



Veterans Affairs (VA) Compensation and Pension Examinations Frequently Asked Questions

<p>What is VA Disability?</p>	<p>The Department of Veterans Affairs (VA) gives VA disability benefits to all disabled veterans with service-connected medical conditions.</p> <p>To receive VA disability, a veteran must go through the VA disability process. After applying for VA disability, the veteran undergoes the Compensation & Pension (C&P) examination to determine the severity of the condition being evaluated. A disability rating is then assigned to each condition and is used to determine the exact amount of VA disability the veteran will receive.</p>
<p>What is a C&P examination?</p>	<p>C&P examinations are critical pieces of evidence for determining the extent of permanent impairment and, thus, the percent of disability that defines the benefits a veteran is awarded.</p> <p>Compensation is a monetary benefit paid to veterans who are disabled by injury or disease incurred or aggravated during active military service. The service of the veteran must have been terminated through separation or discharge under conditions that were other than dishonorable.</p> <p>Pension is available to veterans when they have limited income and 90 days or more of active military service (at least one day of which was during a period of war). Their discharge from active duty must have been under conditions other than dishonorable. They must be permanently and totally disabled neither for reasons traceable to military nor to willful misconduct.</p> <p>There are several types of C&P examinations: 1) Mental Disorders; 2) Post-Traumatic Stress Disorder (PTSD); and 3) Traumatic Brain Injury (TBI).</p>

<p>What does a C&P examination entail?</p>	<p>A C&P examination is to determine the existence and/or status of mental conditions for rating purposes. It does not involve a traditional clinician-patient relationship where you act as a biased advocate of the patient, but rather you should act as an unbiased expert simply describing the condition and any disabilities.</p> <p>The Disability Benefits Questionnaires (DBQs) will outline exactly how to conduct and report each examination.</p>
<p>What is a Disability Benefits Questionnaire?</p>	<p>DBQs are worksheets that were developed to reflect the information that is required for rating disabilities. Following the DBQs ensures you provide all the information required and reduces the likelihood that the exam will be returned as insufficient. A DBQ is required for each claimed condition.</p>
<p>What is my role as a disability examiner?</p>	<p>You will be required to conduct a thorough examination which requires you to complete the DBQ forms for rating purposes. You will not conduct a treatment examination, but report your findings about the veteran’s mental condition in such a way that a legal decision about the veteran’s entitlement to benefits can be made.</p>
<p>What are the requirements to perform C&P examinations?</p>	<p>A telephonic or web based QTC orientation and completion of the 12 Compensation Pension Examination Program (CPEP) modules is required prior to performing exams.</p> <p>Purpose and Intent of CPEP modules – As health care providers traditionally approach examinations in the purely clinical domain, training is critical to ensure that you have an understanding of the legal ramifications of the examinations, and what elements are required by the Veterans Benefit Administration (VBA) in order to make a valid determination. Given the importance of a thorough examination to the veteran in terms of eligibility for future benefits and compensation, it is critical that standards are consistently enforced and applied fairly across all VISNs. As a result, VHA and VBA have determined the need for a training and certification program established for all clinicians performing C&P</p>

	<p>examinations, no matter where they are performed.</p> <p>The CPEP modules include:</p> <ul style="list-style-type: none"> • General Certification Course • Mental Health Exam • Military Sexual Trauma • Traumatic Brain Injury • Medical Opinions • Gulf War • Suicide Awareness & Prevention • Understanding Military Culture & Veterans • Assessing Deployment Related Environmental Exposures • PACT Act: Key Terms & Medical Opinions for Examiners • Lethal Means Safety • Veteran Experience <p>Upon completion of each module, you must pass a test with a score of 80 percent or higher.</p> <p>Additional CPEP trainings maybe required as directed by the VA.</p> <p>You are also required to complete the Privacy and HIPAA Training and, read and sign the VA Privacy and Information Security Awareness and Rules of Behavior. These are required to be completed annually.</p> <p>In addition, for psychologists, your doctoral degree in psychology must be accredited by the American Psychological Association (APA) in the field of study of clinical, counseling or school. For physicians, you must have experience and training with TBI.</p>
<p>Where can I complete these trainings?</p>	<p>During the QTC orientation, a Provider Liaison will provide this information.</p>
<p>How long do the trainings take?</p>	<p>The telephonic or web based QTC orientation will take 60-90 minutes. Times vary for each CPEP module. Total time to complete all modules averages 15 hours.</p>
<p>Are CEUs or contact hours offered for the CPEP trainings?</p>	<p>CEUs or contact hours for each CPEP training may be offered providing the trainings are instructor</p>

	based and not web-based. Instructions are posted in VA TRAIN website for CEU's VA will issue.
Is there a cost for the trainings?	No, the trainings are free.
If I took the trainings previously from the VA or another vendor, will you accept them?	If you took the trainings from the VA and have certificates of completion, QTC may accept those if the trainings were completed within one year. However, the annual security trainings must be the current year's trainings. If you took the trainings from another vendor and are able to provide a certificate of completion, QTC may accept them providing they are current. Otherwise, the trainings will need to be repeated. Ensure to add the QTC Code in VA TRAIN so that QTC can validate completion of all modules via reporting processes.
What is the referral process for C&P examinations?	The VA will contact QTC with an examination request. QTC will contact the veteran or service member to confirm appointment availability. QTC will then contact you via phone or through their internal scheduling system to arrange for a C&P examination and confirm an appointment date and time. QTC will then contact the veteran or service member to confirm the appointment.
What materials will I have access to?	Through QTC's system, you will have access to the following: <ul style="list-style-type: none"> • Medical Examination Summary of Service • Provider Exam Protocol worksheets • Medical records • 201 Service bills
What are the appointment availability requirements for examinations once contacted by QTC?	Once the VA has contacted QTC with an examination request, and QTC has contacted you, an appointment must be scheduled within ten days.
What is the appointment wait time?	The veteran or service member should wait no longer than 30 minutes from the scheduled appointment time. Less than 15 minutes is recommended.
How is are the C&P examination appointments scheduled?	Examination appointments should be scheduled as outlined below. <i>Also, please refer to the Exhibit B fee schedule.</i>

	<ul style="list-style-type: none"> • Initial PTSD examinations=60 minutes • PTSD Review=60 minutes • Mental Disorders=60 minutes • Initial Traumatic Brain Injury (MDs only)=only) = 60 minutes
What documentation needs to be submitted after the C&P examination has been completed?	<p>After the C&P examination has been completed, you will complete the applicable Disability Benefits Questionnaires (DBQs) electronically through QTC's system known as Provider Portal to access forms in the Medical Evaluation Protocol (MEP). Your computer may need to meet certain requirements for you to complete the DBQs online. Those requirements are as follows:</p> <ul style="list-style-type: none"> • Microsoft Windows 7 • Intel Core Duo (2) or similar micro processor • 2GB of Memory (RAM) Minimum/4GB Recommended • Internet Explorer 8.0 and 9.0, Firefox 13.0 or above, Safari 5.1.7 or above, Chrome 20.0 or above • Valid Email Address • DSL (with minimum speed download speed 4.00 Mbps and upload speed 0.70 Mbps) or any broadband internet connection such as T1 or cable modem.
How do I access the DBQs?	As part of your telephonic QTC orientation, you will receive a log-in and password to QTC's system Provider Portal to access the DBQs.
How long are the DBQs?	<p>There are several types of DBQs: 1) Mental Disorders; 2) Review PTSD; and 3) Traumatic Brain Injury.</p> <p>Each DBQ varies in length from 2-6 pages respectively with checkbox options.</p>
Can the DBQs be completed during the examination?	Yes, the DBQs can be completed online during the examination with the veteran.
When do the DBQs need to be submitted to QTC once examination is completed?	The DBQs need to be submitted to QTC within two calendar days of completion of the examination.

What is the process if there are issues with the DBQ?	If for some reason there is a problem with the DBQ, QTC will contact you and require you to correct the deficiency within 24 hours after the request is communicated.
Will I be required to review medical files?	You will be required to review medical records known as an e-folder claims file (C-File) if available. You will have access to the C-File through QTC's Provider Portal to be reviewed electronically.
How many referrals should I expect to get?	While a significant number of veterans are applying for disability benefits, we are unable to predict the volume of referrals.
Are "no show" or late cancellations reimbursed?	Yes, if a veteran cancels his/her appointment with less than 24 hours' notice or "no shows," Magellan will reimburse you. Contact us for the No Show rate. You must notify QTC within 24 hours of cancellation or "no show" by submitting a Service 201 bill which will be provided by QTC. If the veteran calls your office to reschedule an appointment, please refer to them to QTC.
What is the process for claims submission?	Once the disability examination is completed and the DBQs and required forms have been submitted and accepted, there is nothing more you need to do. QTC will notify Magellan that the examination has been completed, and we will send you payment for the services rendered.
What is the turnaround time for payment?	The turnaround time for payment is 30-60 days from the time Magellan is notified of the completed examination by QTC.
Are there other materials I need to complete in order to provide C&P exams for QTC?	Yes, you must go through the QTC credentialing process which includes completion of the QTC Provider Application (1 page), Desk Audit Questionnaire (1 page), Service Facility Form (1 page), read and sign the Privacy and HIPPA Annual Refresher Training and VA Privacy and Information Security Awareness and VA Rules of Behavior, and provide photos of your office. In addition, you will need to provide a current copy of your malpractice face sheet, CV, license, and government issued photo ID

	<p>You will receive additional information on how to complete the QTC credentialing process after you complete the on-line questionnaire.</p>
<p>Does my office need to meet certain requirements?</p>	<p>Yes, your office should be in compliance with the Americans with Disabilities Act (ADA) and Occupational Safety and Health Administration (OSHA) guidelines and wheelchair accessible. And, if free parking is not available for the veteran or service member, you must be willing to validate for parking as the veteran or service member is not expected to pay for parking. Offices must be private and not in public spaces such as a library.</p>
<p>Are there any VA restrictions that would prevent me from participating in the Magellan VA Disability network?</p>	<p>If you are currently a government or federal employee, you may be ineligible to participate in the Magellan VA Disability network.</p>