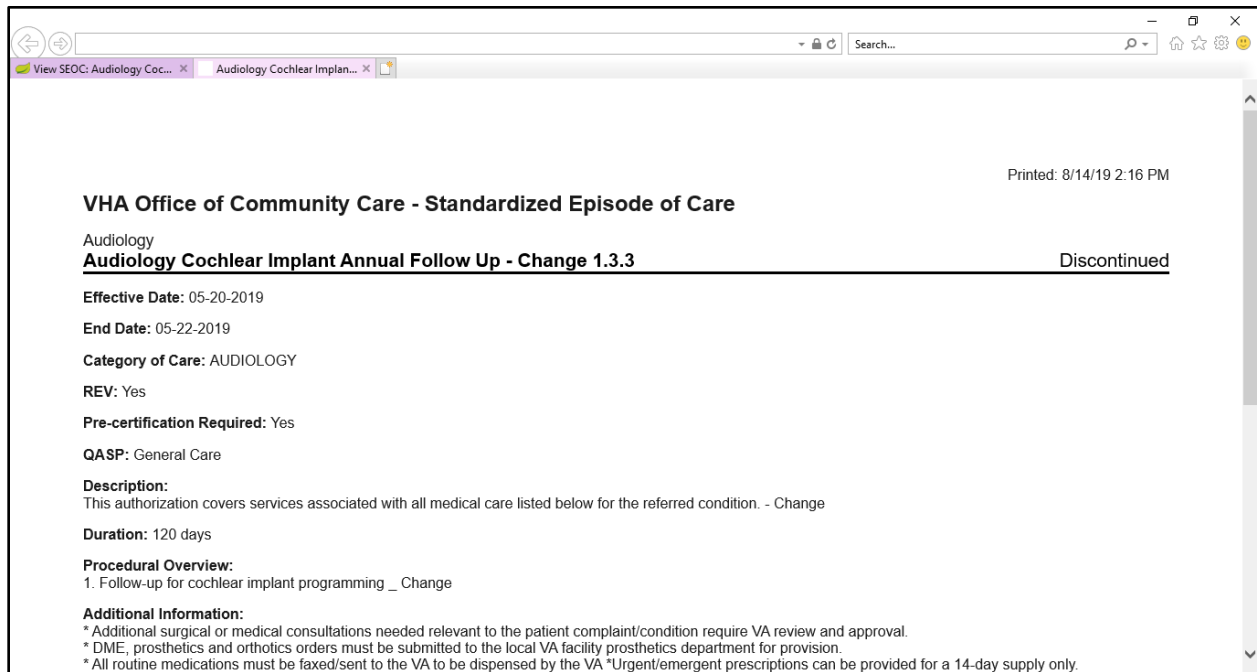
[RETURN TO SEOC LIST](#) [PRINT SEOC](#) [TRACK VERSION CHANGES](#)

4.5.5. Print a SEOC

To print a SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to print.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Print SEOC**. The printed SEOC will display in another window. Print or save using local browser capabilities.

Figure 29: Printed SEOC Window



4.5.6. Invalid Characters

The following business rules for valid characters are enforced in the SEOC Admin UI:

- For the **Description**, **Procedural Overview**, and **Additional Information** fields in a **SEOC**, and the **Description** field in a **Payable Service**, the following characters are accepted:
 - Line Feed (ASCII 10)
 - Carriage Return (ASCII 13)
 - The printable ASCII characters (ASCII 32 – 126) except the DELETE character (ASCII 127)
- For the **SEOC Name**, the above characters are accepted except:
 - & - Ampersand (ASCII 38)
 - / - Slash (ASCII 47)
 - : - Colon (ASCII 58)
 - \ - Backslash (ASCII 92)
 - ^ - Caret (ASCII 94)
 - | - Vertical Bar (ASCII 124)
 - ~ - Tilde (ASCII 126)
- For a **Billing Code** value, the following characters are accepted:
 - Letters
 - Numbers
 - - Hyphen (ASCII 45)

- . - Period (ASCII 46)

The user will not be able to activate a SEOC unless all of these rules have been followed. In the case of the **SEOC Name**, the user will be unable to navigate past the **SEOC Name** and **Service Line** page of the **Create / Edit SEOC Workflow** if the **SEOC Name** has invalid characters. For **Billing Codes**, the user will be unable to save the **Billing Code** if the **Billing Code** value has invalid characters.

The **Show Invalid Characters** feature allows the user to highlight invalid characters on any SEOC, regardless of status.

4.5.6.1. Show Invalid Characters

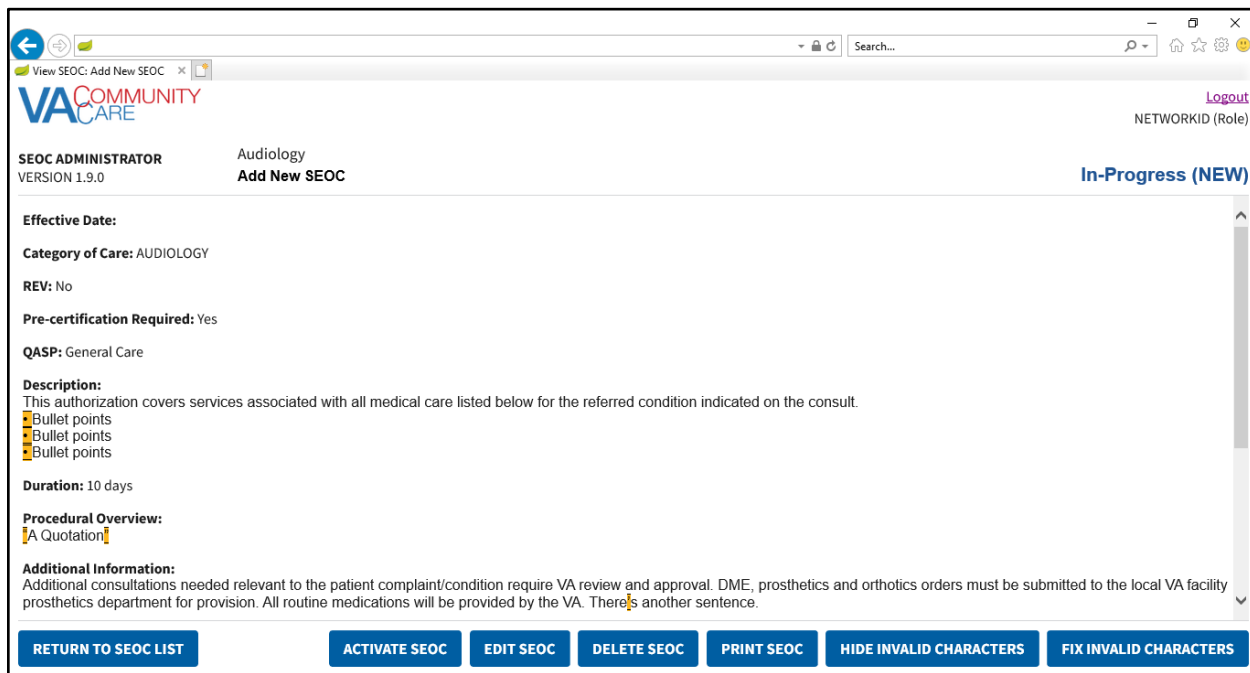
To show invalid characters on a SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select a **SEOC** with invalid characters.
2. Click **View Selected SEOC**, the **View SEOC** page will display.
3. Click **Show Invalid Characters**. The **Show Invalid Characters** page will display.

Figure 30: Show Invalid Characters Button



Figure 31: Show Invalid Characters



1. To print the **SEOC** with invalid characters shown, click **Print SEOC**. The **Print SEOC** page will display with invalid characters shown.

Figure 32: Print SEOC from Show Invalid Characters Page

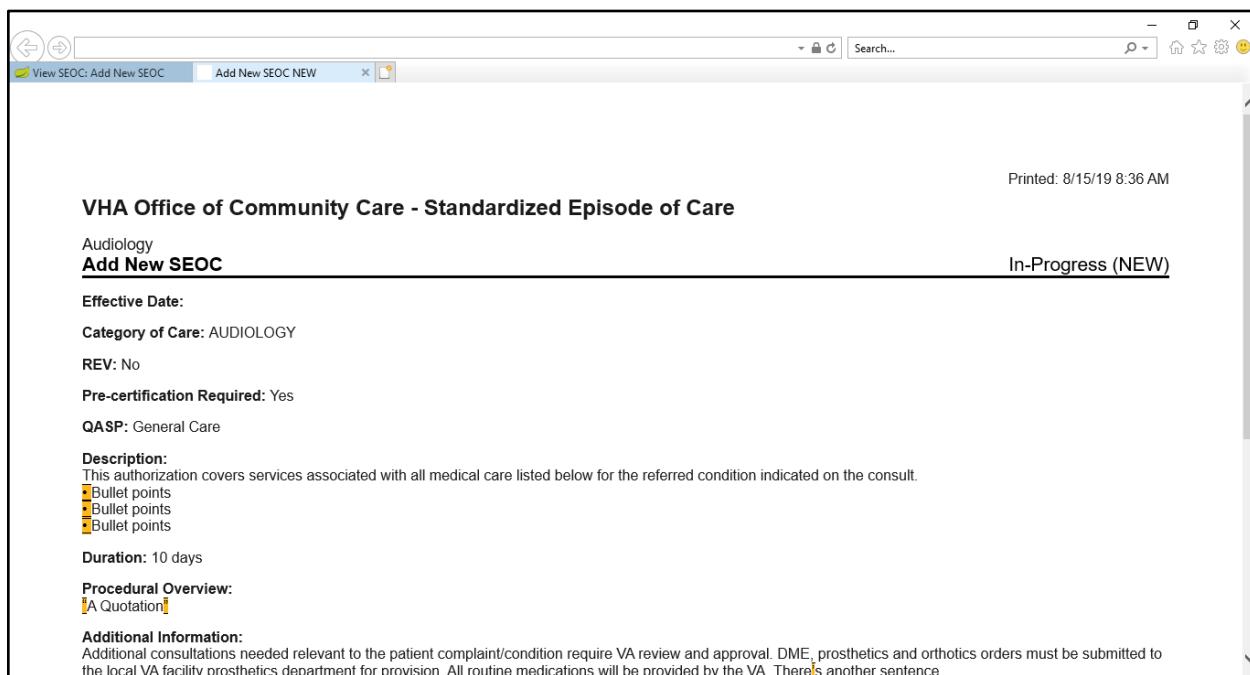
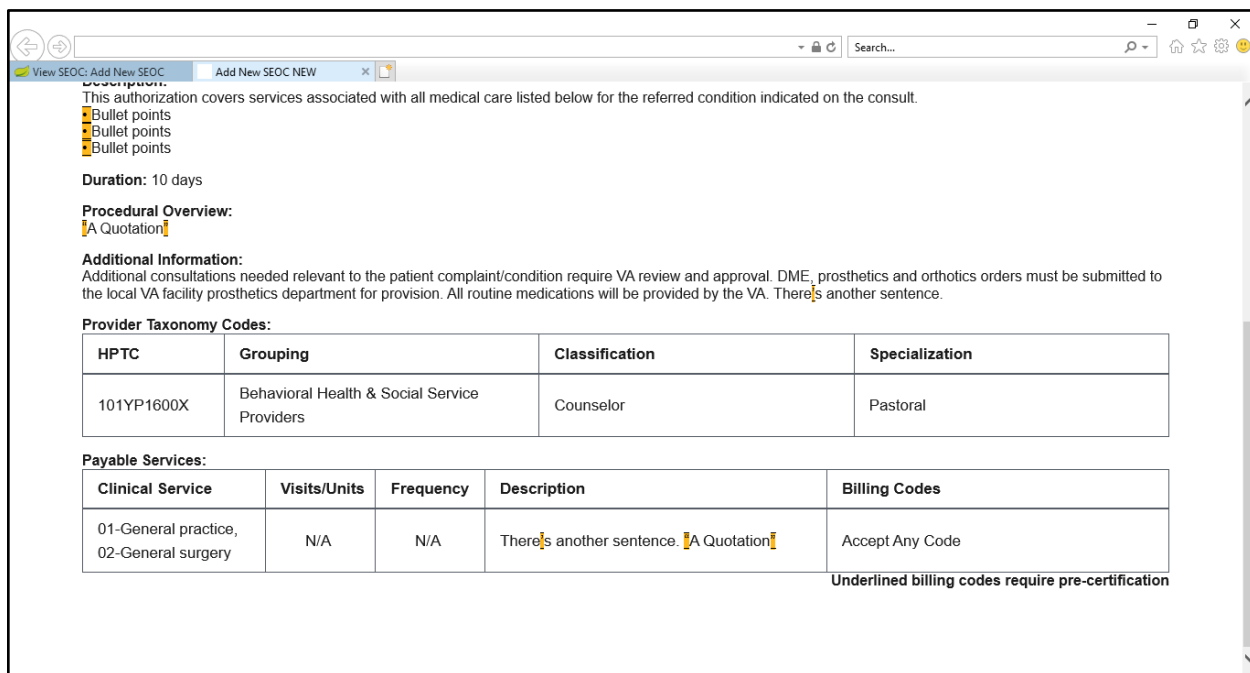


Figure 33: Print SEOC from Show Invalid Characters (Bottom of the Page)



- To return to the **View SEOC** page from the **Show Invalid Characters** page, click the **Hide Invalid Characters** button.

Figure 34: Hide Invalid Characters Button



NOTE: The *Show Invalid Characters* button is only available if the SEOC has invalid characters.

4.5.6.2. Fix Invalid Characters

Invalid characters in a SEOC can either be fixed manually through the **Edit SEOC** workflow, or automatically with the **Fix Invalid Characters** feature. Invalid characters are fixed as follows:

- |, ^, ~, \, /, and & in the SEOC Name will be replaced with spaces
- ‘ or ’ will be replaced with '
- “ or ” will be replaced with "
- • or · will be replaced with *
- – or – will be replaced with –
- All other characters will be replaced with a space

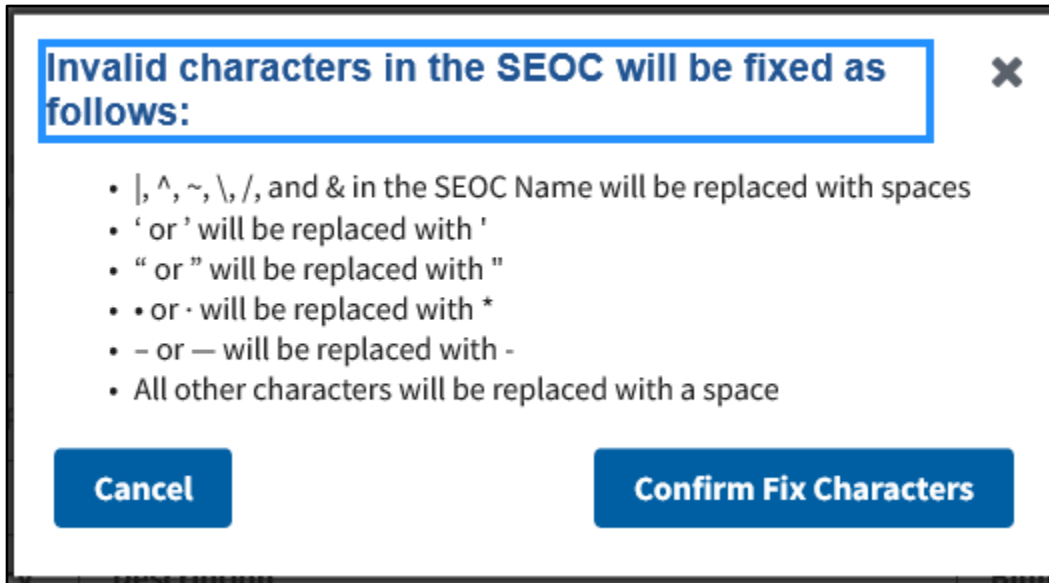
To automatically **Fix Invalid Characters**, follow the steps listed below:

1. From the SEOC Admin home page, select a **SEOC** with invalid characters.
2. Click **View Selected SEOC**, the **View SEOC** page will display.
3. Click Show Invalid Characters. The Show Invalid Characters page will display.
4. Click **Fix Invalid Characters**. The **Fix Invalid Characters** confirmation dialog will display.

Figure 35: Fix Invalid Characters Button

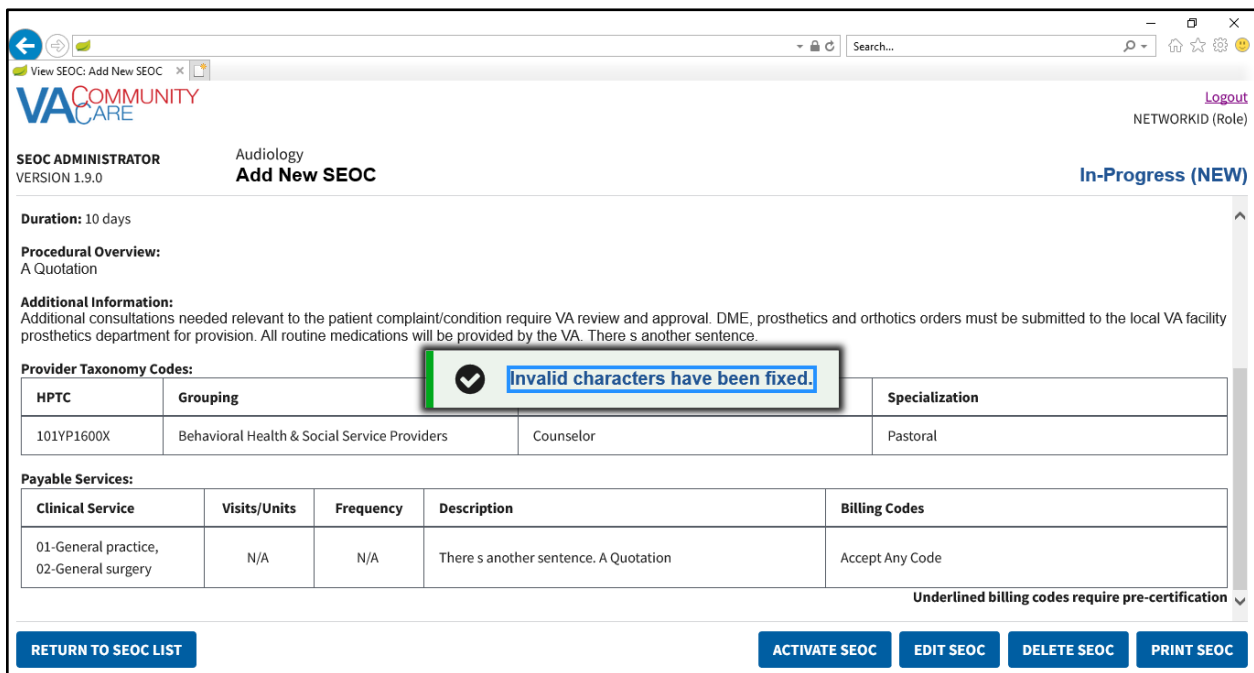


Figure 36: Fix Invalid Characters Confirmation



5. Click **Confirm Fix Characters**. A confirmation message will display.

Figure 37: Invalid Characters Fixed Message



NOTE: This feature is only available for **In-Progress SEOCs**. For **Active SEOCs** with invalid characters, create a **Pending Revision**, then fix the invalid characters.

4.5.7. Track Version Changes

To track the version changes of a SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select a **SEOC** with a previous version.

2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click the **Track Version Changes** button when it becomes active. The **Track Version Changes** page will display.

Figure 38: Track Version Changes Page

Track Version Changes: Opt... x

VA COMMUNITY CARE

Logout NETWORKID (Role)

SEOC ADMINISTRATOR VERSION 1.9.0 Medical Specialty Care Optometry 4.0.41.0.2 Discontinued

Effective Date: ~~05-15-2017~~ 11-01-2017

End Date: ~~11-01-2017~~ 12-07-2018

Category of Care: OPTOMETRY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description: This authorization covers services associated with all medical care listed below for the referred condition.

Duration: 90 days

Procedural Overview:

1. Initial outpatient evaluation and treatment for the one (1) routine eye exam
2. Diagnostic images, labs, studies relevant to the ~~patient referred complaint/condition~~
3. Procedures and pathology services relevant to the ~~patient referred complaint/condition~~
- a4. Follow-One (1) follow up visits/visit for this eye episode/glass of care/fitting

Additional Information:

~~**Additional** consultation Eyeglasses to are Ophthalmology not needed authorized relevant with to this the referral, referred Eyeglass condition prescriptions, if indicated, will require be VA provided review to (send the documentation) Veteran to bring to their local VA facility in person for review) obtaining **eyeglasses DME per prosthetics local and policy.~~

RETURN TO SEOC LIST VIEW SEOC PRINT SEOC PREVIOUS VERSION NEXT VERSION

Figure 39: Track Version Changes: Additional Information and Provider Taxonomy Codes

Track Version Changes: Opt... x

VA COMMUNITY CARE

Logout NETWORKID (Role)

SEOC ADMINISTRATOR VERSION 1.9.0 Medical Specialty Care Optometry 4.0.41.0.2 Discontinued

Description: This authorization covers services associated with all medical care listed below for the referred condition.

Duration: 90 days

Procedural Overview:

1. Initial outpatient evaluation and treatment for the one (1) routine eye exam
2. Diagnostic images, labs, studies relevant to the ~~patient referred complaint/condition~~
3. Procedures and pathology services relevant to the ~~patient referred complaint/condition~~
- a4. Follow-One (1) follow up visits/visit for this eye episode/glass of care/fitting

Additional Information:

~~**Additional** consultation Eyeglasses to are Ophthalmology not needed authorized relevant with to this the referral, referred Eyeglass condition prescriptions, if indicated, will require be VA provided review to (send the documentation) Veteran to bring to their local VA facility in person for review) obtaining **eyeglasses DME per prosthetics local and policy.~~

~~**Additional** will consultations be needed reviewed relevant by to the patient complaint/condition require VA for review provision and approval.~~

~~**All routine medications will must be provided faxed/sent to the VA to be dispensed by the VA.~~

~~Urgent/emergent prescriptions can be provided for a 14-day supply only.~~

~~The Veteran will be required to pay out of pocket for any urgent/emergent medications and can submit a reimbursement request to their local VA facility.~~

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
103GC0700X	Behavioral Health & Social Service Providers	Clinical Neuropsychologist	Clinical

RETURN TO SEOC LIST VIEW SEOC PRINT SEOC PREVIOUS VERSION NEXT VERSION

Figure 40: Track Version Changes: Payable Services

Track Version Changes: Opt... x

VA COMMUNITY CARE

SEOC ADMINISTRATOR Medical Specialty Care
VERSION 1.9.0 **Optometry 4.0-41.0.2**

103GCU/UUX Behavioral Health & Social Service Providers Clinical Neuropsychologist Clinical

Logout
NETWORKID (Role)

Discontinued

Payable Services:

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
01-General practice	1	N/A	HSRM.placeholder	No-Code-Required
41-Optometry	1	N/A	Initial outpatient evaluation and treatment for the one (1) routine eye exam	92002, 92004, 92012, 92014, 99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215
41-Optometry	999	N/A	Diagnostic images, labs, studies relevant to the referred condition	76512, 76514, 92020, 92132, 92133, 92134, 92225, 92226, 92227, 92228, 92250, 92285, 92534
41-Optometry	999	N/A	Procedures and pathology services relevant to the referred condition	2022F, 65205, 65222, 68801, 92015, 92060, 92065, 92071, 92072, 92081, 92082, 92083, 92132, 92534, S3000, V2624
41-Optometry	1	N/A	One (1) follow up visit for eye glass fitting	92310, 92311, 92312, 92313, 92340, 92341, 92342, 92352, 92353, 92370, 92371

Underlined billing codes require pre-certification

RETURN TO SEOC LIST VIEW SEOC PRINT SEOC PREVIOUS VERSION NEXT VERSION

4. Click the **Previous Version** button. The changes for the previous version will be shown. If the previous version is the first version of this SEOC, no changes will be displayed.
5. Click the **Next Version** button. The changes for the next version will be shown.
6. Click the **Print SEOC** button. The **Print SEOC** page will display with the current changes.

Figure 41: Print SEOC from Track Version Changes Page

Track Version Changes: Optom... Optometry 1.0.2

Printed: 8/14/19 5:16 PM

VHA Office of Community Care - Standardized Episode of Care

Medical Specialty Care
Optometry 4.0-41.0.2 Discontinued

Effective Date: 05-15-2017-11-01-2017
End Date: 11-01-2017-12-07-2018

Category of Care: OPTOMETRY
REV: No
Pre-certification Required: Yes
QASP: General Care

Description:
This authorization covers services associated with all medical care listed below for the referred condition.

Duration: 90 days

Procedural Overview:

1. Initial outpatient evaluation and treatment for the one (1) routine eye exam
2. Diagnostic images, labs, studies relevant to the patient referred complaint condition
3. Procedures and pathology services relevant to the patient referred complaint condition
4. Follow One (1) follow up visits visit for this eye episode glass of care fitting

Additional Information:

Figure 42: Print SEOC from Track Version Changes: Additional Information and Provider Taxonomy Codes

Category of Care: OPTOMETRY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description:
This authorization covers services associated with all medical care listed below for the referred condition.

Duration: 90 days

Procedural Overview:

1. Initial outpatient evaluation and treatment for the one (1) routine eye exam
2. Diagnostic images, labs, studies relevant to the patient referred complaint/condition
3. Procedures and pathology services relevant to the patient referred complaint/condition
4. Follow One (1) follow up visits/visit for this eye episode/glass of care/fitting

Additional Information:

Additional consultation Eyeglasses to are Ophthalmology not needed authorized relevant with to this the referral referred Eyeglass condition prescriptions, if indicated, will require VA provided review to (send the documentation) Veteran to bring to their local VA facility in person for review obtaining **eyeglasses DME, per prosthetics local and policy.

orthotics **Additional will consultations be needed reviewed relevant by to the patient complaint/condition require VA for review provision and approval.

**All routine medications will must be provided faxed/sent to the VA to be dispensed by the VA.

Urgent/emergent prescriptions can be provided for a 14-day supply only.

The Veteran will be required to pay out of pocket for any urgent/emergent medications and can submit a reimbursement request to their local VA facility.

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
103GC0700X	Behavioral Health & Social Service Providers	Clinical Neuropsychologist	Clinical

Figure 43: Print SEOC from Track Version Changes: Payable Services

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
01-General practice	1	N/A	HSRM placeholder	No Code Required
41-Optometry	1	N/A	Initial outpatient evaluation and treatment for the one (1) routine eye exam	92002, 92004, 92012, 92014, 99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215
41-Optometry	999	N/A	Diagnostic images, labs, studies relevant to the referred condition	76512, 76514, 92020, 92132, 92133, 92134, 92225, 92226, 92227, 92228, 92250, 92285, 92534
41-Optometry	999	N/A	Procedures and pathology services relevant to the referred condition	2022F, 65205, 65222, 68801, 92015, 92060, 92065, 92071, 92072, 92081, 92082, 92083, 92132, 92534, S3000, V2624
41-Optometry	1	N/A	One (1) follow up visit for eye glass fitting	92310, 92311, 92312, 92313, 92340, 92341, 92342, 92352, 92353, 92370, 92371

Underlined billing codes require pre-certification

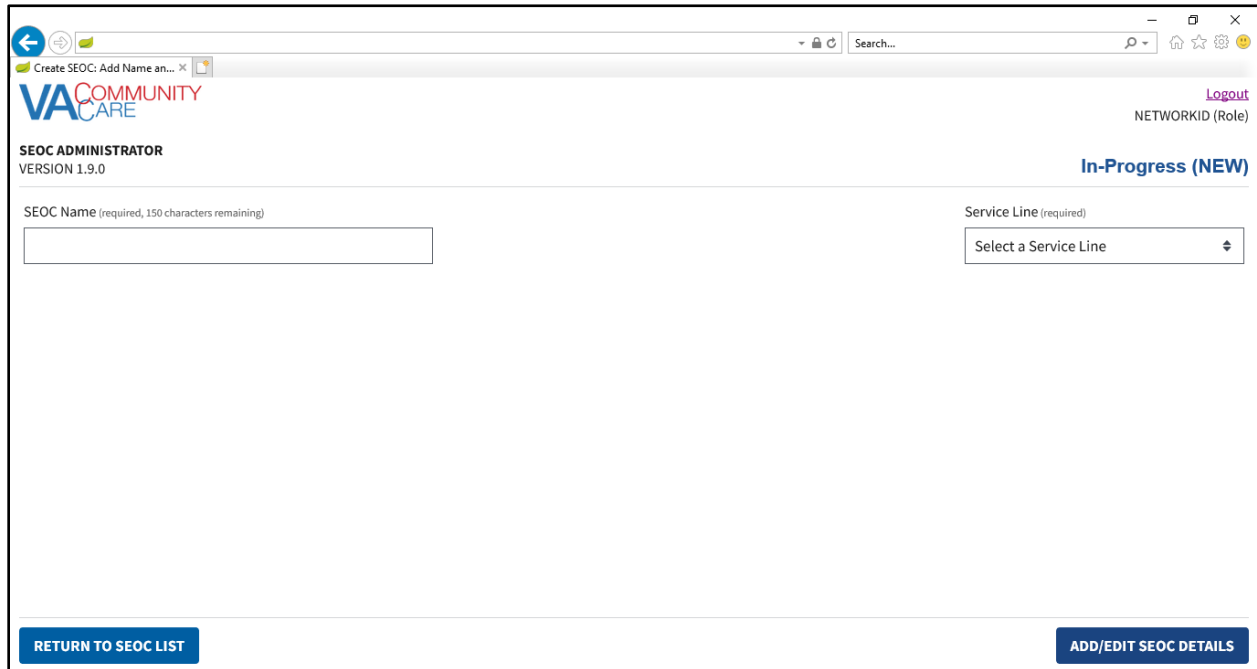
NOTE: By default, IE11 will not print the red and green background colors. In order to print the red and green background colors, check the **Print Background Colors and Images** box in the **Page Setup** dialog from the **Print** menu.

4.6. Draft a New SEOC

To draft a new SEOC, follow the steps listed below:

1. From the SEOC Admin home page, click **Draft New SEOC**. The **Draft SEOC: Name** window displays.

Figure 44: Draft SEOC: Name



The screenshot shows a web browser window with the following elements:

- Browser Tab:** Create SEOC: Add Name an... x
- Browser Address Bar:** Search...
- Page Header:** VA COMMUNITY CARE logo, Logout, NETWORKID (Role)
- Page Title:** SEOC ADMINISTRATOR, VERSION 1.9.0
- Page Status:** In-Progress (NEW)
- Form Fields:**
 - SEOC Name (required, 150 characters remaining):** A text input field.
 - Service Line (required):** A dropdown menu with the text "Select a Service Line".
- Buttons:** RETURN TO SEOC LIST (bottom left), ADD/EDIT SEOC DETAILS (bottom right)

2. In the **SEOC Name** field, enter the name for the new SEOC (required field).
3. From the **Service Line** menu, select a service line (required field).
4. Click **Add/Edit SEOC Details**. The **Draft SEOC: Details** window displays.

Figure 45: Draft SEOC Details

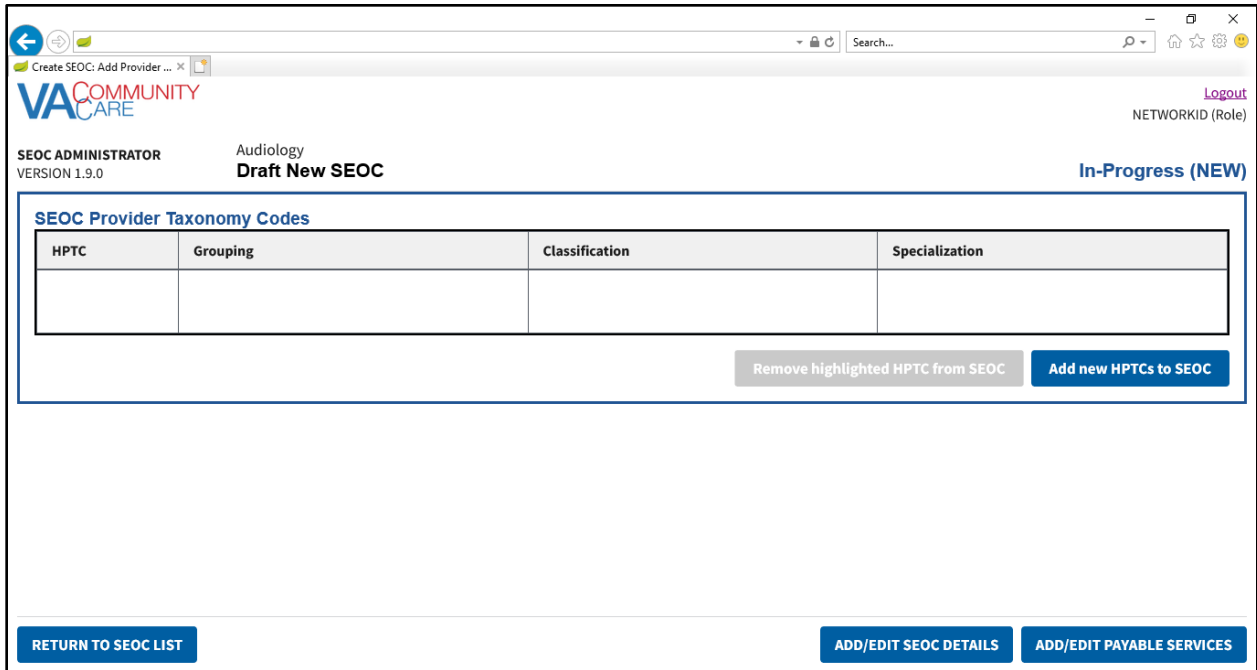
The screenshot displays the 'Draft New SEOC' form in the VA Community Care SEOC Administrator interface. The form is titled 'Draft New SEOC' and is currently in an 'In-Progress (NEW)' state. The interface includes a search bar, a 'Logout' link, and the user's role 'NETWORKID (Role)'. The form fields are as follows:

- Category Of Care:** A drop-down menu with the placeholder text 'Select a category'.
- Duration (1-365 days):** A text input field.
- QASP:** A drop-down menu with the placeholder text 'Select a QASP'.
- REV:** A drop-down menu with the selected value 'No'.
- Description (1867 characters remaining):** A text area containing the text: 'This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.'
- Procedural Overview (5000 characters remaining):** A text area.

At the bottom of the form, there are three buttons: 'RETURN TO SEOC LIST', 'EDIT NAME/SERVICE LINE', and 'ADD/REMOVE HPTCs'.

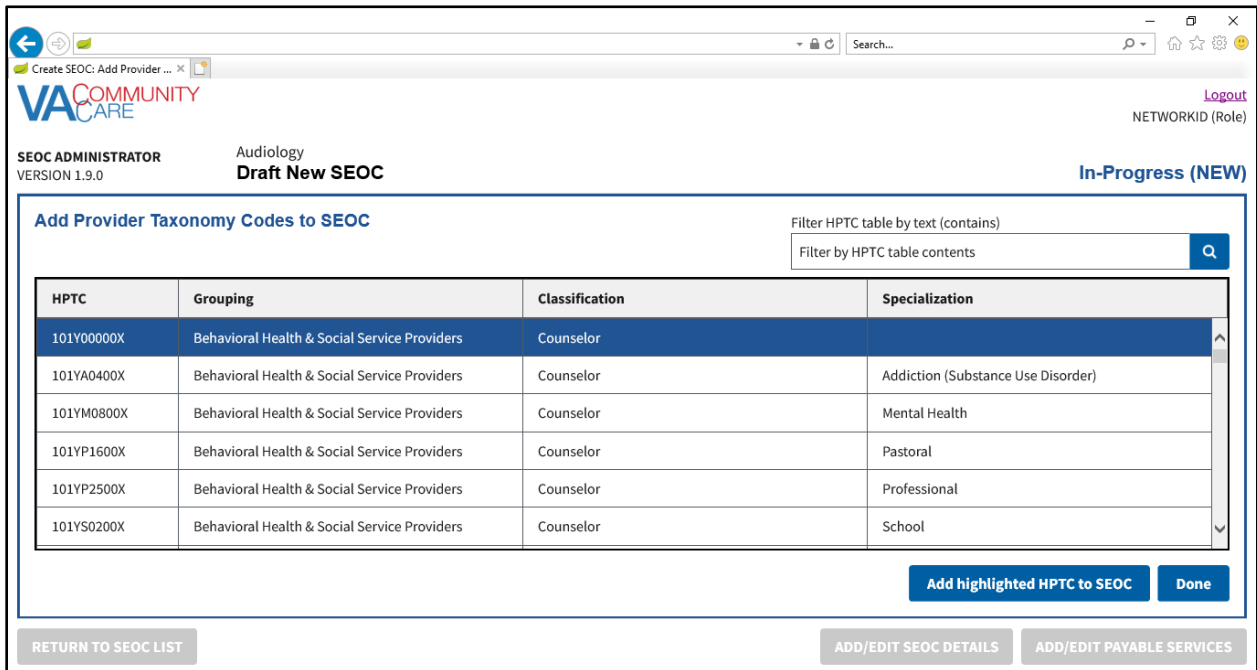
5. From the **Category of Care** drop-down menu, select the category.
6. In the **Duration (days)** field, enter the duration.
7. From the **PAL** drop-down menu, select **Yes** or **No**.
8. From the **QASP** drop-down menu, select a QASP:
 - **Complimentary & Integrative Health Care**
 - **General Care**
 - **General Dental Care**
 - **Primary Care**
 - **Specialty Dental Care**
9. From the **PAL** drop-down menu, select **No** or **Yes**.
10. In the **Description** field, enter a description for the procedure. The maximum amount of characters for this field is 500.
11. In the **Procedural Overview** field, enter an overview on the procedure. The maximum amount of characters for this field is 5000.
12. In the **Additional Information** field, enter additional information regarding the procedure. The maximum amount of characters for this field is 2000.
13. Click **Add/Remove HPTCs**. The **Add/Remove HPTCs** window displays.

Figure 46: Add/Remove HPTCs



14. Click **Add new HPTCs to SEOC**. A list of provider taxonomy codes displays.

Figure 47: Provider Taxonomy Code List



15. From the list of provider taxonomy codes select the HPTC to add to the SEOC. Another option is to use the **Filter HPTC table by text (contains)** field to filter the list of HPTCs and select the HPTCs from the filtered list.

NOTE: You must add at least one HPTC to activate the SEOC.

- Click **Add highlighted HPTC to SEOC**. A confirmation message displays telling you the HPTC was added.

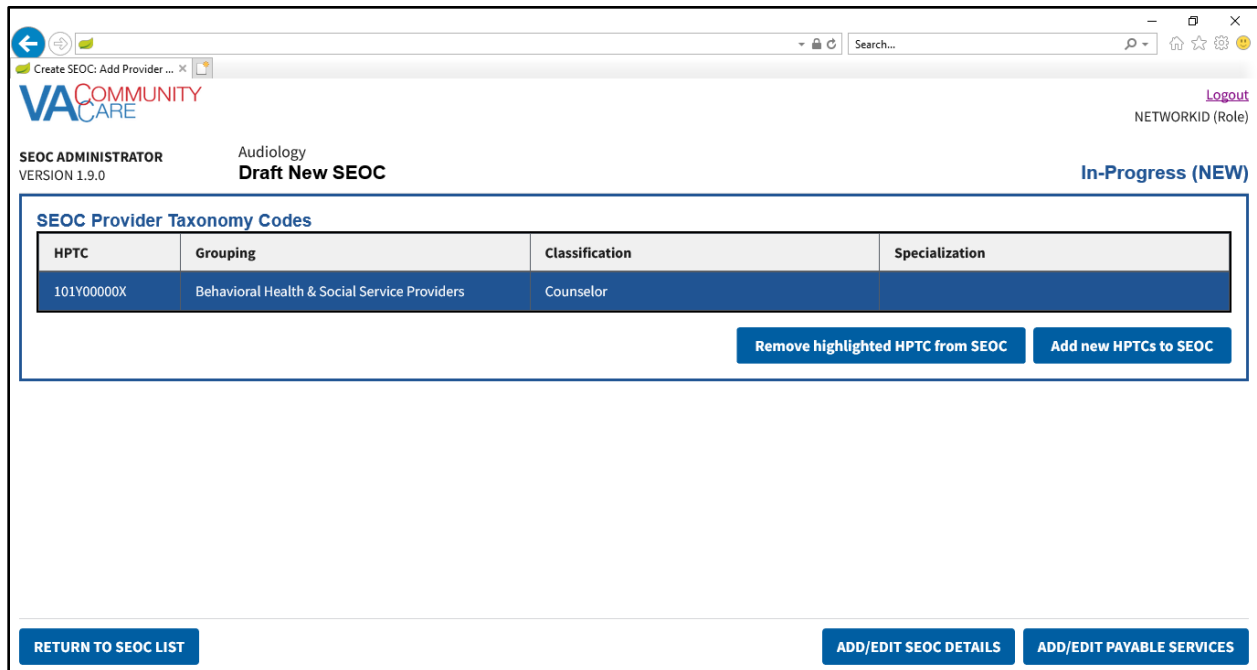
Figure 48: Draft SEOC: Provider Taxonomy Code Added Message

The screenshot shows the VA Community Care SEOC Administrator interface. The page title is "Draft New SEOC" under the "Audiology" section. The user is logged in as "SEOC ADMINISTRATOR VERSION 1.9.0". The page is in an "In-Progress (NEW)" state. The main content area is titled "Add Provider Taxonomy Codes to SEOC" and features a table of HPTC codes. A confirmation message "HPTC 101Y00000X added to SEOC" is displayed over the second row of the table. The table has columns for HPTC, Grouping, Classification, and Specialization. Below the table are buttons for "Add highlighted HPTC to SEOC" and "Done". At the bottom of the page are buttons for "RETURN TO SEOC LIST", "ADD/EDIT SEOC DETAILS", and "ADD/EDIT PAYABLE SERVICES".

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
101YA0400X	Behavioral Health & Social Service Pro	Counselor	Addiction (Substance Use Disorder)
101YM0800X	Behavioral Health & Social Service Providers	Counselor	Mental Health
101YP1600X	Behavioral Health & Social Service Providers	Counselor	Pastoral
101YP2500X	Behavioral Health & Social Service Providers	Counselor	Professional
101YS0200X	Behavioral Health & Social Service Providers	Counselor	School

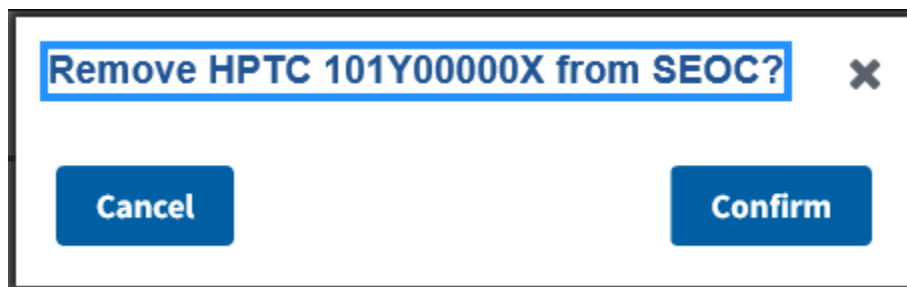
- Repeat steps 14-16 to add additional **HPTCs** to the **SEOC**
- When you are finished adding provider codes, click **Done**. The **Draft SEOC: SEOC Provider Taxonomy Codes** page will display. The table displays the provider codes you added on the previous page.

Figure 49: Draft SEOC: Added Provider Taxonomy Codes



19. If needed, you can select an **HPTC** row and click **Remove highlighted HPTC from SEOC** to remove an **HPTC**. The **Confirm Remove HPTC** dialog will display. Click **Confirm** to remove the **HPTC** from the **SEOC**.

Figure 50: Draft SEOC: Confirm Remove HPTC



20. Click **Add/Edit Payable Services**. The **Draft SEOC: Payable Services** window displays.

Figure 51: Draft SEOC: Payable Services

The screenshot shows a web browser window with the VA Community Care logo and user information. The page title is "Draft New SEOC" under the "Audiology" section. A table titled "Payable Services" is displayed with the following columns: Clinical Service, Visits/Units, Frequency, Description of Service, and Billing Code(s). Below the table are three buttons: "Add New Service to SEOC", "Edit Selected Service", and "Remove Selected Service from SEOC". At the bottom of the page, there are buttons for "RETURN TO SEOC LIST", "ADD/REMOVE HPTCS", and "VIEW SEOC".

21. Click **Add New Service to SEOC**. The **Draft SEOC: Add Payable Service** section displays at the bottom of the page.

Figure 52: Draft SEOC: Add Payable Service

The screenshot shows the "Add Payable Service" form. It includes a "Description" field (required, 2000 characters remaining), a "Clinical Service" field (required) which currently shows "No Clinical Services added", an "Allowable Visits / Units" field (optional), and a "Frequency (visits/interval)" field (optional) with a "Select Type" dropdown menu. At the bottom, there are buttons for "RETURN TO SEOC LIST", "ADD/REMOVE HPTCS", and "VIEW SEOC".

22. In the **Description** field, which is required, enter a description for the payable service.

NOTE: The maximum number of characters for the **Description** field is 2000.

23. In the **Allowable Visits/Units** field, enter the number of allowed visits.

NOTE: *The maximum value for the Allowable Visits/Units field is 999.*

24. Under the **Clinical Service** section, which are required, click **Add Clinical Service**. The **Draft SEOC: Add Clinical Service** dialog box displays.

Figure 53: Draft SEOC: Add Clinical Service

01-General practice
02-General surgery
03-Allergy/immunology
04-Otolaryngology
05-Anesthesiology
06-Cardiology
07-Dermatology
08-Family practice
09-Interventional pain management
10-Gastroenterology
11-Internal medicine

25. Enter text in the **Search for Clinical Service** field. Press **Enter** or click the **Search** button. The table displays all rows with the text you entered.

26. Select the desired **Clinical Service**.

27. Click **Add Clinical Service to Payable Service**. A confirmation message displays telling you the clinical service was added.

Figure 54: Draft SEOC: Clinical Service Added Message

Manage Clinical Services for Payable Service

Search for Clinical Service (contains)

- 01-General practice
- 02-General surgery
- 03-Allergy/immunology
- 04-Otolaryngology
- 05-Anesthesiology
- 06-Cardiology
- 07-Dermatology
- 08-Family practice
- 09-Interventional pain management
- 10-Gastroenterology
- 11-Internal medicine

Add Clinical Service to Payable Service Done

28. Repeat steps 24-26 to add additional **Clinical Services** to the **Payable Service**.
29. Click **Done**. The clinical service displays in the **Clinical Service** field.

Figure 55: Draft SEOC: New Clinical Services Added to the Payable Service

Clinical Service (required)

- 01-General practice
- 02-General surgery
-

Remove Selected Clinical Service Add Clinical Service

30. If needed, select a **Clinical Service** row and click **Remove Selected Clinical Service** to remove a **Clinical Service**.
31. In the **Frequency (visits/interval)** field, which is optional, enter the number of visits and select if it is per week, month, or year.

NOTE: The maximum value for the **Frequency (visits/interval)** field is 999.

NOTE: If either the **Frequency Visits** or the **Frequency Interval** field is populated without the other, an error will be displayed if you click **Done**.

NOTE: If no billing codes are required, select **No Code Required**.

32. If this service can accept any billing code, select **Accept Any Code**.
33. If this service requires billing codes, click **Add New Billing Code to Service**. The **Draft SEOC: Add Billing Code** dialog box displays.

Figure 56: Draft SEOC: Add Billing Code

Billing Code	Type	Description	PreCert Required
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No
00102	CPT	Anesthesia for procedures involving plastic repair of cleft lip	No
00124	CPT	Anesthesia for procedures on external, middle, and inner ear including biopsy; otoscopy	No
00140	CPT	Anesthesia for procedures on eye; not otherwise specified	No
00142	CPT	Anesthesia for procedures on eye; lens surgery	No
00144	CPT	Anesthesia for procedures on eye; corneal transplant	No
00145	CPT	Anesthesia for procedures on eye; corneal transplant	No

34. Enter text in the **Search by billing code** field. Press Enter or click the **Search** button. The table will display all rows where the **Billing Code** column starts with the text you entered.
35. Select the desired **Billing Code**.
36. Click **Add Code to Payable Service**. A confirmation message displays.

Figure 57: Draft SEOC: Billing Code Added Message

Billing Code	Type	Description	PreCert Required
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
00100	CPT	Anesthesia for	No
00102	CPT	Anesthesia for	No
00124	CPT	Anesthesia for procedures on external, middle, and inner ear including biopsy; otoscopy	No
00140	CPT	Anesthesia for procedures on eye; not otherwise specified	No
00142	CPT	Anesthesia for procedures on eye; lens surgery	No
00144	CPT	Anesthesia for procedures on eye; corneal transplant	No
00145	CPT	Anesthesia for procedures on eye; corneal transplant	No

37. Repeat steps 35-37 to add additional **Billing Codes** to the **Payable Service**.
38. To define a new **Billing Code**, click **Define New Code**. The **Define New Code** form displays.

Figure 58: Define New Code

Define New Billing Code [Close]

Search by billing code [Search]

*All fields are required

Billing Code (25 characters remaining)	Type	Description (2000 characters remaining)	PreCert Required
<input type="text"/>	<ul style="list-style-type: none"> CPT DRG HCPCS HIPPS 	<input type="text"/>	No [Dropdown Arrow]

NOTE: If you had entered a billing code in the **Search by Billing Code Field** before clicking **Define New Code**, the **Billing Code Field** will be pre-populated with the value from the **Search by Billing Code Field**.

NOTE: If the pre-populated value for the **Billing Code Field** starts with a letter, the **Type** menu will default to **DRG**. Otherwise, it will default to **CPT**.

39. In the **Billing Code** field, which is required, enter the billing code.

NOTE: The maximum number of characters for the **Billing Code** field is 25.

40. From the **Type** menu, select the type of billing code (required field).
41. In the **Description** field, which is required, enter the billing code description.

NOTE: The maximum number of characters for the **Description** field is 2000.

42. From the **PreCert Required** menu, select whether the billing code requires pre-certification (required field).
43. Click **Add Code to Payable Service**. The new code will be added to the current payable service. A confirmation message will display. It will also be available in the list of billing codes in the **Add Billing Code** dialog box.

Figure 59: Draft SEOC: New Billing Code Added Message

Manage Billing Codes for Payable Service ✕

Search by billing code

Displaying 50 of 9869

Billing Code	Type	Description	PreCert Required
0000000000 AA	HIPPS	test.	Yes
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No
00102	CPT	Anesthesia for procedures involving plastic repair of cleft lip	No
00103	CPT	Anesthesia for reconstructive procedures of eyelid (eg, blepharoplasty, ptosis surgery)	No
00104	CPT	Anesthesia for electroconvulsive therapy	No

NOTE: *If any of the fields are not populated, or if there are any characters in the **Billing Code** field that are not letters, numbers, a hyphen, or a period, an error message will appear when you click **Add Code to Payable Service**.*

Figure 60: Duplicate Billing Code Message

Manage Billing Codes for Payable Service ✕

Search by billing code

! **Correct the following before proceeding:**

- The billing code 00000001a is already associated with this Payable Service

44. Click **Done**. The **Draft SEOC: Add Payable Service** section displays.

Figure 61: Draft SEOC: Billing Codes Added to the Payable Service

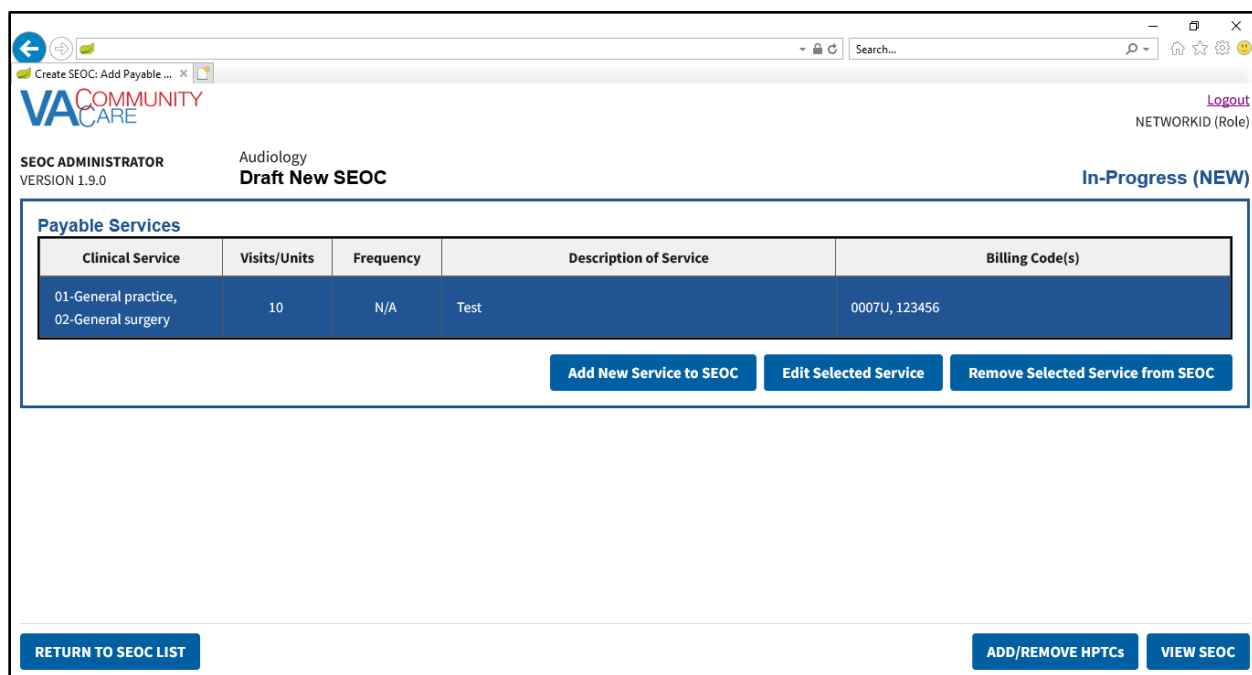
Billing Codes

Billing Code	Type	Description	PreCert Required
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
123456	CPT	New Billing Code	No

45. If needed, you can select a **Billing Code** row and click **Remove Selected Code from Service** to remove a **Billing Code** or to remove **No Code Required** or **Any Code Accepted**.

46. Click **Done**. The **Payable Services** window displays.

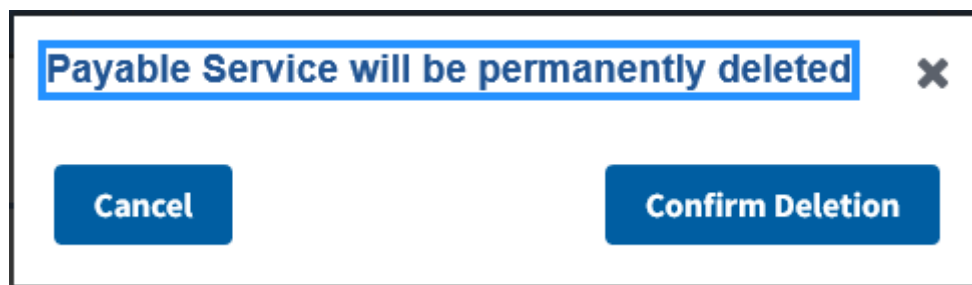
Figure 62: Draft SEOC: Payable Service Added to SEOC



NOTE: *If any of the required fields are not populated, or if **Allowable Visits/Units** or **Frequency** are not numbers within the specified range, an error message will appear when you click **Done**.*

- If needed, you can select a **Payable Service** row and click **Remove Selected Service from SEOC** to remove a **Payable Service**. The **Confirm Delete Payable Service** dialog will display. Click **Confirm Deletion** to remove the **Payable Service**.

Figure 63: Draft SEOC: Delete Payable Service Confirmation



- You can also select a **Payable Service** row and click **Edit Payable Service** to edit the selected **Payable Service**.
- Click **View SEOC**. The information you entered will be displayed, including **Provider Taxonomy Codes (HPTCs)** and **Payable Services**. The **In-Progress (New)** status will display in the window.

Figure 64: Draft SEOC View

SEOC ADMINISTRATOR VERSION 1.9.0 Audiology **Draft New SEOC** **In-Progress (NEW)**

Effective Date:

Category of Care: AUDIOLOGY

REV: No

Pre-certification Required: No

QASP: General Care

Description:
This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.

Duration: 10 days

Procedural Overview:
Test

Additional Information:
Additional consultations needed relevant to the patient complaint/condition require VA review and approval. DME, prosthetics and orthotics orders must be submitted to the local VA facility prosthetics department for provision. All routine medications will be provided by the VA.

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization

RETURN TO SEOC LIST **ACTIVATE SEOC** **EDIT SEOC** **DELETE SEOC** **PRINT SEOC**

Figure 65: Draft SEOC: View Provider Taxonomy Codes and Payable Services

SEOC ADMINISTRATOR VERSION 1.9.0 Audiology **Draft New SEOC** **In-Progress (NEW)**

Duration: 10 days

Procedural Overview:
Test

Additional Information:
Additional consultations needed relevant to the patient complaint/condition require VA review and approval. DME, prosthetics and orthotics orders must be submitted to the local VA facility prosthetics department for provision. All routine medications will be provided by the VA.

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	

Payable Services:

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
01-General practice, 02-General surgery	10	N/A	Test	0007U, 123456

Underlined billing codes require pre-certification

RETURN TO SEOC LIST **ACTIVATE SEOC** **EDIT SEOC** **DELETE SEOC** **PRINT SEOC**

4.6.1. Edit an In-Progress SEOC

NOTE: *If a user attempts to edit a SEOC that another user is already editing, the user will receive a message stating that the request can't be processed.*

NOTE: *If a user attempts to edit a SEOC while the system is in maintenance mode for Billing Code Management, the user will receive a message stating that the request can't be processed.*

To edit a SEOC that is currently marked as In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to edit.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **EDIT SEOC**. The **Edit SEOC: Name** window displays.
4. Follow the workflow in the previous section to edit any fields as necessary.
5. Click **View SEOC** to confirm the edits.

4.6.2. Activate an In-Progress SEOC

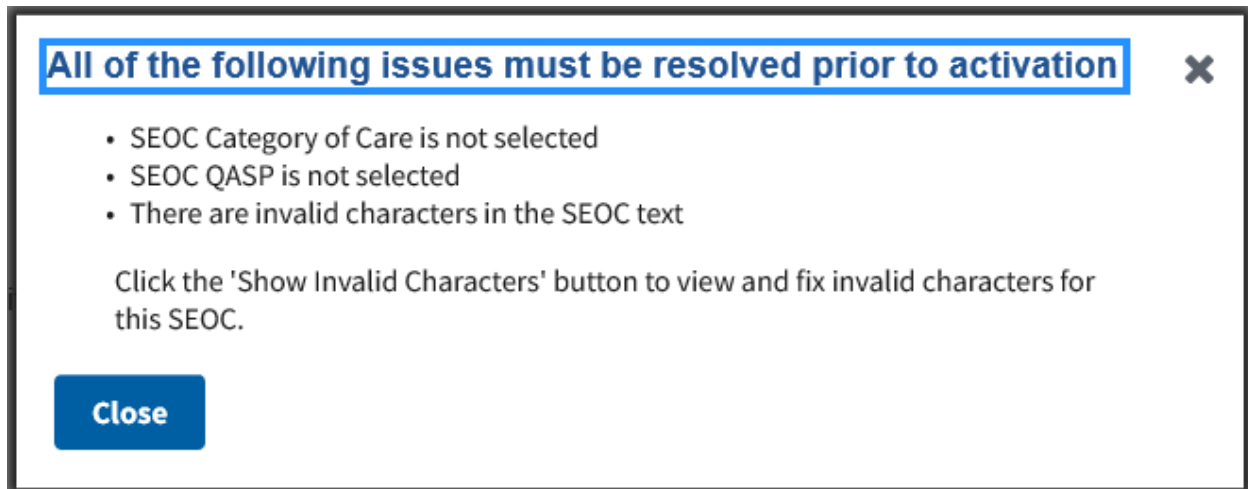
To activate a SEOC that is currently marked as In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to activate.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Activate SEOC**.

NOTE: *Once the SEOC is activated, the previous version status is automatically set to Discontinued.*

4. If there are activation errors, the **Activation Error** dialog will display listing what needs to be resolved before the **SEOC** can be activated.

Figure 66: SEOC Activation Errors



5. If there are no activation errors, the **Confirm Activation** dialog displays.

Figure 67: SEOC Activation Confirmation

SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

08/15/2019

Cancel Confirm Activation

- The **Effective Date** will default to the next day at 12:01AM EST. If needed, enter a new **Effective Date** in the input or click the calendar icon to select a date.

Figure 68: SEOC Activation Confirmation Calendar

SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

08/15/2019

Cancel

← August 2019 →

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- Click **Confirm Activation**. A confirmation message will display. The **Date Hold** status will display in the upper-right-hand corner of the page.

Figure 69: SEOC Will be Activated Message

The screenshot shows the VA Community Care SEOC Administrator interface. The page title is "Draft New SEOC 1.15.1" under the "Audiology" category. The status is "Date Hold". A message box with a checkmark icon and the text "SEOC will be activated on 08-15-2019" is overlaid on the page. The interface includes a navigation bar with "RETURN TO SEOC LIST", "REVERT SEOC TO IN-PROGRESS", "PRINT SEOC", and "TRACK VERSION CHANGES" buttons. The main content area displays details for the SEOC, including the effective date (08-15-2019), category of care (Audiology), and a description of the services covered.

NOTE: *The SEOC will remain in **Date Hold** status until 12:01 AM EST on the specified **Effective Date**. At that time, the SEOC will change to **Active** status.*

Figure 70: Date Hold Status

The screenshot shows the VA Community Care SEOC Administrator interface. The page title is "Draft New SEOC 1.15.1" under the "Audiology" category. The status is "Date Hold", which is highlighted with a red box. The interface includes a navigation bar with "RETURN TO SEOC LIST", "REVERT SEOC TO IN-PROGRESS", "PRINT SEOC", and "TRACK VERSION CHANGES" buttons. The main content area displays details for the SEOC, including the effective date (08-15-2019), category of care (Audiology), and a description of the services covered.

4.6.3. Delete an In-Progress SEOC

To delete a SEOC that is currently marked as In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the draft SEOC you would like to delete.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Delete SEOC**. The **Confirm Deletion** dialog box displays.

Figure 71: Confirm Deletion



4. Click **Confirm Deletion**. The SEOC is deleted from the SEOC List.

4.7. Pending Revisions

4.7.1. Create a Pending Revision

To create a pending revision to an existing SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the active SEOC you would like to create a pending revision.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Create Pending Revision**. The **Pending Revision: Name** window displays.

Figure 72: Pending Revision: Name

The screenshot shows a web browser window with the VA Community Care logo and navigation elements. The page title is 'Edit SEOC: Update Name a...'. The user is logged in as 'Audiology NETWORKID (Role)'. The page status is 'In-Progress (REVISION)'. The main form area contains two required fields: 'SEOC Name' with the value 'Dental Denture Services' and 'Service Line' with the value 'Audiology'. At the bottom of the form, there are two buttons: 'RETURN TO SEOC LIST' on the left and 'ADD/EDIT SEOC DETAILS' on the right.

NOTE: To return to the SEOC Admin home page while editing a new **SEOC** or **Revision**, click **Return to SEOC List** in the bottom left-hand corner of any page in the **Edit SEOC** workflow.

4. Update the **SEOC Name** and **Service Line** as needed.
5. Click **Add/Edit SEOC Details**. The **Pending Revision: Details** window displays.

Figure 73: Pending Revision: Details

The screenshot shows the 'Edit SEOC: Update Details' page. The user is logged in as 'Audiology NETWORKID (Role)'. The page status is 'In-Progress (REVISION)'. The form contains several fields: 'Category Of Care' (Audiology), 'Duration (1-365 days)' (90), 'QASP' (Complementary & Integrative HC Services), and 'REV' (No). A large text area for 'Description' contains the text: 'This authorization covers services associated with all dental care for the referral condition on the consult.' Below this is a 'Procedural Overview' section with a list: '1. Limited oral evaluation (initial)' and '2. Full intraoral imaeine, if indicated'. At the bottom, there are three buttons: 'RETURN TO SEOC LIST', 'EDIT NAME/SERVICE LINE', and 'ADD/REMOVE HPTCs'.

6. Update the details for the SEOC as needed.
7. Click **Add/Remove HPTCs**. The **Pending Revision: SEOC Provider Taxonomy Codes** window displays.

Figure 74: Pending Revision: SEOC Provider Taxonomy Codes

SEOC ADMINISTRATOR VERSION 1.9.0 Audiology Dental Denture Services In-Progress (REVISION)

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
122300000X	Dental Providers	Dentist	

Remove highlighted HPTC from SEOC Add new HPTCs to SEOC

RETURN TO SEOC LIST ADD/EDIT SEOC DETAILS ADD/EDIT PAYABLE SERVICES

8. Update the **Provider Taxonomy Codes (HPTCs)** for the **SEOC** as needed.
9. Click **Add/Edit Payable Services**. The **Pending Revision: Payable Services** window displays.

Figure 75: Pending Revision: Payable Services

The screenshot shows the VA Community Care SEOC Administrator interface. The user is logged in as 'Audiology' and is viewing 'Dental Denture Services'. The status is 'In-Progress (REVISION)'. The 'Payable Services' table is displayed with the following data:

Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
C5-Dentist	999	N/A	Limited oral evaluation (initial)	D0140, D0150
C5-Dentist	999	N/A	Full intraoral imaging, if indicated	D0210, D0330
C5-Dentist	999	N/A	Maxillary and/or Mandibular Complete, Immediate and/or Partial denture services for teeth number(s)/dental arches and modality as indicated on consultation (routine follow-up visits for adjustments for 3 months are included)	D5110, D5120, D5130, D5140, D5211, D5212, D5213, D5214, D5221, D5222, D5223, D5224, D5225, D5226

Below the table are three buttons: 'Add New Service to SEOC', 'Edit Selected Service', and 'Remove Selected Service from SEOC'. At the bottom of the interface are buttons for 'RETURN TO SEOC LIST', 'ADD/REMOVE HPTCS', and 'VIEW SEOC'.

10. Update the **Payable Services** as needed.

11. Click **View SEOC**. The Pending Revision status will display in the window.

Figure 76: Pending Revision Status

The screenshot shows the 'View SEOC: Dental Denture Services' page. The status 'In-Progress (REVISION)' is highlighted with a red box. The page displays the following information:

- Effective Date:**
- Category of Care:** AUDIOLOGY
- REV:** No
- Pre-certification Required:** No
- QASP:** Complementary & Integrative HC Services
- Description:** This authorization covers services associated with all dental care for the referral condition on the consult.
- Duration:** 90 days
- Procedural Overview:**
 - Limited oral evaluation (initial)
 - Full intraoral imaging, if indicated
 - Maxillary and/or Mandibular Complete, Immediate and/or Partial denture services for teeth number(s)/dental arches and modality as indicated on consultation (routine follow-up visits for adjustments for 3 months are included)
- Additional Information:**
 - * No additional care is authorized prior to VA approval. If additional care is needed, please submit the ADA standard form to the Facility Community Care Office who authorized this initial referral.
 - * All routine medications must be faxed/sent to the VA to be dispensed by the VA.

At the bottom of the page are buttons for 'RETURN TO SEOC LIST', 'ACTIVATE SEOC', 'EDIT SEOC', 'DELETE SEOC', 'PRINT SEOC', and 'TRACK VERSION CHANGES'.

12. Click **Return to SEOC List**. The pending revision will display in the list of SEOCs.

Figure 77: Pending Revision Displayed in SEOC List

SEOC ADMINISTRATOR
VERSION 1.9.0

Standardized Episodes of Care

Filter by Status: ALL | Filter by Name (contains): Dental Denture Services

Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	Dental Denture Services	REVISION			IN-PROGRESS
AUD	Dental Denture Services	1.10.5	08-03-2019		ACTIVE
DEN	Dental Denture Services	1.3.4	05-23-2019	08-03-2019	DISCONTINUED
DEN	Dental Denture Services	1.3.3	01-02-2019	05-23-2019	DISCONTINUED
DEN	Dental Denture Services	1.3.2	12-07-2018	01-02-2019	DISCONTINUED

MANAGE USERS | EXPORT SEOC DATA | EXPORT PRECERT DATA | MANAGE BILLING CODES | VIEW SELECTED SEOC | DRAFT NEW SEOC

4.7.2. Activate a Pending Revision

To activate a pending revision, follow the steps listed below:

1. From the SEOC Admin home page, select the **Revision SEOC** that you would like to activate.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Activate SEOC**.
4. If there are activation errors, the **Activation Error** dialog will display listing what needs to be resolved before the **SEOC** can be activated.

Figure 78: Revision Activation Errors

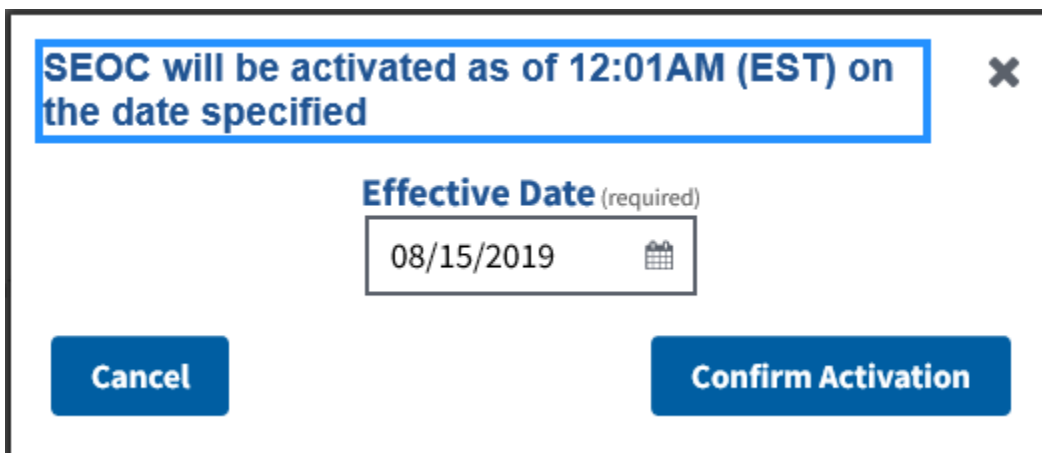
All of the following issues must be resolved prior to activation

- SEOC Category of Care is not selected
- SEOC QASP is not selected
- SEOC Duration is not defined

Close

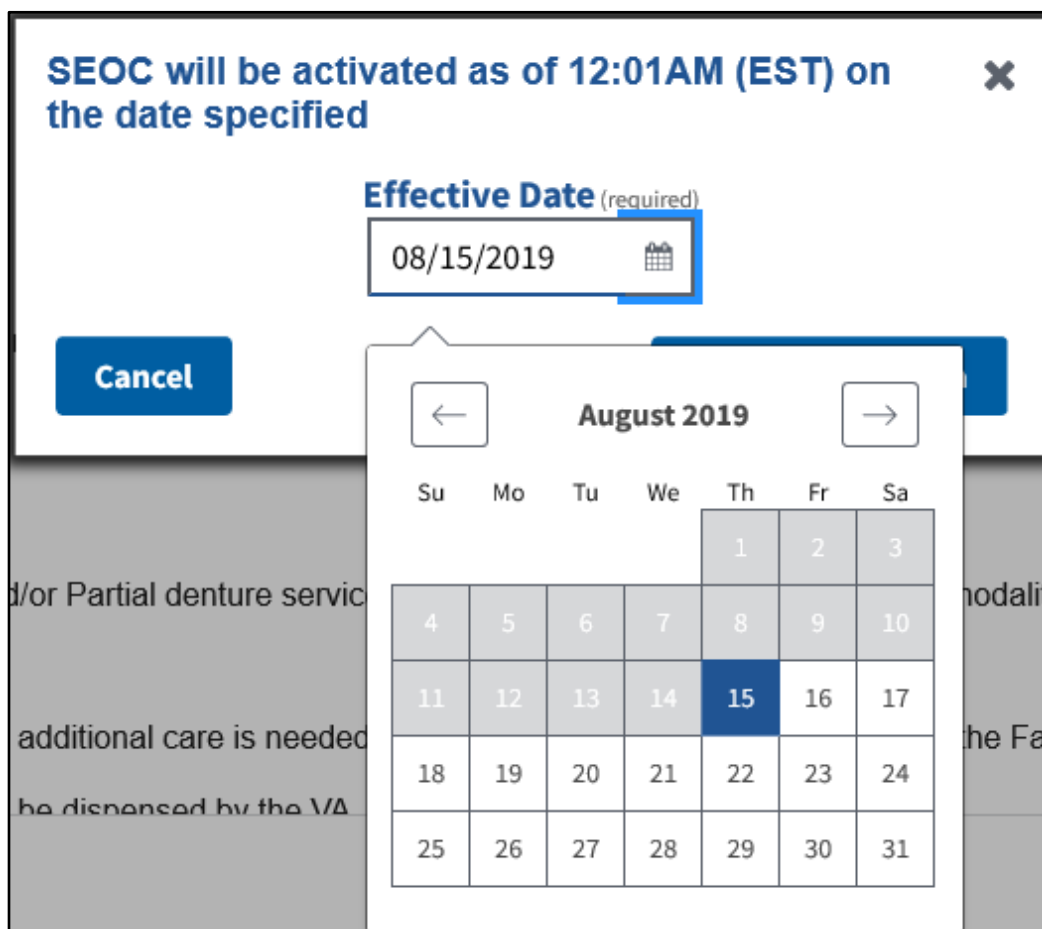
5. The **Confirm Activation** dialog will display.

Figure 79: Pending Revision Activation Confirmation Message



- The **Effective Date** will default to the next day at 12:01AM EST. If needed, enter a new **Effective Date** in the input or click the calendar icon to select a date.

Figure 80: Revision Activation Confirmation Date Calendar



- Click **Confirm Activation**. A confirmation message will display. The **Date Hold Status** will display in the upper-right-hand corner of the page.

Figure 81: Revision Will be Activated Message

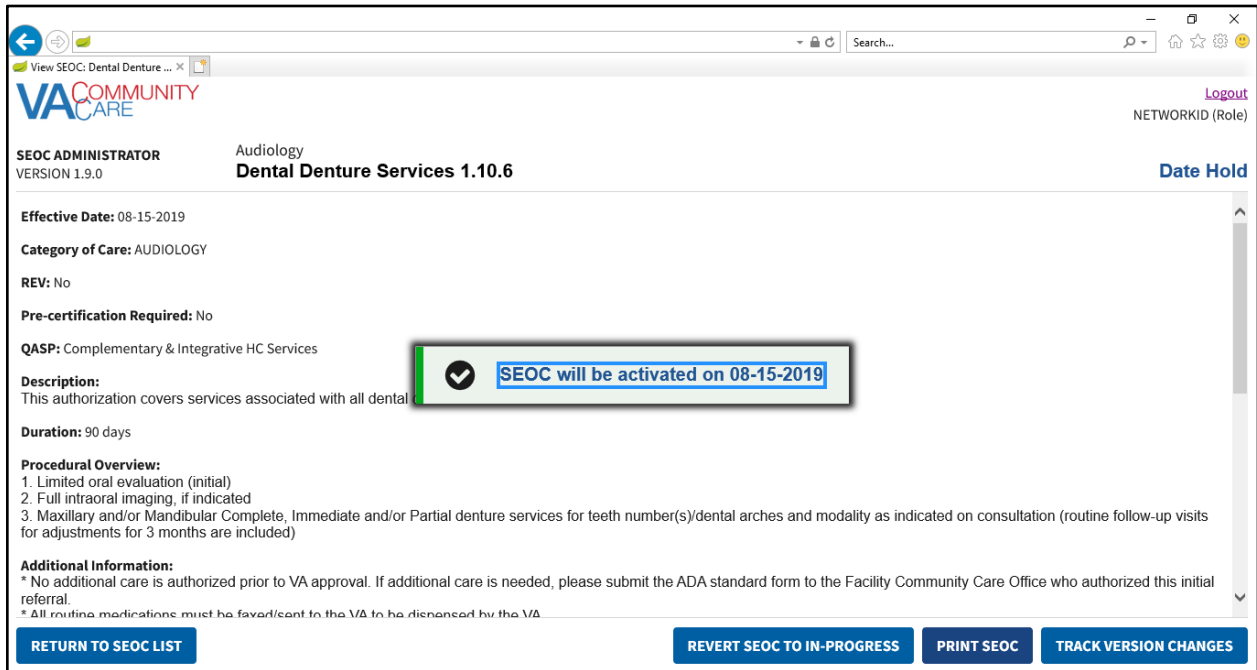
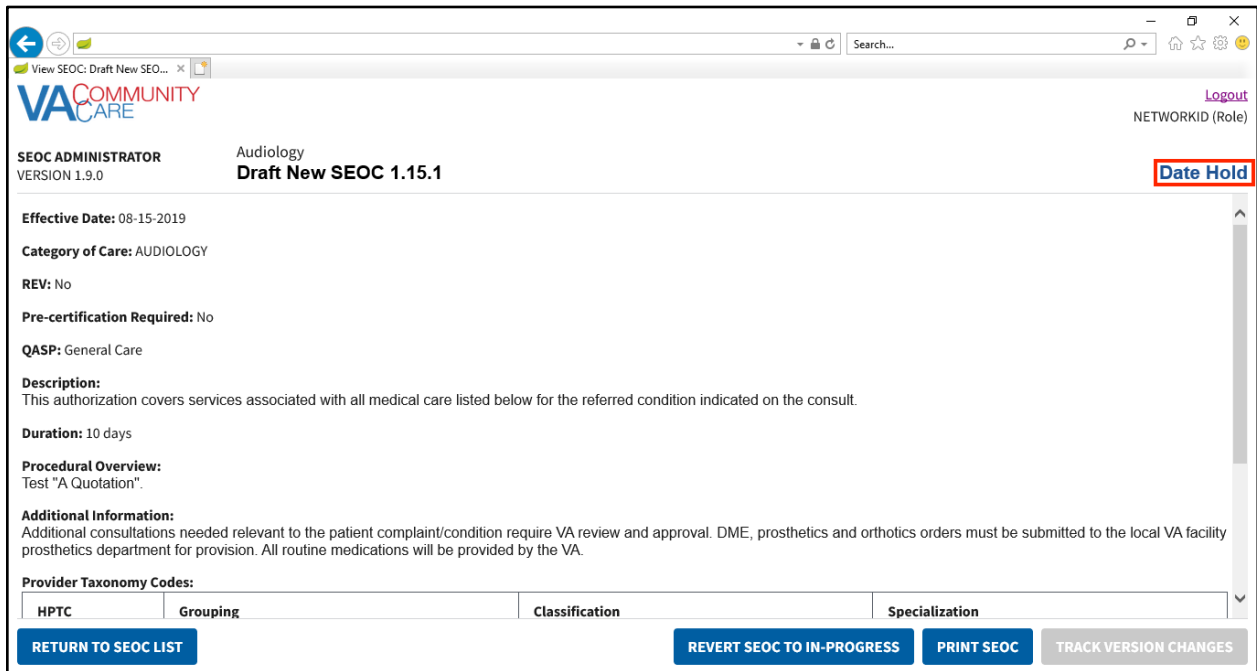


Figure 82: Date Hold Status



8. Click **Return to SEOC List**. The pending revision that you just activated will display as **Date Hold** in the list of SEOCs.

NOTE: *The Revision will remain in **Date Hold** status and the previous SEOC will remain in **Active** status until 12:01 AM EST on the specified **Effective Date**. At that time, the*

Revision will change to Active status and the previous SEOC will change to Discontinued status.

4.7.3. Revert a Date Hold SEOC back to In-Progress

If you need to revert the selected SEOC to In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the **Date Hold SEOC** you would like to revert back to **In-Progress**.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Revert SEOC to In-Progress**. The **Confirm Revert SEOC to In-Progress** dialog will display.

Figure 83: Confirm Revert SEOC to In-Progress



4. Click **Confirm**. The SEOC will be reverted back to **In-Progress**.

4.8. Payable Service List

4.8.1. View Payable Services

To view the payable services for a selected SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to view the payable services for.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Scroll to the bottom of the page to view the Payable Services list.

Figure 84: View SEOC – Payable Services

The screenshot shows a web browser window with the VA Community Care logo and user information. The page title is "View SEOC: Audiology Coc...". The user is logged in as "vacoScorcg (Admin)". The SEOC is titled "Audiology Cochlear Implant Surgery and Follow Up PRCT 1.2.2" and is in an "Active" state. Below the title, there is a table with columns for SEOC ID, Provider, and Specialty. The SEOC ID is 207Y00000X, the provider is "Allopathic & Osteopathic Physicians", and the specialty is "Otolaryngology".

Payable Services:

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
04-Otolaryngology	999	N/A	Initial outpatient evaluation and treatment for the referred condition indicated on the consult	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99354, 99355
04-Otolaryngology	999	N/A	Surgical evaluation as clinically indicated for the referred condition on the consult	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, 99354, 99355
			Immunizations as recommended	

At the bottom of the page, there are five buttons: "RETURN TO SEOC LIST", "CREATE PENDING REVISION", "DISCONTINUE SEOC", "PRINT SEOC", and "TRACK VERSION CHANGES".

4.8.2. Delete Payable Service

To delete payable services for a selected SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to view the payable services for.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. From the **View SEOC** page, click **Create Pending Revision**. The **Draft SEOC Name** window displays.
4. Click **Add/Edit SEOC Details**. The **Draft SEOC Details** window displays.
5. Click **Add/Remove HPTCs**. The **Add/Remove HPTCs** window displays.
6. Click **Add/Edit Payable Services**. The **Draft SEOC Payable Services** window displays.
7. From the list of payable services, select the payable service that you would like to delete.
8. Click **Remove Selected Service from SEOC**. A message will display confirming that you would like to delete the payable service from the SEOC.

Figure 85: Payable Service Confirm Deletion



9. Click **Confirm Deletion**. The payable service is deleted from the list.

5. Troubleshooting

Users may encounter the following errors while using the SEOC UI.

Table 2: SEOC Error Codes with Descriptions

Error Code	Description
204	No Content Found
401	Unauthorized
403	Forbidden
404	Not Found

6. Acronyms and Abbreviations

Acronym	Definition
CAC	Clinical Application Coordinators
CC	Care Coordination
CCAD	Community Care Agile Development
CDW	Corporate Data Warehouse
CID	Clinically Indicated Date
CPRS	Computerized Patient Record System
HEC	Health Eligibility Center
HPTC	Healthcare Provider Taxonomy Code
JSON	JavaScript Object Notification
NSD	National Service Desk
OIT	Office of Information and Technology
PCP	Primary Care Physician
SAR	Secondary Authorization Request
SEOC	Standardized Episode of Care
VA	Department of Veterans Affairs
VDL	VA Software Document Library
VistA	Veterans Health Information Systems and Technology Architecture

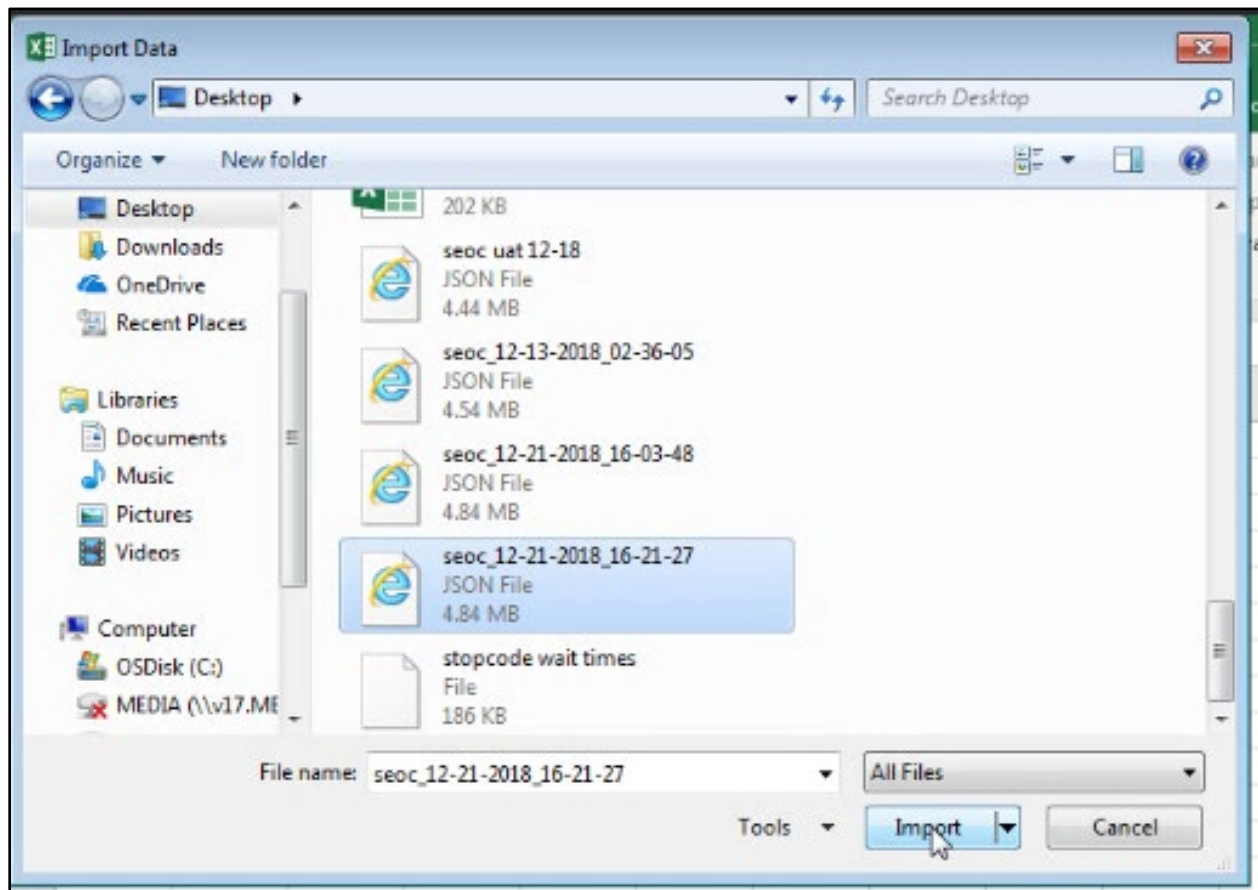
A. JSON Instructions

NOTE: *The steps outlined below are for Excel 2016.*

To convert the SEOC JSON file to an Excel file, follow the steps listed below:

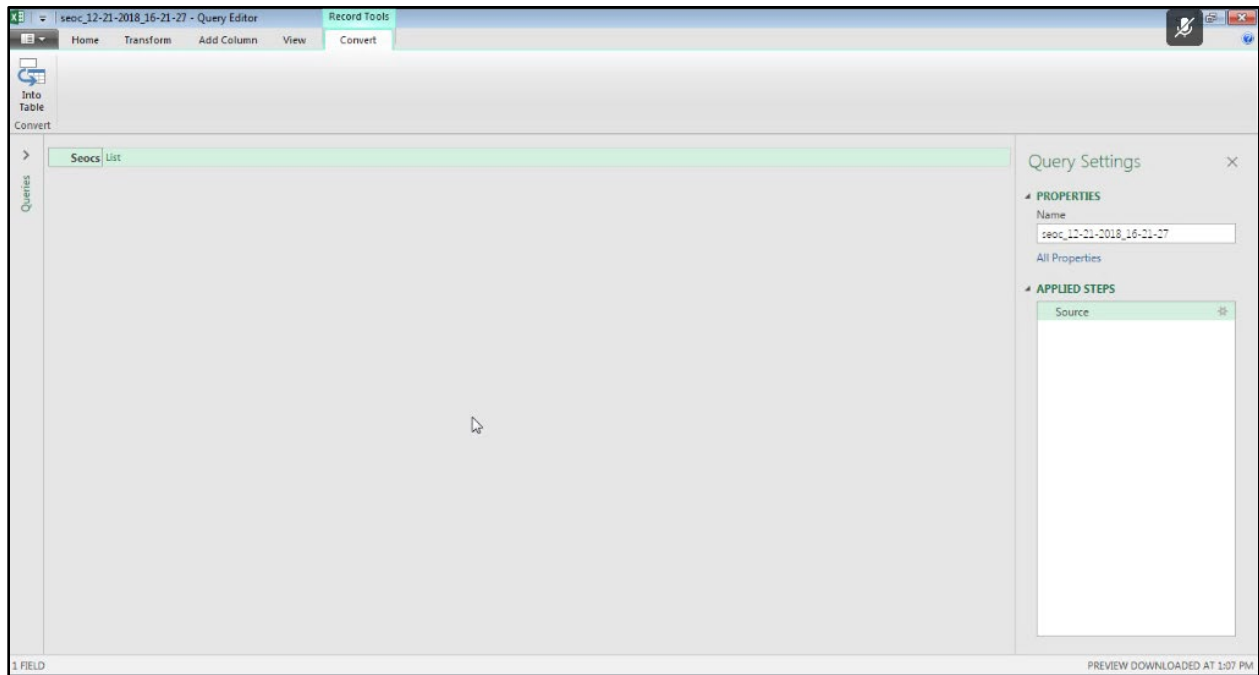
1. Select to download the SEOC JSON file. The Internet Explorer File Download Prompt displays at the bottom of the window.
2. From the **Save** menu, select **Save as**. The **Save As** window displays.
3. Select to download the file to the Desktop and click **Save**.
4. Open a blank workbook in Excel 2016.
5. Click the **Data** tab, then **Get Data > From File > From JSON**. The **Import Data** window displays.

Figure 86: Import Data Window



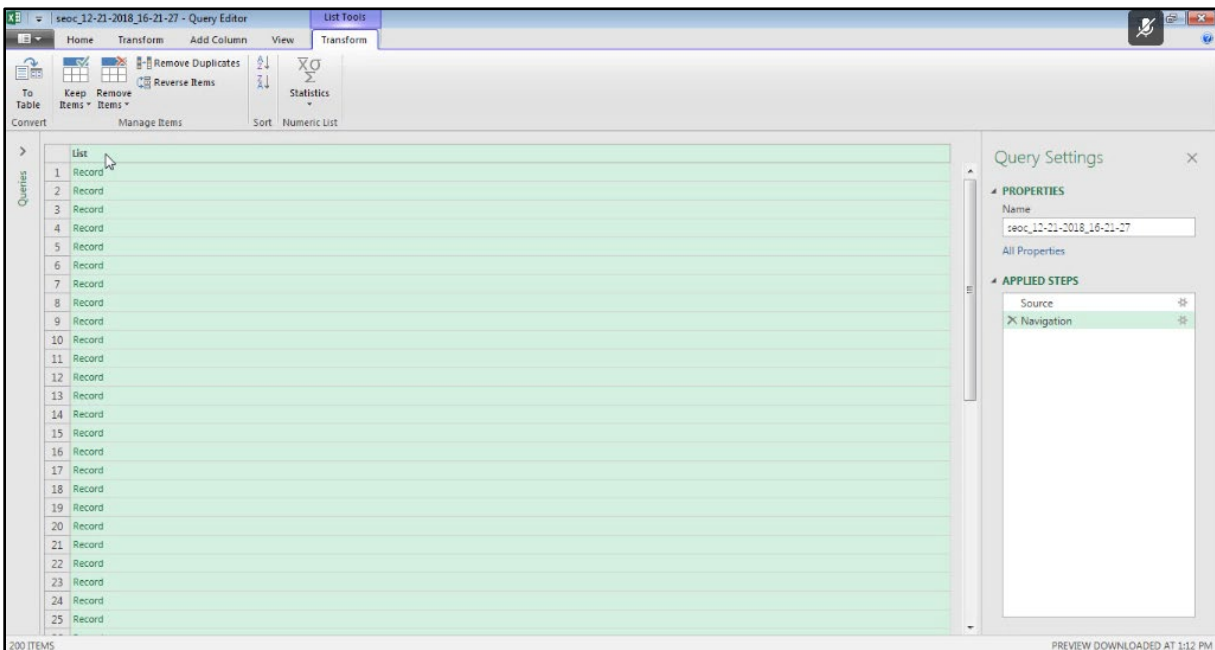
6. Select the JSON file you downloaded and click **Import**. Excel will open the file in the Query Editor.

Figure 87: Query Editor



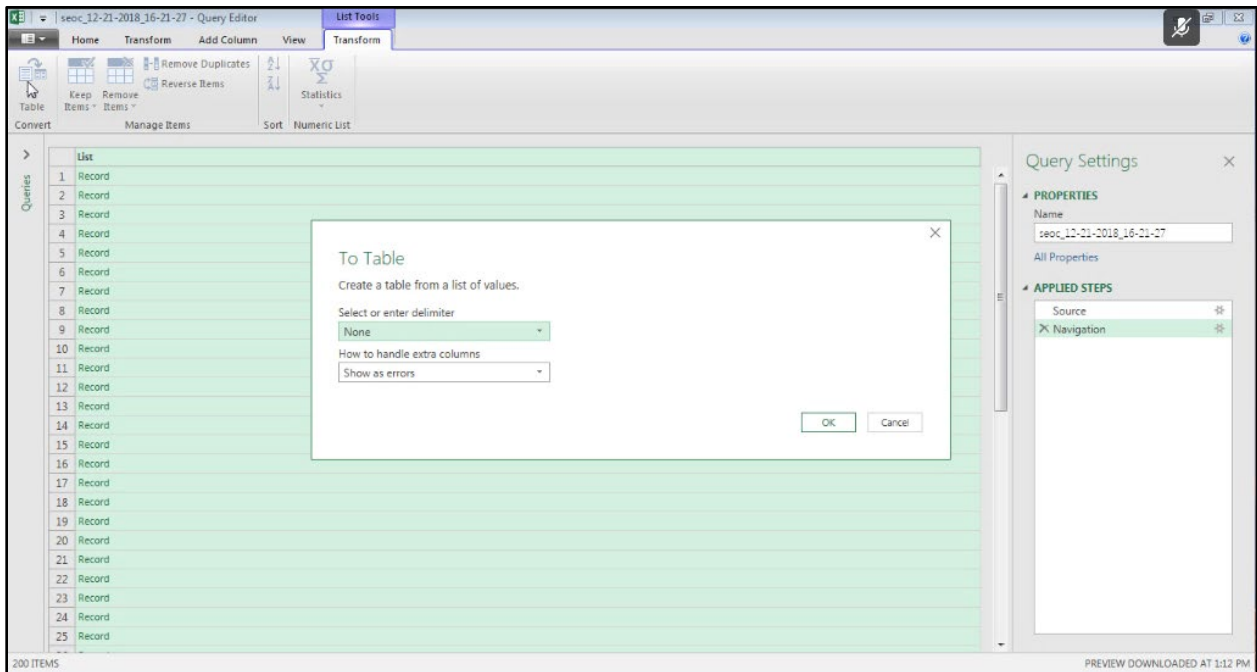
7. Click the **List** header to the right of **Seocs** to display a list of records.

Figure 88: List of Records



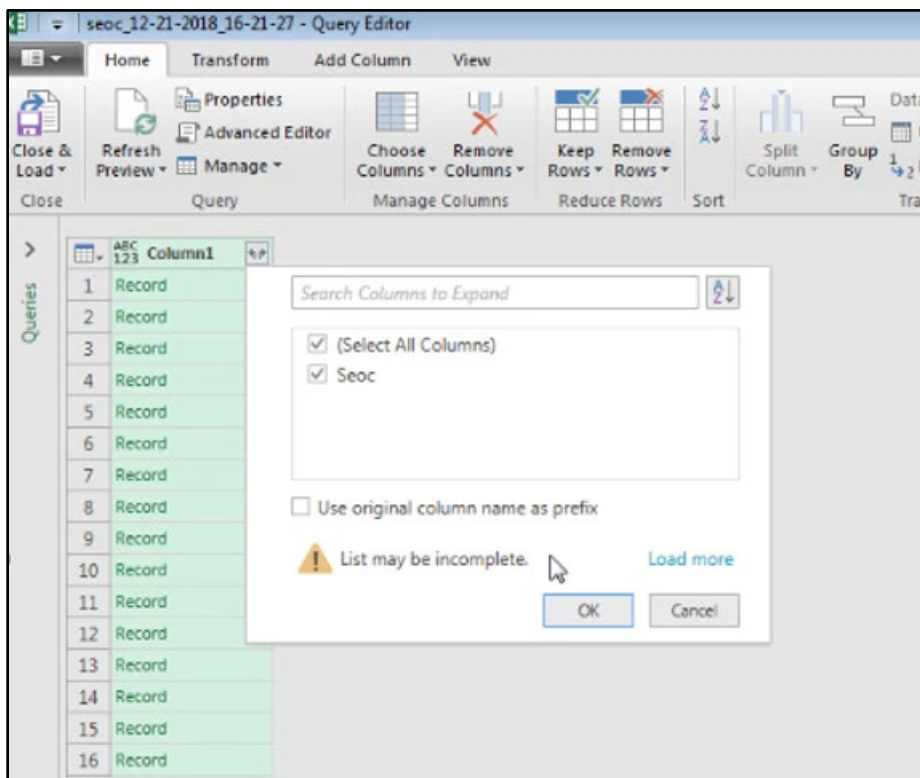
8. From the **Transform** tab, click the **Convert To Table** icon and click **OK**. The **To Table** dialog box displays.

Figure 89: To Table Dialog Box



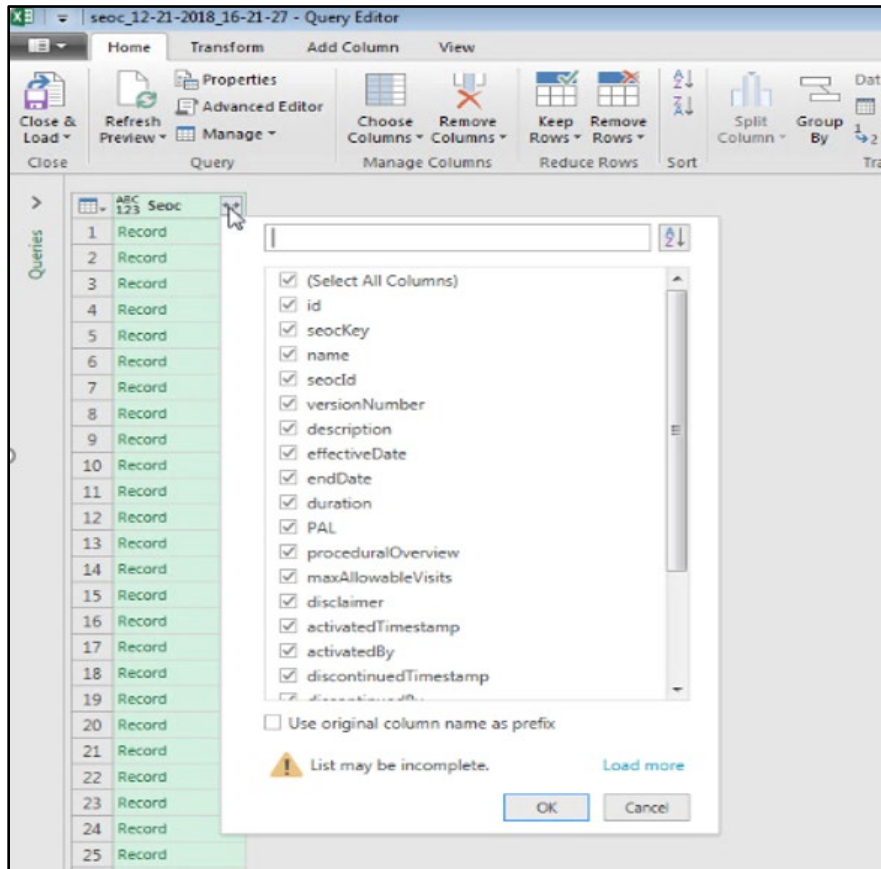
9. From the **To Table** dialog box keep the default selections and click **OK**.
10. Click on the expand icon (<-||->) to the right of the **Column1** header to display the **Search Columns to Expand** dialog box.

Figure 90: Search Columns to Expand Dialog Box



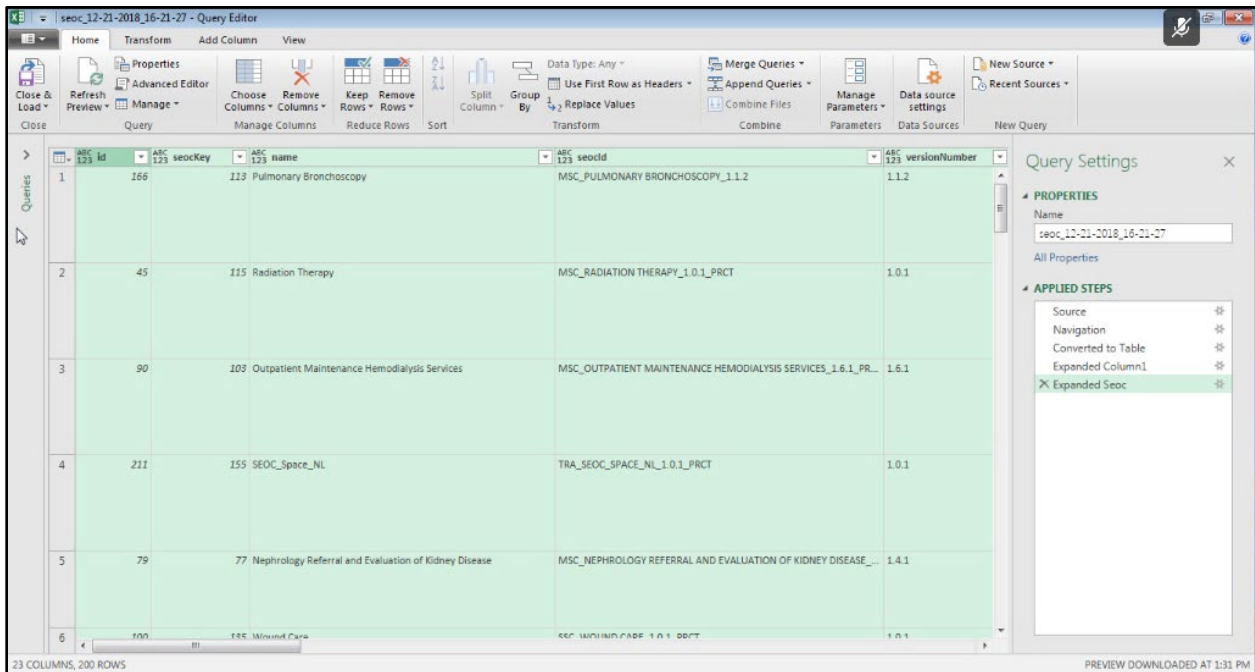
11. De-select the **Use original column name as prefix** check box.
12. Click **OK**.
13. Click on the expand icon (<-||->) to the right of the **Seoc** header to display the **Search Columns to Expand** dialog box.

Figure 91: Search Columns to Expand



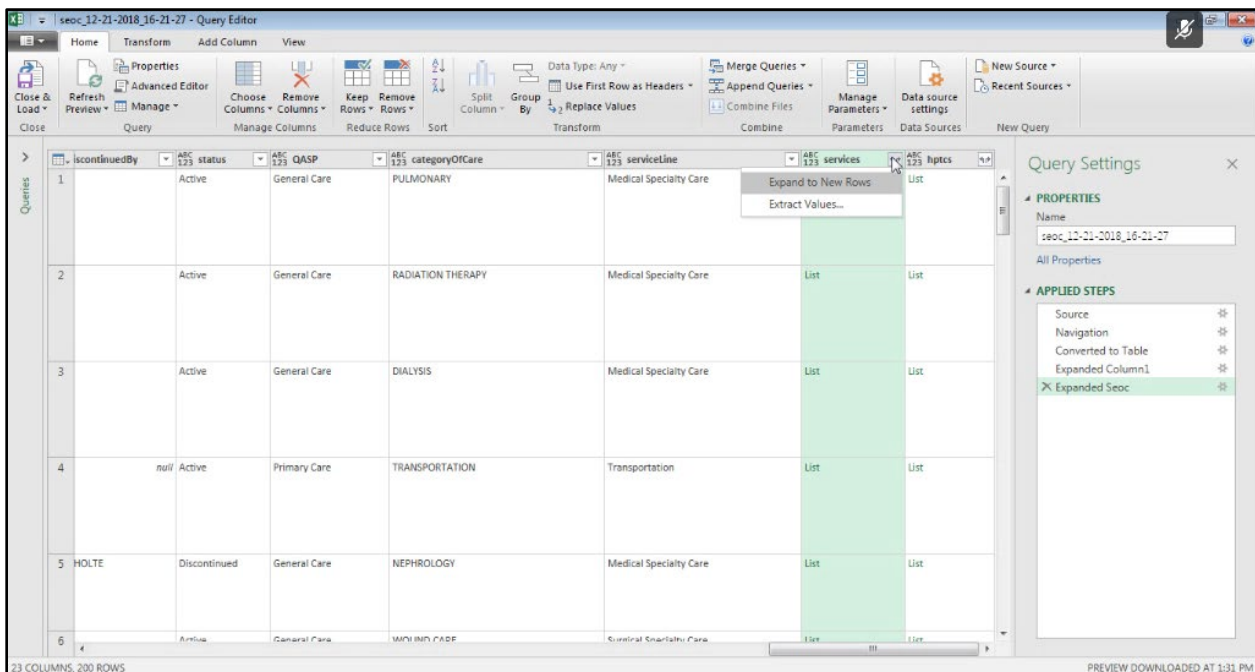
14. Uncheck the **Use original column name as prefix** check box.
15. Click **OK**. The fields in the SEOC table will be expanded to columns as shown below.

Figure 92: Expanded SEOC Fields



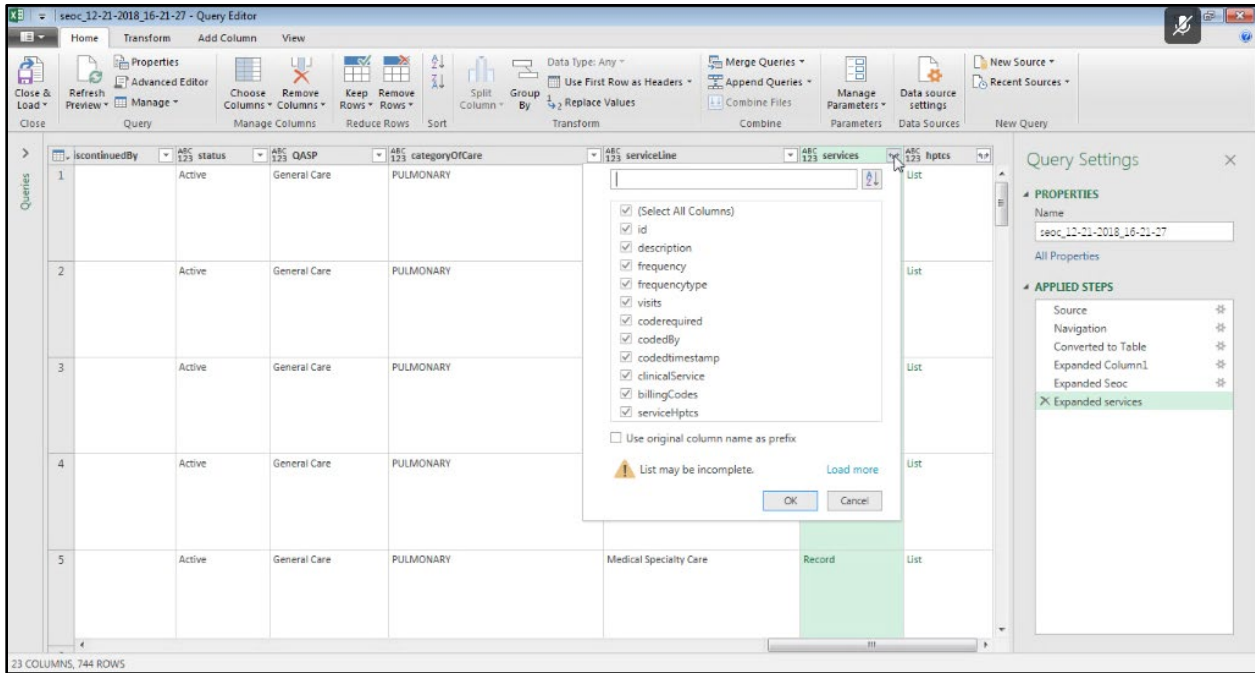
16. Scroll right to the **services** column, click on the expand icon, and select **Expand to New Rows** to display the records.

Figure 93: Expand to New Rows Menu Option



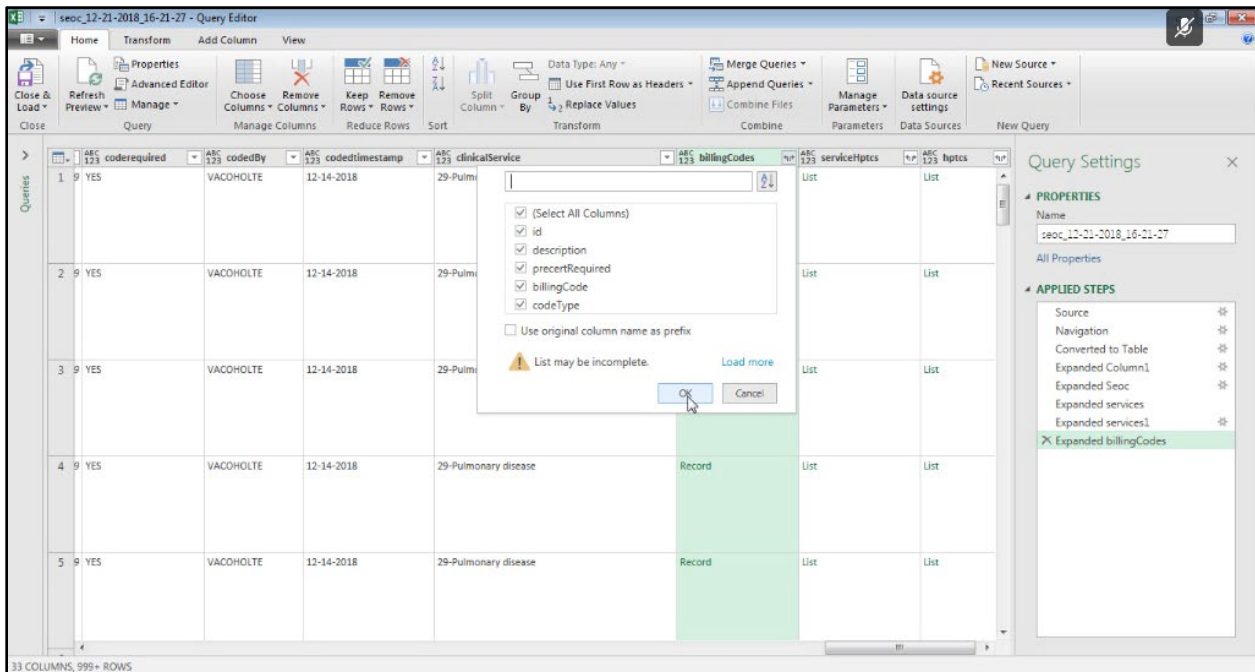
17. Click the expand icon again and press **OK** to expand the Payable Services fields into columns.

Figure 94: Payable Services Columns



18. Scroll right to the **billingCodes** column and repeat the last two steps to expand the **Billing Code** fields into columns.

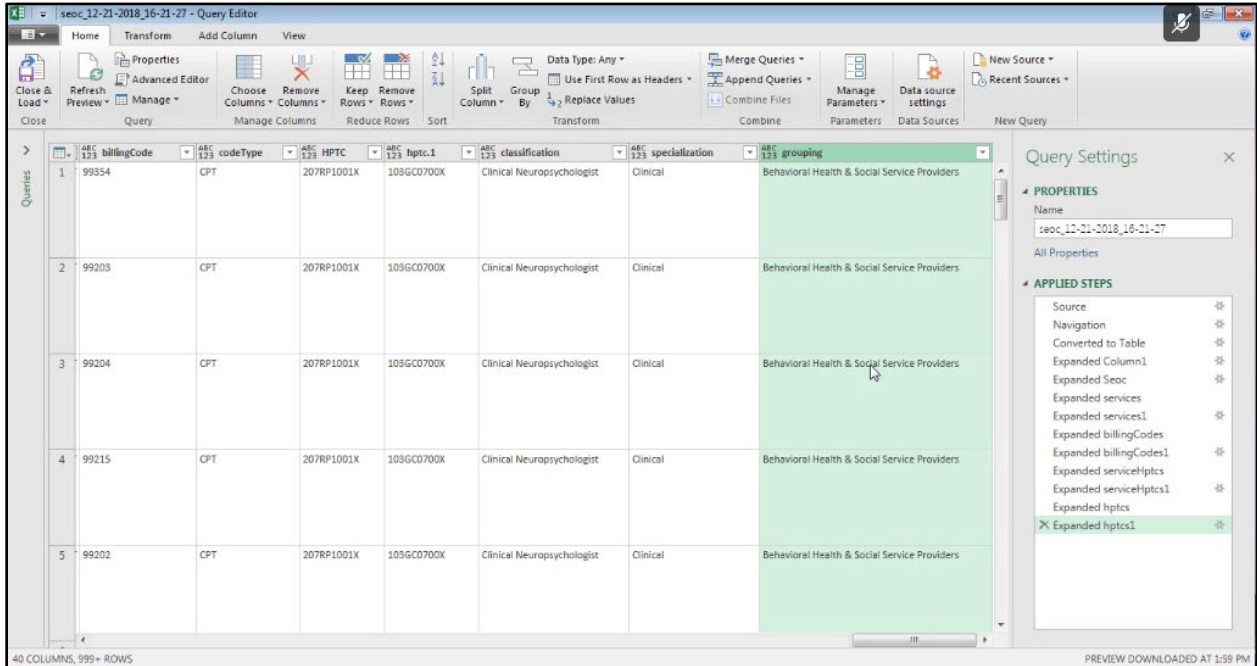
Figure 95: Billing Code Columns



19. Optional - Repeat the last two steps again for the serviceHptcs column if you want to see the cross-walked HPTCs that are sent for each Payable Service.

20. Scroll right and repeat the last two steps again for the hptcs column to expand the HPTC fields that were assigned to each SEOC.

Figure 96: Expanded HPTC Fields



21. Click the **Close & Load** option at the left of the ribbon to create load the imported data into a spreadsheet tab.

Figure 97: Imported Data

