

# VDC Office Hour Session Three: Managing VDC Invoices and Supporting Timely Billing

August 25, 2021, 2:00 – 3:00 PM EST

## Key Takeaways

- ✓ Participants engaged in meaningful discussion as well as question and answer in the VDC Office Hour Session, *Managing VDC Invoices and Supporting Timely Billing*, to facilitate sharing of best practices across the VDC Network!

Over 140 individuals, representing Aging and Disability Network Agencies (ADNAs) and Veteran Affairs Medical Centers (VAMCs), attended to hear tips and strategies on managing VDC invoices to support timely billing and heard from Bay Aging on their VDC program's best practices for managing VDC invoices.

- ✓ A helpful tip for managing VDC invoices is to submit VDC invoices no later than 30 days after the end of the month.

The sooner the invoice is submitted, the faster the VDC provider is likely to be paid for the services rendered. VDC providers should submit VDC invoices monthly and minimize instances where VDC invoices for multiple months are simultaneously submitted to the VAMC.

- ✓ VDC providers are encouraged to submit VDC invoices electronically to reduce processing times and the likelihood of rejections.

The U.S. Department of Veteran Affairs has resources for common billing issues and rejections that VDC providers may come across during the billing and invoicing process. The resources include information for finding an explanation of codes for rejected claims and a fact sheet on preventing paper claims rejections.

- ✓ Practical takeaways and actionable next steps were reported by participants!

Participants said that they would:

- ✓ Learn more about using the Customer Engagement Portal (CEP) for increased efficiency in managing VDC invoices and handling rejections;
- ✓ Look into switching to electronic billing;
- ✓ Share and review Monthly Service Reports with Veterans to track spending;
- ✓ Continue the discussion on the VDC TA Community; and
- ✓ Email the VDC Technical Assistance Team with any questions.