

## LHI Provider Portal: VA CCN Dashboard for Dental Providers

### Claims Submission

To submit dental claims to LHI for VA CCN, please complete one of the following:

Option 1 (preferred):

1. If your facility has EDI, the claim can be submitted using this method and the payer ID 'VACCN.'
  - Providers can also specify Group Code, specific per region (Region 1: CCN1).

Option 2:

1. Log into LHI's Provider Portal and select VA CCN from the menu options.
2. Navigate to the 'Referral' page to search for the referral associated with the claim you are submitting.
3. Results will populate in the grid below the search criteria.
  - Select 'v' to expand the results and review basic information.
  - Select 'View' to open the full referral within a new page.
4. Review the referral information to ensure the claim matches all of the demographics and that the services completed are included in the Standardized Episode of Care (SEOC) listed on the referral. Once verified, select 'Submit Claim.'
5. Add the date for the claim in the 'Claim Date' field, a claim number and then locate the file that you wish to upload via the 'Choose File' button. If you know the location of the file, drag the file into the 'File Upload' box to attach it and select 'Submit.'
  - LHI will begin processing the claim once it has been received.

### Claims Review

Once a claim has been uploaded, there are two ways to check the status.

- From the VA CCN Dashboard, select 'Claims' and search for a claim using one of the search fields available; and,
  - If a claim is in our system, it will populate in the results, and the status will reflect where the claim is in our process
  - Select 'View Claim' to review the uploaded claim

Note: Claims submitted by EDI will not be visible. Please refer to your EDI submission for reconciliation information on these claims.

  - Select 'View RA' to review the Remittance Advice once the claim has been paid.
- You can also check the status within the referral itself.
  - Any claims associated with the referral will show at the bottom of the page.

### Verify Authorized Services

To view the authorized services for a Veteran, review the consult order that was included in your referral packet from VA. This will include required services for the Veteran's appointment and SEOC information. For details on what is included in each SEOC, refer to one of the following:

- LHI Provider Portal via the VA CCN Dashboard. Locate the Veteran's referral and click the SEOC link.
- VA site at [https://www.va.gov/COMMUNITYCARE/providers/precert\\_requirements.asp](https://www.va.gov/COMMUNITYCARE/providers/precert_requirements.asp)

### Verify Eligibility

- Navigate to the 'Eligibility' page to search for the Veteran inquiring about services.
- Perform a search using at least the 'Member ID.' Additional fields can be used if needed.

## Contacting LHI

If you need to speak with a member of our team, select the 'Let's Talk' icon in the lower right-hand corner of the page and select one of the following:

- Select 'Call' for the LHI toll-free number;
- Select 'Chat' to send a message to a member of our team;
- Select 'Start'; and,
- Select a language, enter the referral number (if available) and select 'Chat Now.'