

Care Coordination (CC) Standardized Episodes of Care (SEOC)

Software Version 1.8

User Guide



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Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

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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.

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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) Standard Episodes of Care (SEOC) v1.8.0 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 following:

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

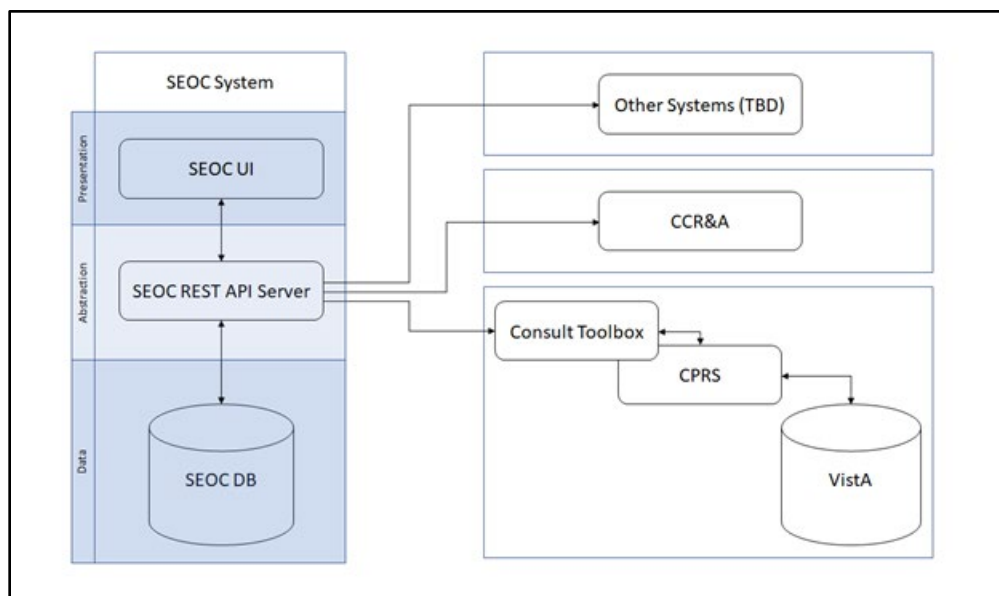
level of uniformity in patient care, easier access to appropriate services, based on initial diagnoses, and the ability to better control care costs. SEOC allows clinicians to enhance the coordination of care for the Veteran.

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.

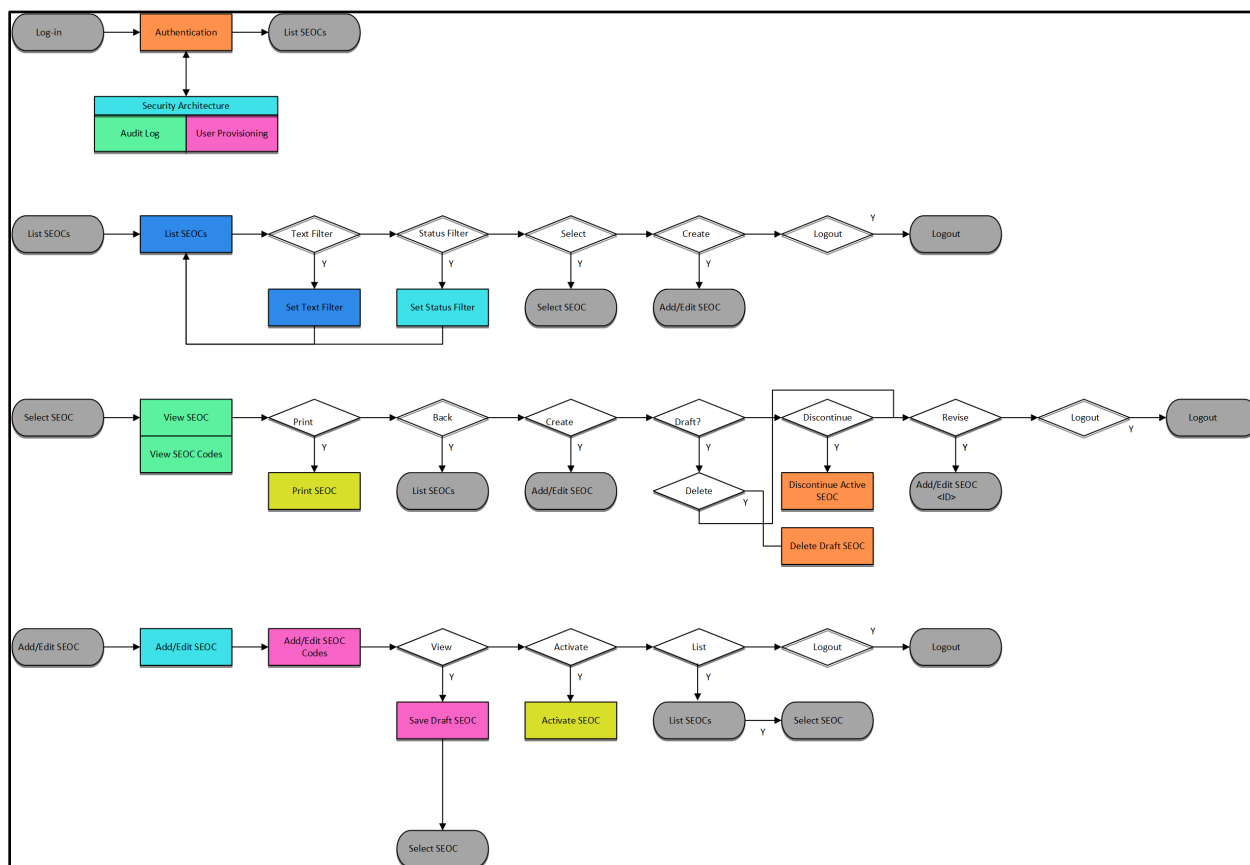
The second tier is the Abstraction Tier. This tier acts as the data broker for the SEOC system. It is a REST Application Programming Interface (API), built as a microservice hosted on container infrastructure (Docker Container). The API itself is built on the Spring MVC framework. The API receives web 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.

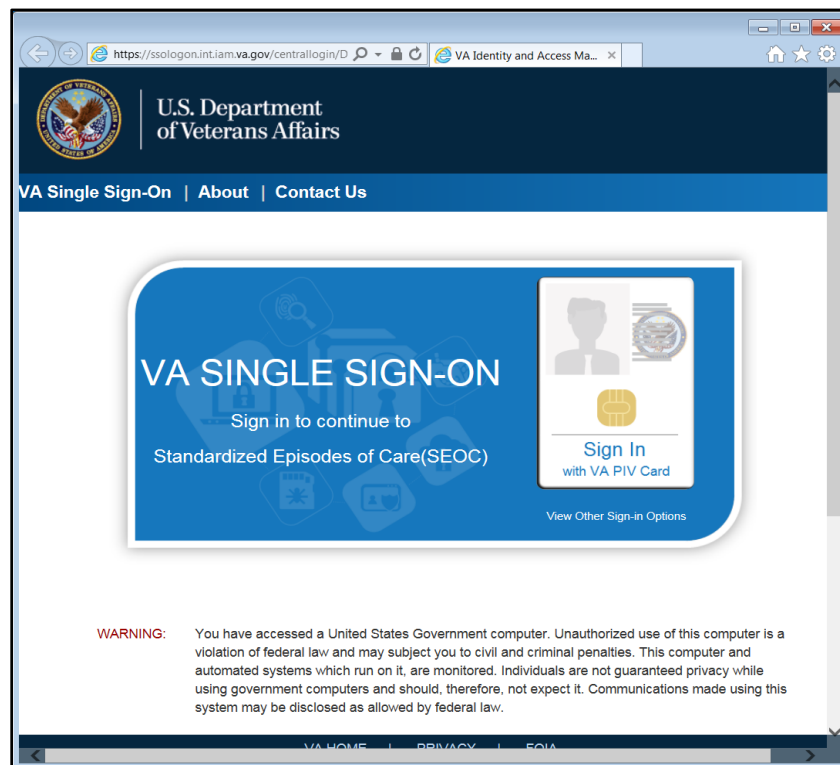
3. Getting Started

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

3.1. Logging On

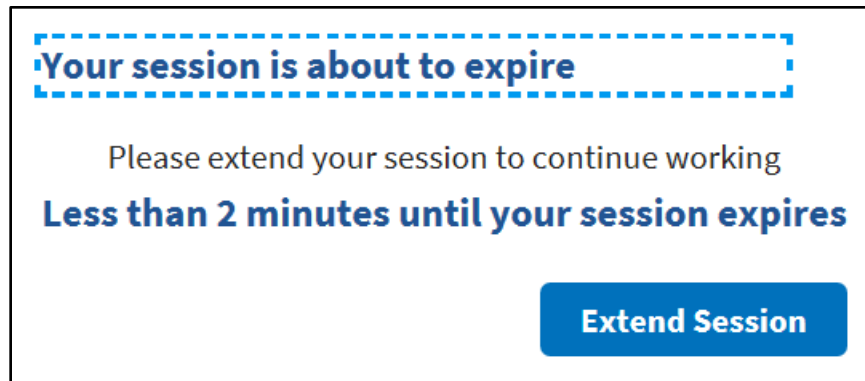
CC SEOC is accessed using the VA Single Sign-On Internal (SSOi) log in using the following URL: <https://seoc.va.gov/>

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

SEOC ADMINISTRATOR
VERSION 1.8.0

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
AUD	Audiology	1.0.1	11-01-2017	12-07-2018	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.2	01-02-2019		ACTIVE
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.1	12-07-2018	01-02-2019	DISCONTINUED
AUD	Audiology Cochlear Implant Surgery and Follow Up PRCT	1.2.2	01-02-2019		ACTIVE
AUD	Audiology Cochlear Implant Surgery and Follow Up PRCT	1.2.1	12-07-2018	01-02-2019	DISCONTINUED

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

Standardized Episodes of Care table fields:

- **Service Line** – The VA department that is responsible for the type of work authorized by the SEOC.
- **SEOC Name** – The name of the SEOC.
- **Version** – The version number of the SEOC. The version number is formatted A.B.C where the first digit represents the CC Program in effect when the SEOC is first

published, 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 was activated.
- **End Date** –The date the SEOC was discontinued.
- **Status** –The status of the SEOC: **Active**, **Date Hold**, **Discontinued**, or **In-Progress**.

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 CC SEOC 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. The window has a header with the VA Community Care logo, a 'Logout' link, and the user 'vacc (Admin)'. Below the header, there are filters for 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)'. A table lists five users: Test User, Test User22, TesterUser101, TestM, and TestUser1. The table has columns for User Name, Role, VA Network ID, and Domain. Below the table are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

User Name	Role	VA Network ID	Domain
Test User	VIEWER	VAKEY	KEY22
Test User22	VIEWER	NETWORKID ID	DOMAIN
TesterUser101	AUTHOR	NET	DOMAIN
TestM	VIEWER	VAMAIN	VA
TestUser1	VIEWER	VANETORK	VHA

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 CC SEOC 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 a web browser window with the 'User Management' page. The page header includes the VA Community Care logo, a 'Logout' link, and the user 'vaco: (Admin)'. The page title is 'User Management'. There are two filter boxes: 'Filter by Role' set to 'ALL' and 'Filter by Name (contains)' set to 'test'. Below the filters is a table with four columns: 'User Name', 'Role', 'VA Network ID', and 'Domain'. The table contains five rows of user data. Below the table are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

User Name	Role	VA Network ID	Domain
Test User	VIEWER	VAKEY	KEY22
Test User22	VIEWER	NETWORKID ID	DOMAIN
TesterUser101	AUTHOR	NET	DOMAIN
TestM	VIEWER	VAMAIN	VA
TestUser1	VIEWER	VANETORK	VHA

4.1.2. Delete a Selected User

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

1. From the CC SEOC 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

The screenshot shows a confirmation dialog box with a dashed border. At the top, it says 'User will be permanently deleted' in blue text, followed by a close button (X). At the bottom, there are two buttons: 'Cancel' and 'Confirm Deletion'.

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 CC SEOC 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

The screenshot shows the 'User Management' window in the VA Community Care SEOC Administrator. The window title is 'User Management'. The top left shows the 'VA COMMUNITY CARE' logo and 'SEOC ADMINISTRATOR VERSION 1.8.0'. The top right has a 'Logout' link and the user 'vaco (Admin)'. Below the logo, the title 'User Management' is displayed. There are two filters: 'Filter by Role' with a dropdown set to 'ALL', and 'Filter by Name (contains)' with a text input 'test' and a search icon. A message '*All fields are required' is shown above a table. The table has four columns: 'User Name (41 characters remaining)', 'Role', 'VA Network ID (20 characters remaining)', and 'Domain (20 characters remaining)'. The table contains three rows of user data. At the bottom right are 'CANCEL' and 'SAVE' buttons.

User Name (41 characters remaining)	Role	VA Network ID (20 characters remaining)	Domain (20 characters remaining)
Test User	VIEWER	VAKEY	KEY22
ammsmoketest24	AUTHOR	AMST24	VA
Lillytest	VIEWER	LILLYTEST	VHAMASTER

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 CC SEOC home page, click **Manage Users**. The **User Management** window displays.
2. Click **Add New User**.

Figure 10: Add New User Fields

The screenshot shows a web browser window with the 'User Management' tab active. The page header includes the 'VA COMMUNITY CARE' logo, a 'Logout' link, and the user 'vaco (Admin)'. The main heading is 'User Management'. Below this, there are filter options: 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)' (set to 'test'). A message box states '*All fields are required'. The form itself has four columns: 'User Name (50 characters remaining)', 'Role' (a dropdown menu currently showing 'VIEWER'), 'VA Network ID (25 characters remaining)', and 'Domain (25 characters remaining)'. At the bottom right of the form 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. 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 CC SEOC home page, click **Manage Billing Codes**. The **Billing Code Management** window displays.

Figure 11: Billing Code Management

The screenshot shows the 'Manage Billing Codes' window. At the top, there's a navigation bar with the VA Community Care logo, a 'Maintenance Mode set by vaco' warning, and a 'Logout' link. Below this, the title 'Billing Code Management' is highlighted with a dashed blue box. The interface shows 'Displaying 50 of 9854' codes. A table lists billing codes with columns for 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The first three rows are visible: 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), and 00102 (CPT, Anesthesia for procedures involving plastic repair of cleft lip, No). At the bottom, there are three buttons: 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT 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

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

4.2.1. Deleting Billing Codes

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

1. From the CC SEOC 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 12: Confirm Delete Billing Code Message

The screenshot shows a 'Confirm Delete Billing Code 0007U' dialog box. It asks 'Are you sure you want to delete this billing code? The changes will affect the following SEOCs.' Below this, there are two sections: 'Active' and 'In-Progress / Date Hold'. The 'Active' section states: '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.' The 'In-Progress / Date Hold' section states: 'Updates will be added to any other in-progress changes. Date Hold SEOCs will be reverted back to In-Progress with the updates applied.' Below these sections are two tables. The first table, under 'Active', has columns 'SEOC Name' and 'Version', with one row: 'Outpatient Psychiatry - 6 month PRCT' and '1.10.2'. The second table, under 'In-Progress / Date Hold', has columns 'SEOC Name' and 'Version', with one row: 'mw51019' and 'NEW'. At the bottom right, there are two buttons: 'Cancel' and 'Confirm'.

SEOC Name	Version
Outpatient Psychiatry - 6 month PRCT	1.10.2

SEOC Name	Version
mw51019	NEW

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.

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

4.2.2. Editing Billing Codes

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

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

Figure 13: Edit Billing Code

Manage Billing Codes

VA COMMUNITY CARE

Maintenance Mode set by vacc...

Logout (MAINT)

Search by Billing Code

Search by billing code

SEOC ADMINISTRATOR
VERSION 1.8.0

Billing Code Management

*All fields are required

Displaying 2950 of 9854

Billing Code (20 characters remaining)	Type	Description (1726 characters remaining)	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	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No

CANCEL CONTINUE

- Update the **Billing Code** field as needed. The maximum number of characters for this field is 25.
- From the **Type** field, select the correct option: **CPT, DRG, HCPCS, HIPPS**.
- Update the **Description** field as needed. The maximum number of characters for this field is 2,000.
- From the **PreCert Required** field, select the correct option: **NO** or **YES**.
- Click **Continue**.

Figure 14: Edit Billing Code Confirmation Message

Confirm Update to Billing Code 0007U

Are you sure you want to save the edit to 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.

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
Outpatient Psychiatry - 6 month PRCT	1.10.2

SEOC Name	Version
mw51019	NEW

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.*

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

4.3. View SEOCs

4.3.1. View a Selected SEOC

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

1. From the CC SEOC home page, select the SEOC you would like to view.
2. Click **View Selected SEOC**. The **Standardized Episode of Care – Provider Information** page displays.

Figure 15: Standardized Episode of Care – Provider Information

The screenshot shows a web browser window with the VA Community Care logo. The page title is 'SEOC ADMINISTRATOR VERSION 1.8.0'. The main heading is 'Audiology Cochlear Implant Annual Follow Up 1.3.2'. The status is 'Active'. The user is logged in as 'vacc (Admin)'. The page displays the following information:

- Effective Date:** 01-02-2019
- 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 for the referred condition.
- Duration:** 120 days
- Procedural Overview:** 1. Follow-up for cochlear implant programming

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

4.3.2. Search for a SEOC by Name

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

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

Figure 16: SEOC Filter Field

The screenshot shows the 'SEOC Admin UI - SEOC List' page. The page title is 'SEOC ADMINISTRATOR VERSION 1.8.0'. The main heading is 'Standardized Episodes of Care'. The user is logged in as 'vacc (Admin)'. The page displays the following information:

- Filter by Status:** ALL
- Filter by Name (contains):** Filter by Name

At the bottom, there are five buttons: MANAGE USERS, EXPORT SEOC DATA, MANAGE BILLING CODES, VIEW SELECTED SEOC, and DRAFT NEW SEOC.

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

Figure 17: Search SEOC Results

The screenshot shows the 'Standardized Episodes of Care' page in the SEOC Administrator. The 'Filter by Status' dropdown is set to 'ALL', and the 'Filter by Name (contains)' search box contains 'maternity'. The table below displays the results:

Service Line	SEOC Name	Version	Effective Date	End Date	Status
MSC	Maternity	1.0.2	09-21-2018	01-03-2019	DISCONTINUED
MSC	Maternity	1.0.1	05-15-2017	09-21-2018	DISCONTINUED
WHC	Maternity	1.0.3	01-03-2019		ACTIVE

At the bottom of the page, there are five buttons: 'MANAGE USERS', 'EXPORT SEOC DATA', 'MANAGE BILLING CODES', 'VIEW SELECTED SEOC', and 'DRAFT NEW SEOC'.

4.3.3. Filter SEOCs by Status

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

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

Figure 18: Filter by Status Menu Options

The screenshot shows the 'Standardized Episodes of Care' page with the 'Filter by Status' dropdown menu open. The menu options are: 'ALL', 'ACTIVE', 'DATE HOLD', 'DISCONTINUED', and 'IN-PROGRESS'. The 'ALL' option is currently selected. The table below displays the results:

Service Line	SEOC Name	Version	Effective Date	End Date	Status
MSC	Maternity	1.0.2	09-21-2018	01-03-2019	DISCONTINUED
MSC	Maternity	1.0.1	05-15-2017	09-21-2018	DISCONTINUED
WHC	Maternity	1.0.3	01-03-2019		ACTIVE

At the bottom of the page, there are five buttons: 'MANAGE USERS', 'EXPORT SEOC DATA', 'MANAGE BILLING CODES', 'VIEW SELECTED SEOC', and 'DRAFT NEW SEOC'.

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.

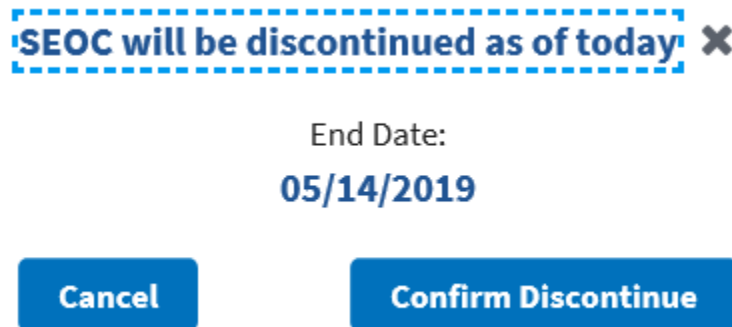
4.3.4. Discontinue a SEOC

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

1. From the CC SEOC home page, select the SEOC you would like to discontinue.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.

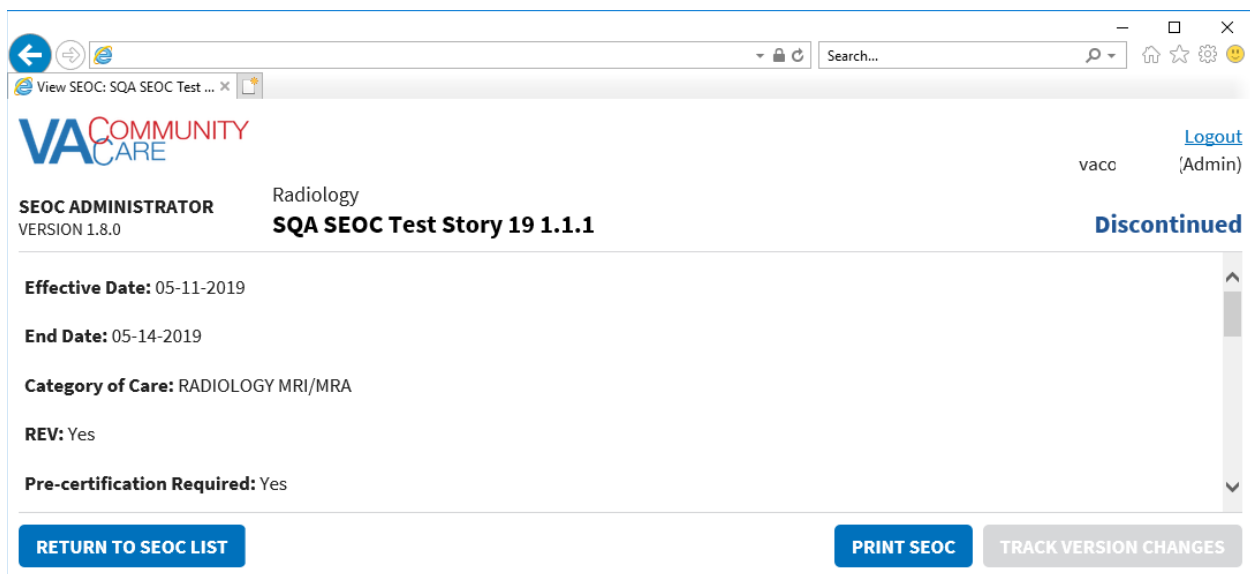
3. Click **Discontinue SEOC**. The discontinue SEOC confirmation dialog box displays.

Figure 19: Discontinue SEOC Confirmation



4. Click **Confirm Discontinue**. The **Standardized Episode of Care – Provider Information** page displays with the updated status of the SEOC.

Figure 20: Discontinued Status

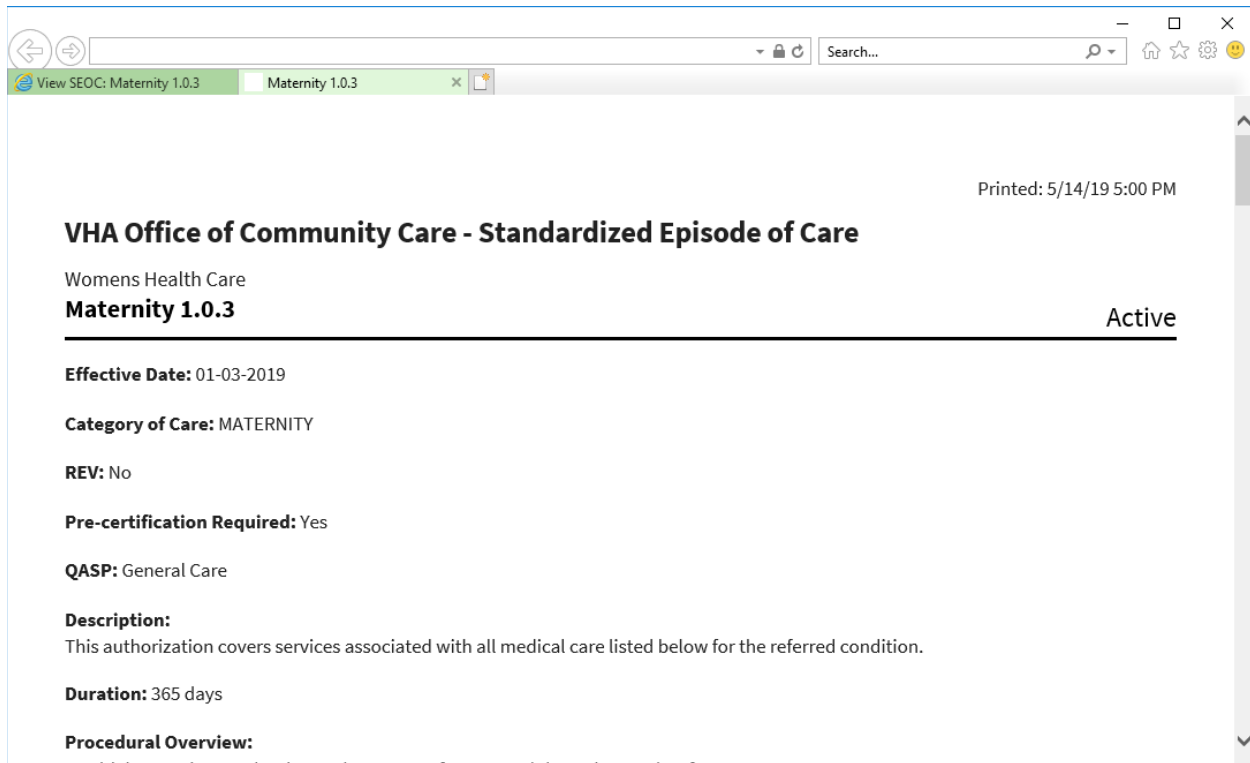


4.3.5. Print a SEOC

To print a SEOC, follow the steps listed below:

1. From the CC SEOC home page, select the SEOC you would like to print.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Print SEOC**. The printed SEOC will display in another window. Print or save using local browser capabilities.

Figure 21: Printed SEOC Window



4.3.6. Track Version Changes

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

1. From the CC SEOC home page, select the SEOC you would like to track the version changes.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Track Version Changes**. The tracked changes display.

Figure 22: Tracked Version Changes

The screenshot shows the VA Community Care SEOC Administrator interface. At the top, the VA Community Care logo is on the left, and a 'Logout (Admin)' link is on the right. Below the logo, the text 'SEOC ADMINISTRATOR VERSION 1.8.0' is displayed. A dashed blue box highlights the 'Medical Specialty Care' and 'Womens Health Care' categories, with 'Maternity' selected. The version '1.0.2' is highlighted in red, and '1.0.3' is highlighted in green. To the right of this box, the status 'Discontinued' is in red and 'Active' is in green. Below this, the 'Effective Date' is shown as '09-21-2018' (red) and '01-03-2019' (green). The 'End Date' is '01-03-2019' (red). The 'Category of Care' is 'MATERNITY'. The 'REV' is 'No'. The 'Pre-certification Required' is 'Yes'. The 'QASP' is 'General Care'. The 'Description' states: 'This authorization covers services associated with all medical care listed below for the referred condition.' The 'Duration' is '365 days'. At the bottom, there are four buttons: 'RETURN TO SEOC LIST', 'VIEW SEOC', 'PRINT SEOC', and 'PREVIOUS VERSION'. A 'NEXT VERSION' button is also present but disabled.

4.4. Draft a New SEOC

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

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

Figure 23: Draft SEOC: Name

The screenshot shows the VA Community Care SEOC Administrator interface for the 'Draft SEOC: Name' form. At the top, the VA Community Care logo is on the left, and a 'Logout (Admin)' link is on the right. Below the logo, the text 'SEOC ADMINISTRATOR VERSION 1.8.0' is displayed. The status 'In-Progress (NEW)' is shown in blue. The form has two main sections: 'SEOC Name (required, 150 characters remaining)' and 'Service Line (required)'. The 'SEOC Name' section has a text input field. The 'Service Line' section has a dropdown menu with the text 'Select a Service Line'. At the bottom, there are two buttons: 'RETURN TO SEOC LIST' and 'ADD/EDIT SEOC DETAILS'. A URL 'https://sqaseoc.va.gov/' is visible at the bottom left.

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 24: Draft SEOC Details

The screenshot shows a web browser window titled "Create SEOC: Add Details - I...". The VA Community Care logo is in the top left. The user is logged in as "vaco (Admin)" with a "Logout" link. The page title is "SEOC ADMINISTRATOR VERSION 1.8.0". The "Service Line" dropdown is set to "Infertility Care" and is highlighted with a blue dashed box. The status is "In-Progress (NEW)".

The form contains the following fields:

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

At the bottom, there are three buttons: "RETURN TO SEOC LIST" (with a URL "https://sqa.seoc.va.gov/"), "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 25: Add/Remove HPTCs

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.8.0

Infertility Care
IVF

vaco (Admin) Logout

In-Progress (NEW)

SEOC Provider Taxonomy Codes

HPTC	Grouping	Classification	Specialization

Remove highlighted HPTC from SEOC Add new HPTCs to SEOC

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

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

Figure 26: Provider Taxonomy Code List

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.8.0

Infertility Care
IVF

vacc (Admin) Logout

In-Progress (NEW)

Add Provider Taxonomy Codes to SEOC

Filter HPTC table by text (contains)

Displaying 1 of 855

HPTC	Grouping	Classification	Specialization
163WR1000X	Nursing Service Providers	Registered Nurse	Reproductive Endocrinology/Infertility

Add highlighted HPTC to SEOC Done

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

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.*

16. Click **Add highlighted HPTC to SEOC**. A confirmation message displays telling you the HPTC was added.
17. Click **Done**. The selected HPTC displays.

Figure 27: Selected HPTC

The screenshot shows the 'Create SEOC: Add Provider ...' window in the VA Community Care system. The interface includes a header with the VA logo, 'SEOC ADMINISTRATOR VERSION 1.8.0', 'Infertility Care IVF', and a user profile 'vaco (Admin)' with a 'Logout' link. A status indicator 'In-Progress (NEW)' is also present. The main section is titled 'SEOC Provider Taxonomy Codes' and contains a table with the following data:

HPTC	Grouping	Classification	Specialization
163WR1000X	Nursing Service Providers	Registered Nurse	Reproductive Endocrinology/Infertility

Below the table are two buttons: 'Remove highlighted HPTC from SEOC' and 'Add new HPTCs to SEOC'. At the bottom of the window are three buttons: 'RETURN TO SEOC LIST', 'ADD/EDIT SEOC DETAILS', and 'ADD/EDIT PAYABLE SERVICES'.

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

Figure 28: Draft SEOC: Payable Services

VA COMMUNITY CARE

SEOC ADMINISTRATOR VERSION 1.8.0

Infertility Care IVF

vacc (Admin) Logout

In-Progress (NEW)

Payable Services

Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)

Add New Service to SEOC Edit Selected Service Remove Selected Service from SEOC

RETURN TO SEOC LIST ADD/REMOVE HPTCs VIEW SEOC

<https://sqa.seoc.va.gov/>

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

Figure 29: Draft SEOC: Add Payable Service

VA COMMUNITY CARE

SEOC ADMINISTRATOR VERSION 1.8.0

Infertility Care IVF

vaco (Admin) Logout

In-Progress (NEW)

Add Payable Service

Description (required, 2000 characters remaining)

Allowable Visits / Units (required)

Clinical Service (required)

Frequency (visits/interval) (optional)

Billing Codes

Remove Selected Clinical Service Add Clinical Service

RETURN TO SEOC LIST ADD/REMOVE HPTCs VIEW SEOC

<https://sqa.seoc.va.gov/>

20. In the **Description** field, enter a description for the payable service (required field).
21. In the **Allowable Visits** field, enter the number of allowed visits.
22. From the **Clinical Service** section, click **Add Clinical Service** (required field).

Figure 30: Manage Clinical Services for Payable Service

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

Add Clinical Service to Payable Service **Done**

23. From the list of clinical services, select the service.
24. Click **Add Clinical Service to Payable Service**. A confirmation message displays telling you the clinical service was added.
25. Click **Done**. The clinical service displays in the **Clinical Service** field.

Figure 31: Clinical Service Field

The screenshot displays the 'VA COMMUNITY CARE' SEOC Administrator interface. The page title is 'Infertility Care IVF'. The user is logged in as 'vacc (Admin)'. The main section is titled 'Add Payable Service'. It contains a 'Description' field with the text 'This is for testing purposes only.' and an 'Allowable Visits / Units' field. Below the description is a 'Clinical Service' dropdown menu with '01-General practice' selected. To the right of the dropdown is a 'Frequency (visits/interval)' field with a dropdown set to '/Week'. At the bottom of the form are buttons for 'Remove Selected Clinical Service' and 'Add Clinical Service'. The footer contains buttons for 'RETURN TO SEOC LIST', 'ADD/REMOVE HPTCs', and 'VIEW SEOC'.

26. In the **Frequency (visits/period)** field, enter the number of visits and select if it is per week, month, or year (required field).
27. Click **Add New Billing Code to Service**. The **Draft SEOC: Add Billing Code** dialog box displays.

Figure 32: Draft SEOC: Add Billing Code

Manage Billing Codes for Payable Service

Displaying 50 of 9854

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
00103	CPT	Anesthesia for reconstructive procedures of eyelid (eg, blepharoplasty, ptosis surgery)	No
00104	CPT	Anesthesia for electroconvulsive therapy	No

28. Select the billing code option for the Payable Service. If **No Code Required** is selected, the **PreCert Required** field defaults to **Yes**. If the billing code is not listed, proceed to the substeps below.

- a. If the billing code is not listed, select **Define New Code**. The **Define New Code** dialog box displays.

Figure 33: Define New Code

Manage Billing Codes for Payable Service

*All fields are required

Billing Code (25 characters remaining)	Type	Description (2000 characters remaining)	PreCert Required
<input type="text"/>	CPT <input type="button" value="v"/>	<input type="text"/>	No <input type="button" value="v"/>

- b. In the **Billing Code** field, enter the new code. The maximum number of characters for this field is 25.
- c. From the **Type** field, select the correct option: **CPT**, **DRG**, **HCPCS**, **HIPPS**.
- d. In the **Description** field, enter a description for the new code. The maximum number of characters for this field is 2,000.
- e. From the **PreCert Required** field, select the option: **NO** or **YES**.

29. Click the **Add Code to Payable Service**. If you attempt to duplicate a billing code for the payable service, you will receive an error message.

Figure 34: Duplicate Billing Code Message

The screenshot shows a window titled "Manage Billing Codes for Payable Service". At the top, there is a search bar labeled "Search by billing code" with a magnifying glass icon. Below the search bar, a red banner contains an error message. The message starts with an exclamation mark icon and the text "Correct the following before proceeding:". Below this, a bullet point states: "The billing code 00000001a is already associated with this Payable Service".

30. Click **Done**. The **Payable Services** displays.

Figure 35: Billing Code

The screenshot shows the "Billing Code" window within the VA Community Care SEOC Administrator. The window has a header with the VA logo, "SEOC ADMINISTRATOR VERSION 1.8.0", "Infertility Care IVF", and a "Logout (Admin)" link. The main content area is titled "Billing Codes" and contains a table with the following data:

Billing Code	Type	Description	PreCert Required
00940	CPT	Anesthesia for vaginal procedures (including biopsy of labia, vagina, cervix or endometrium); not otherwise specified	No

Below the table, there are four buttons: "No Code Required", "Accept Any Code", "Remove Selected Code from Service", and "Add New Billing Code to Service". At the bottom right of the table area, there are "Done" and "Cancel" buttons. Below the table area, there is a section titled "Payable Services" with a table that is partially visible. At the bottom of the window, there are three buttons: "RETURN TO SEOC LIST", "ADD/REMOVE HPTCs", and "VIEW SEOC".

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

Figure 36: Payable Services

The screenshot shows the VA Community Care SEOC Administrator interface. The top navigation bar includes the VA Community Care logo, the user name 'vaco' (Admin), and a 'Logout' link. The main header displays 'SEOC ADMINISTRATOR VERSION 1.8.0' and 'Infertility Care IVF'. The 'In-Progress (NEW)' status is also visible. The 'Payable Services' section contains a table with the following data:

Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
01-General practice	60	3/week	This is for testing purposes only.	00940

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 three buttons: 'RETURN TO SEOC LIST', 'ADD/REMOVE HPTCs', and 'VIEW SEOC'.

32. Click **View SEOC**. The **Draft SEOC View** displays.

Figure 37: Draft SEOC View

The screenshot shows the VA Community Care SEOC Administrator interface displaying the 'Draft SEOC View'. The top navigation bar and header information are identical to Figure 36. The 'Draft SEOC View' section includes the following details:

- Effective Date:**
- Category of Care:** IN-VITRO FERTILIZATION (IVF)/ ASSISTED REPRODUCTIVE TECH (ART)
- REV:** No
- Pre-certification Required:** No
- QASP:**
- Description:** This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.
- Duration:** 365 days
- Procedural Overview:**
- 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.

At the bottom of the interface are four buttons: 'RETURN TO SEOC LIST', 'ACTIVATE SEOC', 'EDIT SEOC', 'DELETE SEOC', and 'PRINT SEOC'.

4.4.1. 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:

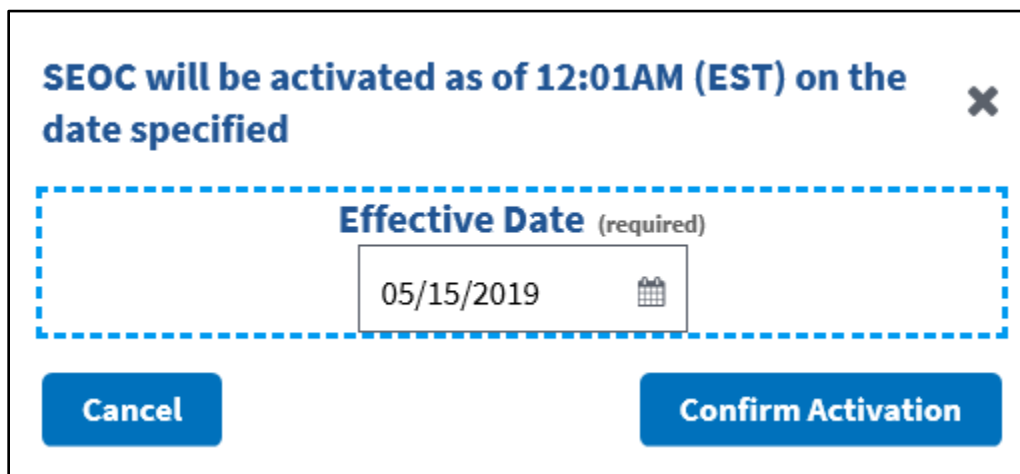
1. From the CC SEOC home page, select the SEOC you would like to edit.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **EDIT SEOC**. The **In-Progress SEOC Name** window displays.
4. Edit the fields that need to be updated.
5. Click **View SEOC** to confirm the edits.

4.4.2. Activate an In-Progress SEOC

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

1. From the CC SEOC home page, select the SEOC you would like to activate.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Activate SEOC**. The **SEOC Activation Effective Date** dialog box displays.

Figure 38: SEOC Activation Effective Date



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

Effective Date (required)

05/15/2019

Cancel Confirm Activation

4. In the **Effective Date** field, enter the date to activate the SEOC.
5. Click **Confirm Activation**. The status will update and display as **Date Hold**.

Figure 39: Activation Status

The screenshot shows a web browser window with the VA Community Care logo. The page title is "SEOC ADMINISTRATOR VERSION 1.8.0". The user is logged in as "vaco (Admin)". The page displays the "Newborn Care Outpatient Individual Psychotherapy - 6 month PRCT 1.1.4" SEOC. The "Effective Date" is 06-21-2019, "Category of Care" is NEWBORN CARE, "REV" is No, "Pre-certification Required" is Yes, "QASP" is General Care, and "Duration" is 180 days. The "Description" states: "This authorization covers services associated with all medical care listed below for the referred condition." At the bottom, there are four buttons: "RETURN TO SEOC LIST", "REVERT SEOC TO IN-PROGRESS", "PRINT SEOC", and "TRACK VERSION CHANGES".

4.4.3. Delete an In-Progress SEOC

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

1. From the CC SEOC home page, select the draft SEOC you would like to delete.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Delete SEOC**. The **Confirm Deletion** dialog box displays.

Figure 40: Confirm Deletion

The dialog box has a blue dashed border and contains the text "SEOC will be permanently deleted" with a close icon (X) to the right. At the bottom, there are two buttons: "Cancel" and "Confirm Deletion".

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

4.5. Pending Revisions

4.5.1. Create a Pending Revision

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

1. From the CC SEOC home page, select the active SEOC you would like to create a pending revision.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Create Pending Revision**. The **Pending Revision: Name** window displays.

Figure 41: Pending Revision: Name

The screenshot shows a web browser window titled "Edit SEOC: Update Name a...". The page header includes the "VA COMMUNITY CARE" logo, the text "SEOC ADMINISTRATOR VERSION 1.8.0", and a user profile for "vaco (Admin)" with a "Logout" link. A blue dashed box highlights the "Womens Health Care" service line and the "Maternity" SEOC name. Below this, the "SEOC Name (required, 141 characters remaining)" field contains "Maternity", and the "Service Line (required)" dropdown menu is set to "Womens Health Care". The status "In-Progress (REVISION)" is displayed in blue. At the bottom, there are two blue buttons: "RETURN TO SEOC LIST" and "ADD/EDIT SEOC DETAILS".

4. Update the SEOC name and service line as needed.
5. Click **Add/Edit SEOC Details**. The **Pending Revision: Details** window displays.

Figure 42: Pending Revision: Details

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.8.0

Womens Health Care
Maternity

In-Progress (REVISION)

Category Of Care: MATERNITY

Duration (1-365 days): 365

QASP: General Care

REV: No

Description (1892 characters remaining):
This authorization covers services associated with all medical care listed below for the referred condition.

[RETURN TO SEOC LIST](#) [EDIT NAME/SERVICE LINE](#) [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 43: Pending Revision: SEOC Provider Taxonomy Codes

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.8.0

Womens Health Care
Maternity

In-Progress (REVISION)

SEOC Provider Taxonomy Codes

HPTC	Grouping	Classification	Specialization
207V00000X	Allopathic & Osteopathic Physicians	Obstetrics & Gynecology	
2085R0202X	Allopathic & Osteopathic Physicians	Radiology	Diagnostic Radiology
291U00000X	Laboratories	Clinical Medical Laboratory	

[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 taxonomy codes as needed.

- Click **Add/Edit Payable Services**. The **Pending Revision: Payable Services** window displays.

Figure 44: Pending Revision: Payable Services

SEOC ADMINISTRATOR
VERSION 1.8.0

Womens Health Care
Maternity

In-Progress (REVISION)

Payable Services

Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
16- Obstetrics/gynecology	999	N/A	Initial outpatient evaluation and treatment for prenatal through 8 weeks of postpartum care	99201, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, G9778, G9779, S9208, S9209, S9211, S9212, S9213, S9214
16- Obstetrics/gynecology	999	N/A	Prenatal classes	99078, S0197, S9436, S9437, S9438, S9439, S9442, S9443, S9444, S9447

[Add New Service to SEOC](#)
[Edit Selected Service](#)
[Remove Selected Service from SEOC](#)

[RETURN TO SEOC LIST](#)
[ADD/REMOVE HPTCs](#)
[VIEW SEOC](#)

- Update the Payable Services as needed.
- Click **View SEOC**. The Pending Revision status will display in the window.

Figure 45: Pending Revision Status

SEOC ADMINISTRATOR
VERSION 1.8.0

Womens Health Care
Maternity

In-Progress (REVISION)

Effective Date:

Category of Care: MATERNITY

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: 365 days

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

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

Figure 46: Pending Revision Displayed in SEOC List

The screenshot shows the SEOC Admin UI. At the top, there's a navigation bar with the VA Community Care logo, a search bar, and a 'Logout' button for user 'vaco (Admin)'. Below the navigation bar, there's a section for 'SEOC ADMINISTRATOR VERSION 1.8.0' and 'Standardized Episodes of Care'. There are filters for 'Filter by Status' (set to 'IN-PROGRESS') and 'Filter by Name (contains)'. A table lists SEOCs with columns: Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The table contains five rows, with the 'WHC Maternity' row highlighted in blue, indicating it is the selected SEOC. Below the table, there are buttons for 'MANAGE USERS', 'EXPORT SEOC DATA', 'MANAGE BILLING CODES', 'VIEW SELECTED SEOC', and 'DRAFT NEW SEOC'.

Service Line	SEOC Name	Version	Effective Date	End Date	Status
DIA	Home Based Dialysis	REVISION			IN-PROGRESS
INF	IVF	NEW			IN-PROGRESS
MHC	Opioid Treatment Program (OTP) Methadone- 6 months PRCT	REVISION			IN-PROGRESS
WHC	Maternity	REVISION			IN-PROGRESS
WHC	mw51019	NEW			IN-PROGRESS

4.5.2. Activate a Pending Revision

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

1. From the CC SEOC home page, select the pending revision SEOC that you would like to activate.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Activate SEOC**.

Figure 47: Pending Revision Activation Confirmation Message

The screenshot shows a confirmation dialog box. At the top, it says 'SEOC will be activated as of 12:01AM (EST) on the date specified'. Below this, there's a label 'Effective Date (required)' and a date input field containing '05/15/2019'. At the bottom, there are two buttons: 'Cancel' and 'Confirm Activation'.

4. In the **Effective Date** field, enter the date to activate the SEOC.
5. Click **Confirm Activation**. The status will update and display as **Date Hold**.

Figure 48: Date Hold Status

The screenshot shows the 'View SEOC: Maternity 1.0.4' page in a web browser. The page header includes the VA Community Care logo, 'SEOC ADMINISTRATOR VERSION 1.8.0', 'Womens Health Care Maternity 1.0.4', and a 'Logout Admin)' link. The main content area displays the following information:

- Effective Date:** 05-21-2019
- Category of Care:** MATERNITY
- 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:** 365 days

At the bottom of the page, there are four buttons: **RETURN TO SEOC LIST**, **REVERT SEOC TO IN-PROGRESS**, **PRINT SEOC**, and **TRACK VERSION CHANGES**. The status 'Date Hold' is displayed in the top right corner.

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

4.5.3. Revert SEOC to In-Progress

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

1. From the CC SEOC home page, select the SEOC with a Date Hold status that you would like to revert to In-Progress.
2. Click **View Selected SEOC**, the **Standardized Episode of Care – Provider Information** page displays.
3. Click **Revert SEOC to In-Progress**. The **Revert SEOC to In-Progress** dialog box displays.

Figure 49: Revert SEOC to In-Progress

The dialog box has a title bar that reads 'SEOC will be reverted back to In-Progress' with a close button (X) on the right. Below the title bar, there are two buttons: **Cancel** and **Confirm**.

4. Click Confirm.

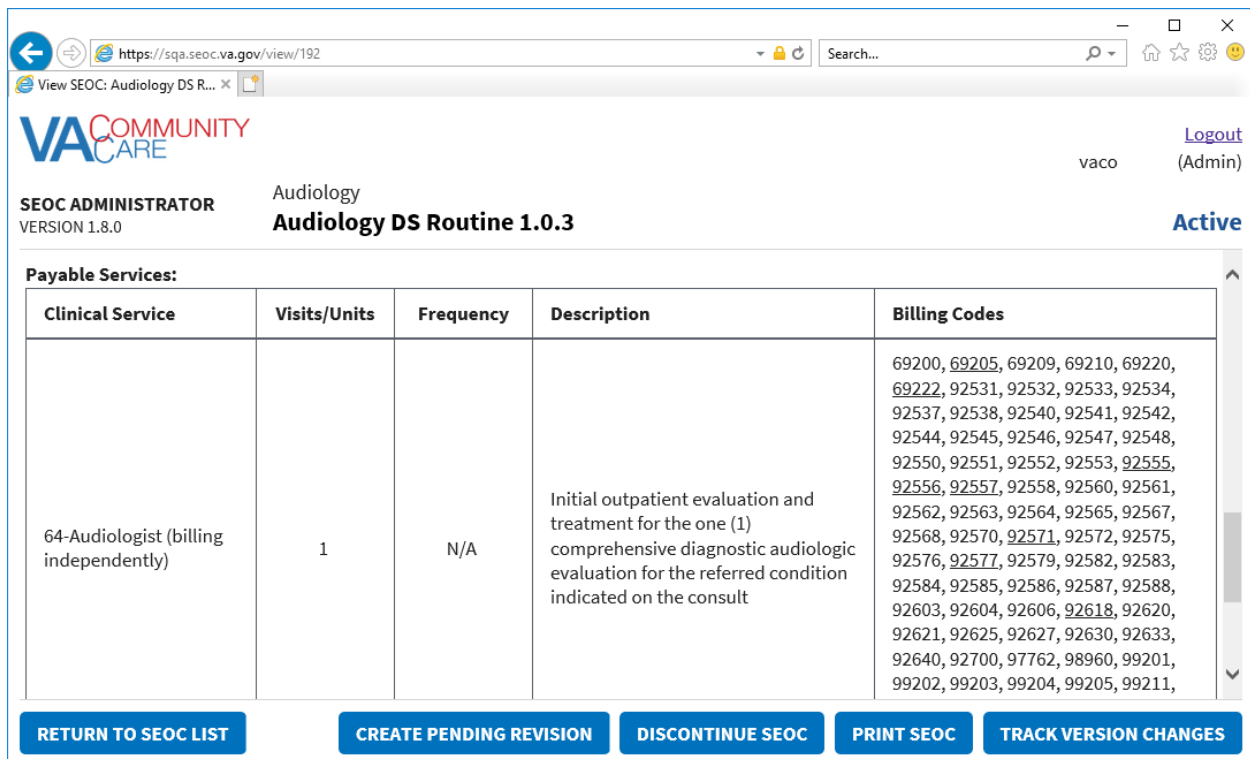
4.6. Payable Service List

4.6.1. View Payable Services

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

1. From the CC SEOC 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. Scroll to the bottom of the page to view the Payable Services list.

Figure 50: Standardized Episode of Care – Payable Services



The screenshot shows a web browser window with the URL <https://sqa.seoc.va.gov/view/192>. The page header includes the VA Community Care logo, the text "SEOC ADMINISTRATOR VERSION 1.8.0", the SEOC name "Audiology DS Routine 1.0.3", and a user profile for "vaco (Admin)" with a "Logout" link and an "Active" status indicator. The main content area is titled "Payable Services:" and contains a table with the following data:

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
64-Audiologist (billing independently)	1	N/A	Initial outpatient evaluation and treatment for the one (1) comprehensive diagnostic audiologic evaluation for the referred condition indicated on the consult	69200, 69205, 69209, 69210, 69220, 69222, 92531, 92532, 92533, 92534, 92537, 92538, 92540, 92541, 92542, 92544, 92545, 92546, 92547, 92548, 92550, 92551, 92552, 92553, 92555, 92556, 92557, 92558, 92560, 92561, 92562, 92563, 92564, 92565, 92567, 92568, 92570, 92571, 92572, 92575, 92576, 92577, 92579, 92582, 92583, 92584, 92585, 92586, 92587, 92588, 92603, 92604, 92606, 92618, 92620, 92621, 92625, 92627, 92630, 92633, 92640, 92700, 97762, 98960, 99201, 99202, 99203, 99204, 99205, 99211,

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".

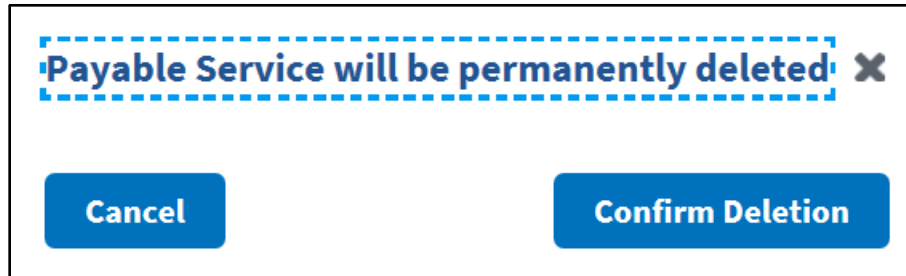
4.6.2. Delete Payable Service

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

1. From the CC SEOC 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 **Standardized Episode of Care – Provider Information** 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 51: Payable Service Confirm Deletion



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

4.7. Exporting SEOC Data

To export the data for a selected SEOC, follow the steps listed below:

1. From the CC SEOC home page, select the SEOC you would like to export the data for.
2. Click **Export SEOC Data** to download the SEOC. The file will be exported to a JSON file.

Figure 52: Export SEOC Download Message



3. Select to save the downloaded file.

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

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

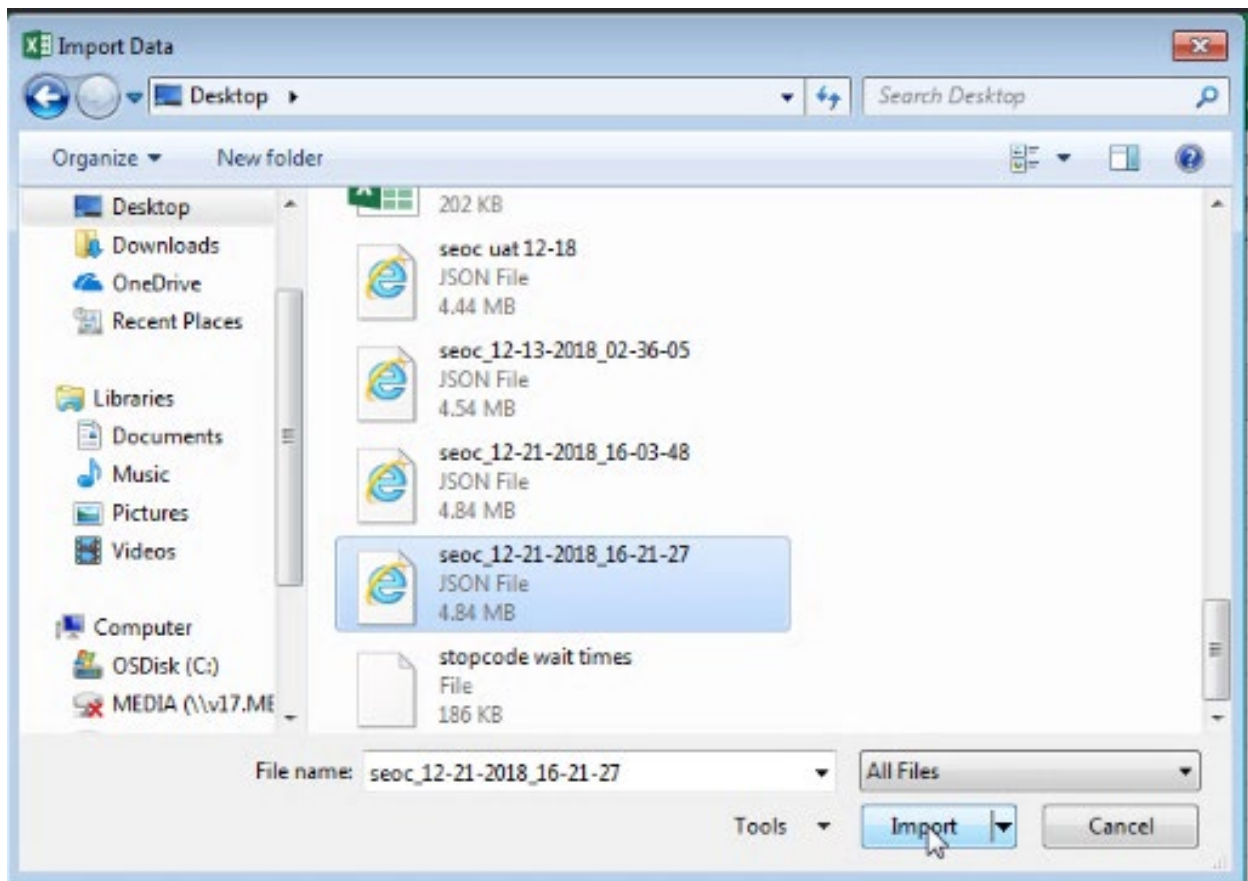
A. JSON Instructions

NOTE: The steps outlined below are for Outlook 2016.

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

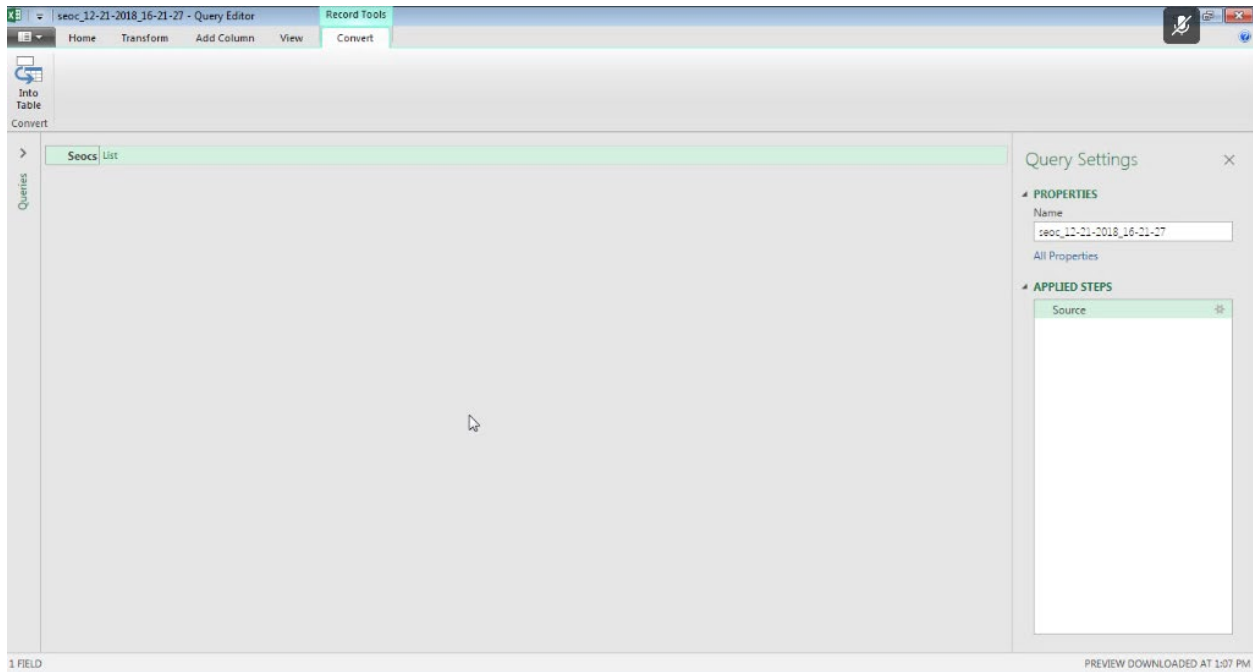
1. Download the SEOC JSON file to your desktop.
2. Open a blank workbook in Excel 2016.
3. Click the **Data** tab, then **Get Data > From File > From JSON**. The **Import Data** window displays.

Figure 53: Import Data Window



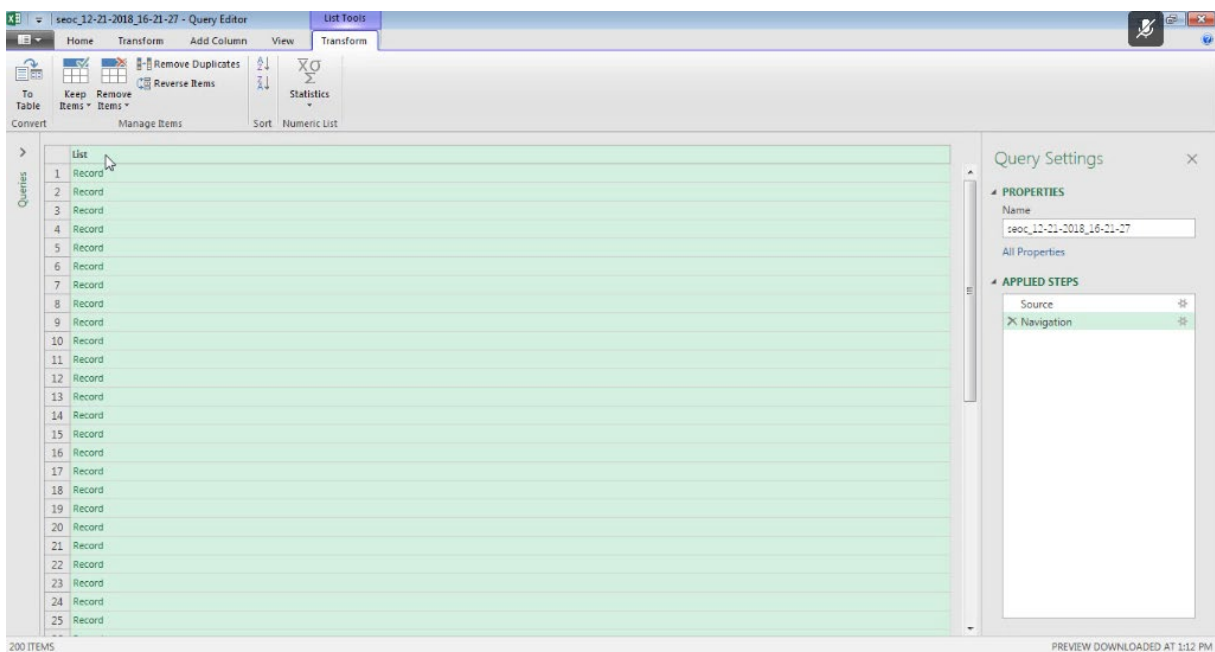
4. Select the JSON file you downloaded and click **Import**. Excel will open the file in the Query Editor.

Figure 54: Query Editor



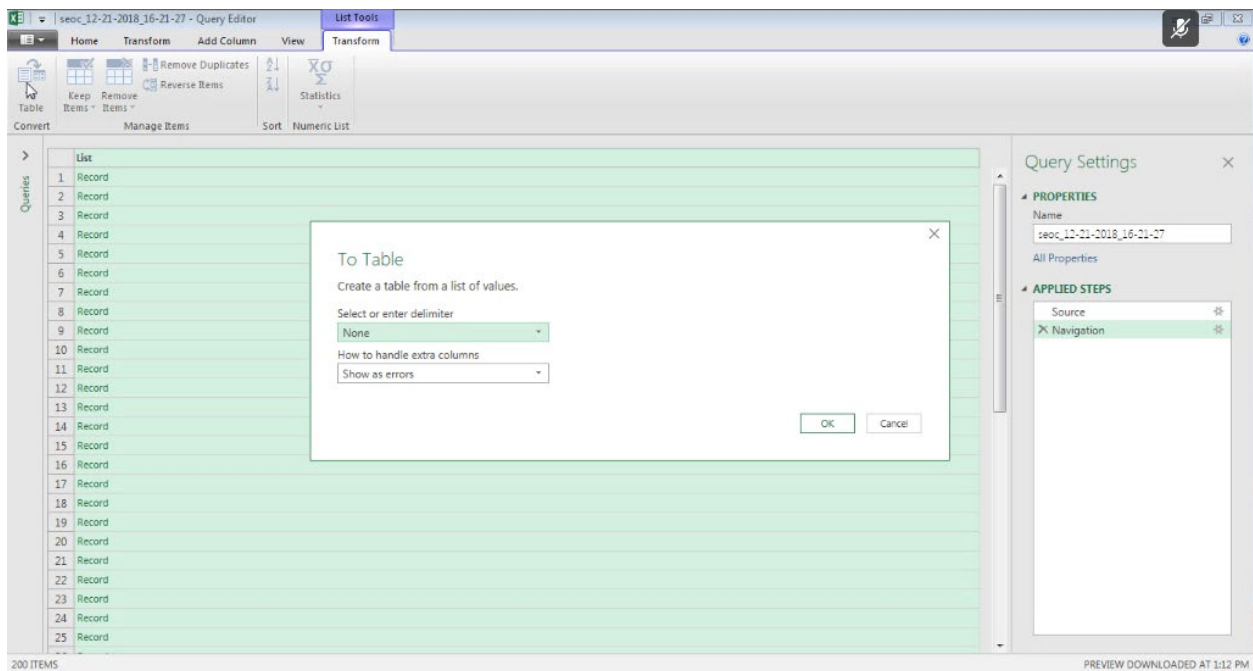
5. Click the **List** header to the right of **Seocs** to display a list of records.

Figure 55: List of Records



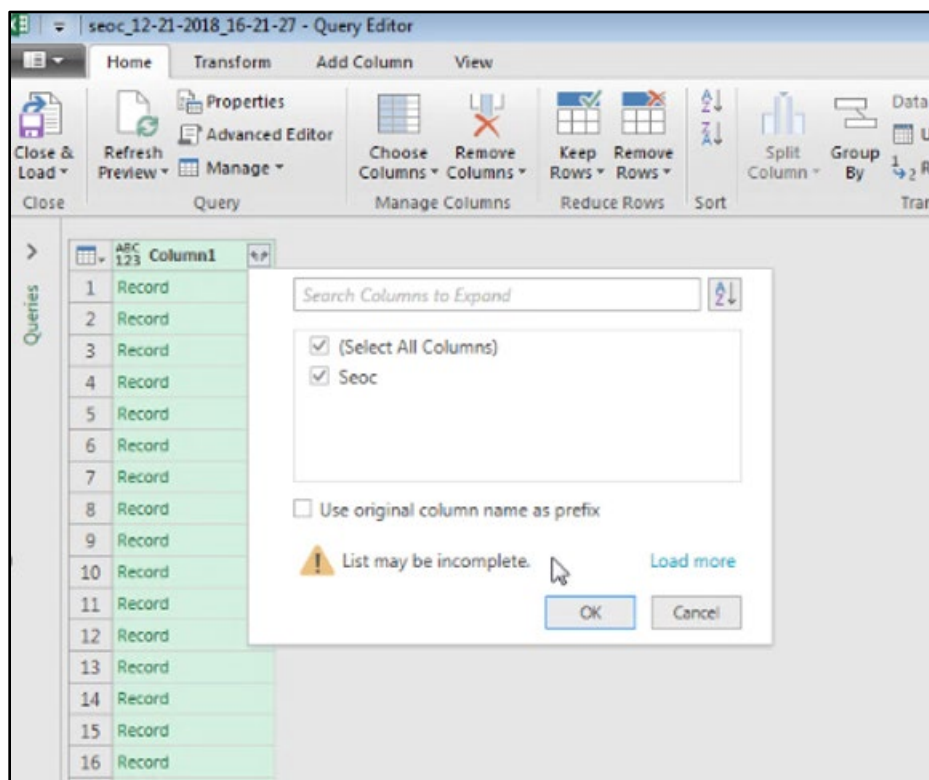
6. From the **Transform** tab, click the **Convert To Table** icon and click **OK**. The **To Table** dialog box displays.

Figure 56: To Table Dialog Box



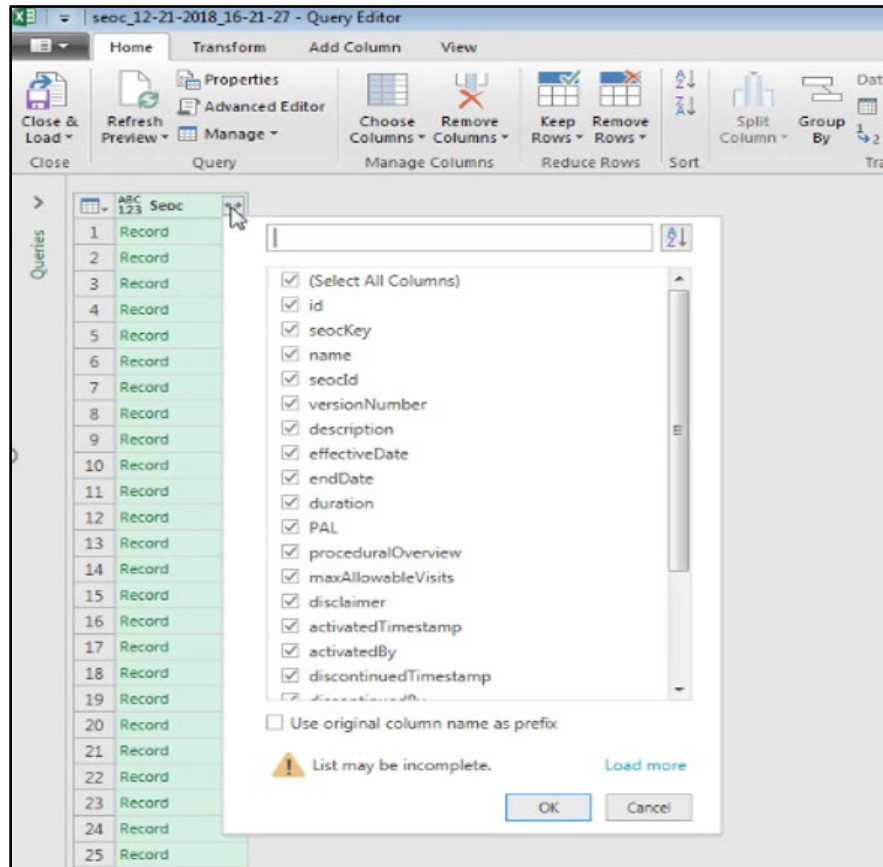
7. From the **To Table** dialog box keep the default selections and click **OK**.
8. Click on the expand icon (<-||->) to the right of the **Column1** header to display the **Search Columns to Expand** dialog box.

Figure 57: Search Columns to Expand Dialog Box



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

Figure 58: Search Columns to Expand



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

Figure 59: Expanded SEOC Fields

id	seocKey	name	seocid	versionNumber
166	113	Pulmonary Bronchoscopy	MSC_PULMONARY BRONCHOSCOPY_1.1.2	1.1.2
45	115	Radiation Therapy	MSC_RADIATION THERAPY_1.0.1_PRCT	1.0.1
90	109	Outpatient Maintenance Hemodialysis Services	MSC_OUTPATIENT MAINTENANCE HEMODIALYSIS SERVICES_1.6.1_PR...	1.6.1
211	155	SEOC_Space_NL	TRA_SEOC_SPACE_NL_1.0.1_PRCT	1.0.1
79	77	Nephrology Referral and Evaluation of Kidney Disease	MSC_NEPHROLOGY REFERRAL AND EVALUATION OF KIDNEY DISEASE_...	1.4.1

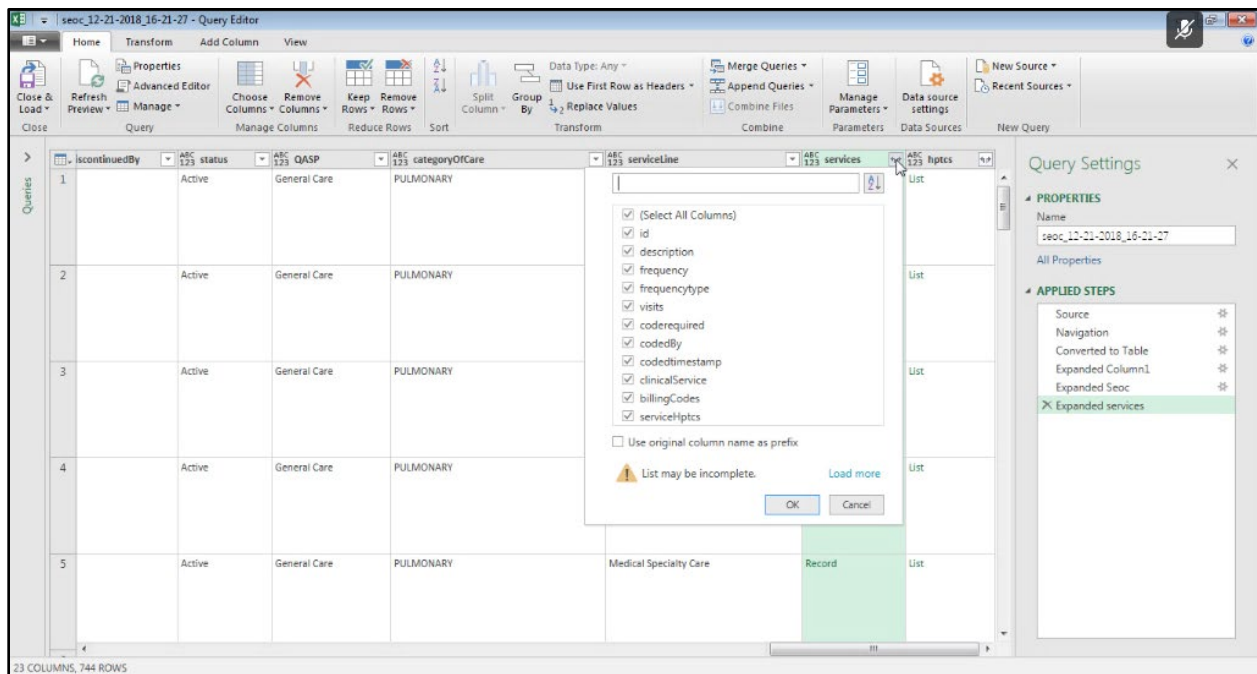
14. Scroll right to the **services** column, click on the expand icon, and select **Expand to New Rows** to display the records.

Figure 60: Expand to New Rows Menu Option

isContinuedBy	status	QASP	categoryOfCare	serviceLine	services	aptcs
	Active	General Care	PULMONARY	Medical Specialty Care		List
	Active	General Care	RADIATION THERAPY	Medical Specialty Care	List	List
	Active	General Care	DIALYSIS	Medical Specialty Care	List	List
	Active	Primary Care	TRANSPORTATION	Transportation	List	List
HOLTE	Discontinued	General Care	NEPHROLOGY	Medical Specialty Care	List	List

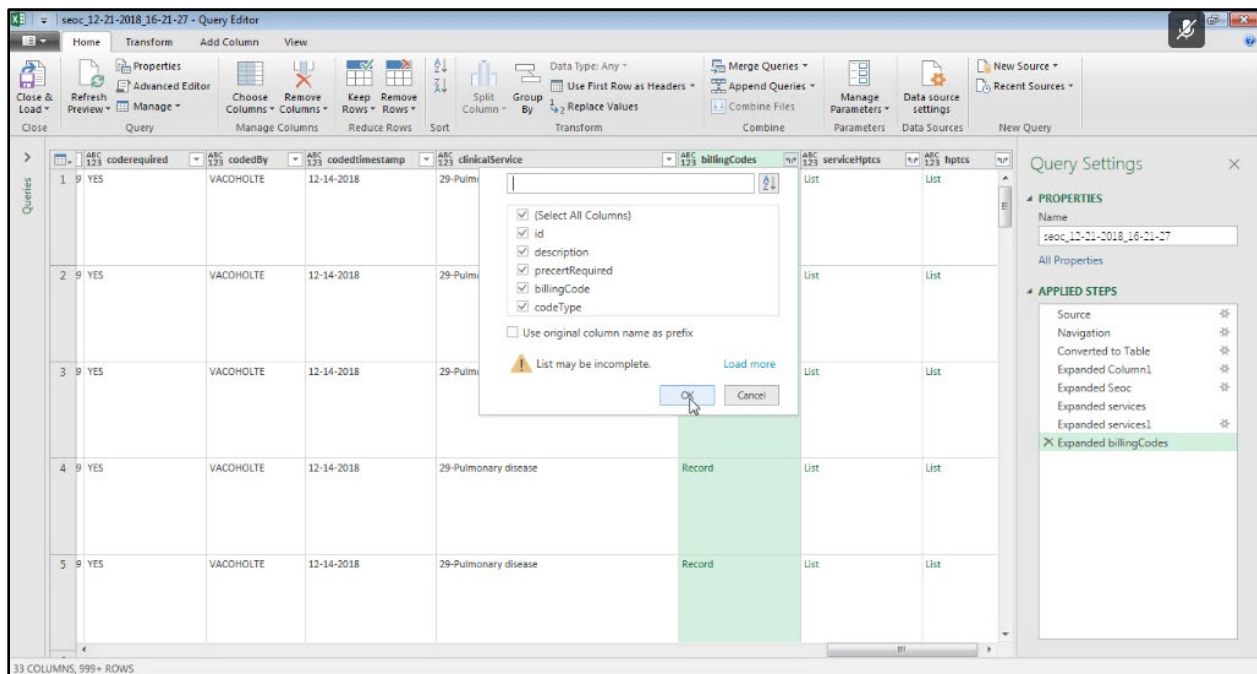
15. Click the expand icon again and press **OK** to expand the Payable Services fields into columns.

Figure 61: Payable Services Columns



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

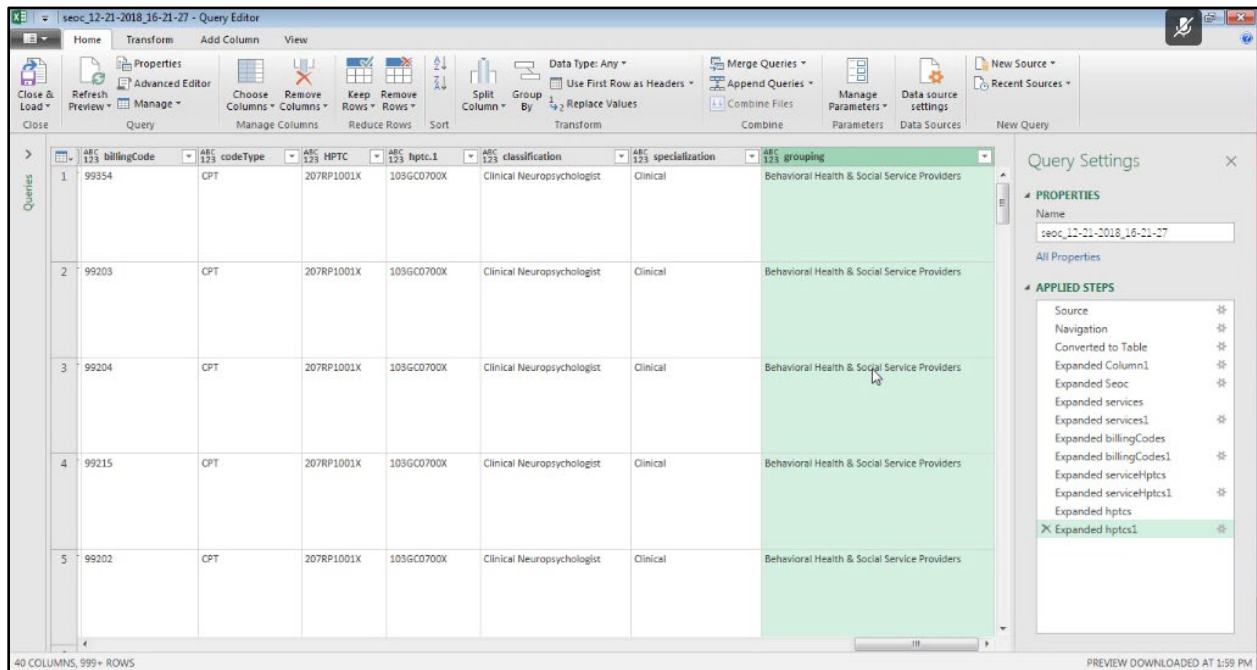
Figure 62: Billing Code Columns



17. 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.

18. 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 63: Expanded HPTC Fields



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

Figure 64: Imported Data

