

Care Coordination (CC)

Standardized Episodes of Care (SEOC)

Software Version 1.10

Administrative 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) Standardized Episodes of Care (SEOC) v1.10 Administrative 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:

- User has Google Chrome and/or Internet Explorer 11 installed on their machine.

NOTE: Please note that SEOC is not fully 508 compliant in Microsoft Edge, so the VA will continue to support 508 in only Google Chrome and Internet Explorer 11.

- 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

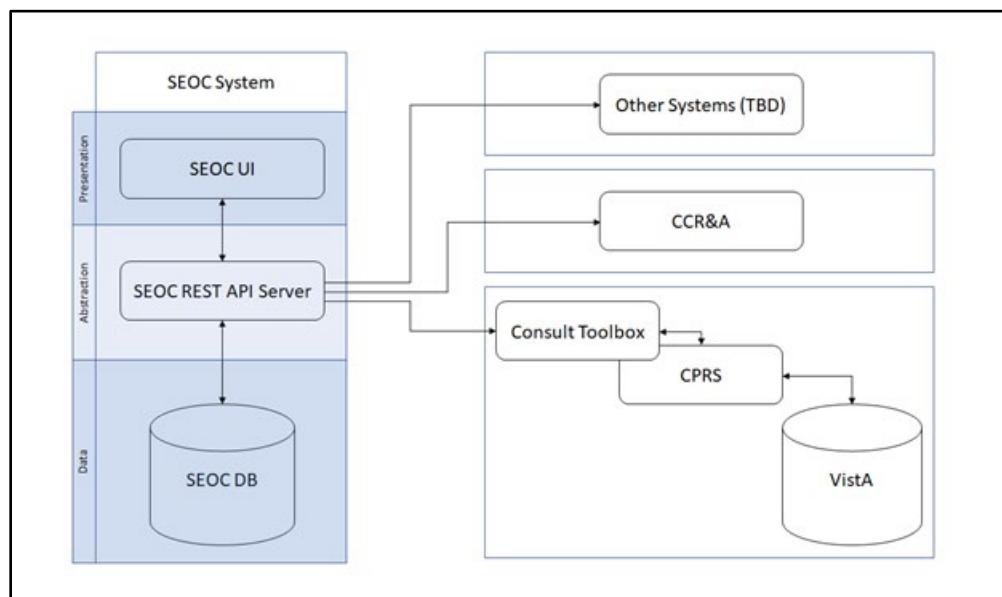
There was an immediate need to provide clinicians the ability to quickly and consistently add care bundles to a patient's consult record within VistA. SEOC provides this feature for a higher level of uniformity in patient care, easier access to appropriate services, based on initial diagnoses, and the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

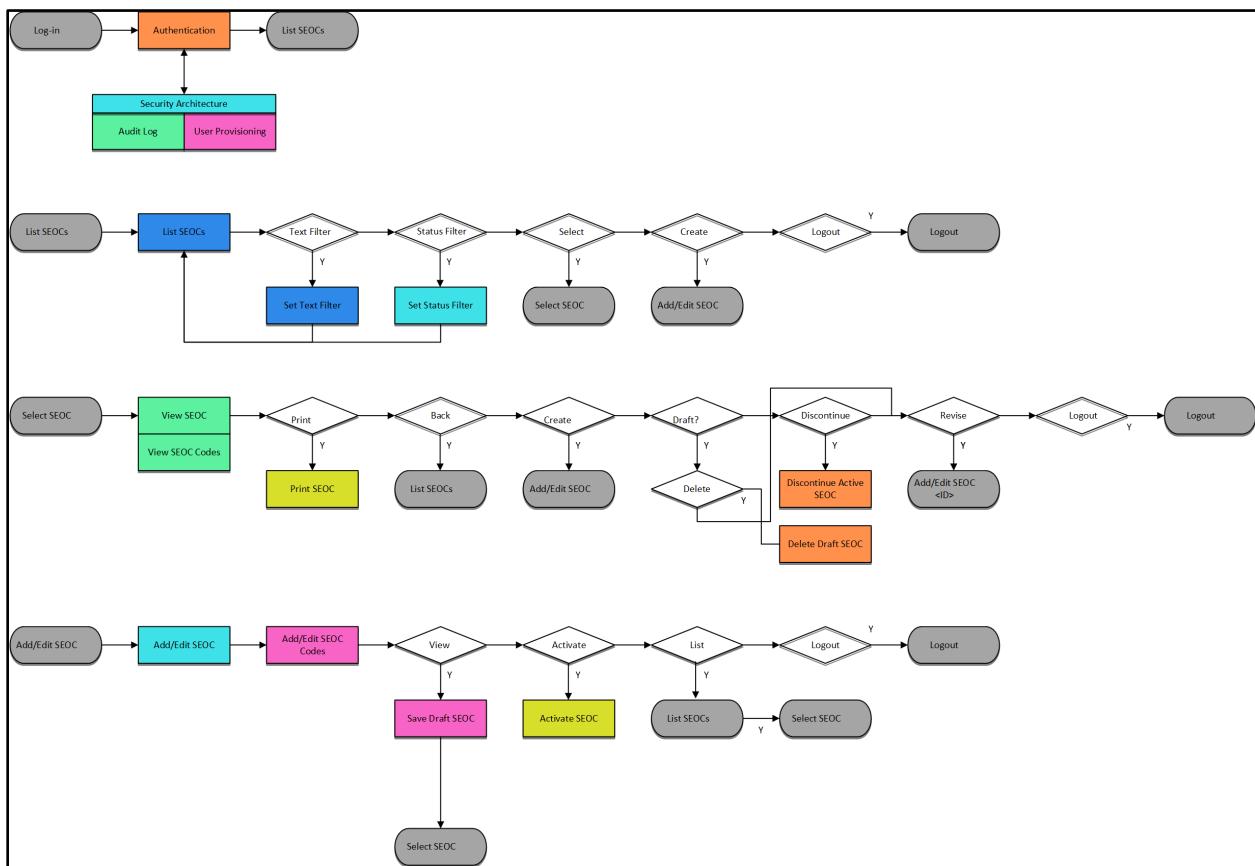
The second tier is the Abstraction Tier. This tier acts as the data broker for the SEOC system. It is a REST Application Programming Interface (API), built as a microservice hosted on container infrastructure (Docker Container). The API itself is built on the Spring MVC framework. The API receives web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

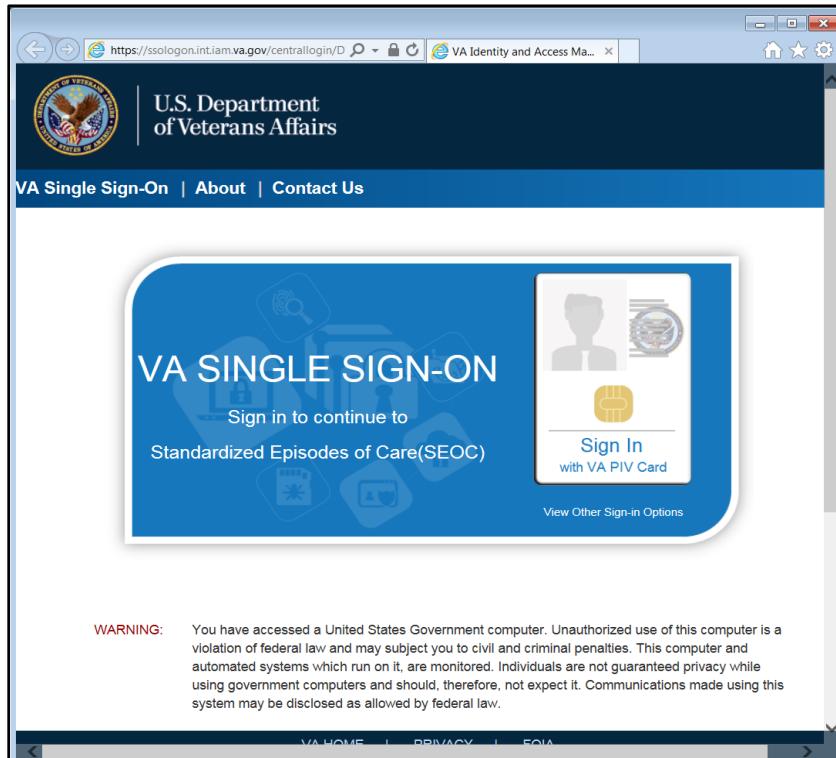
3. Getting Started

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

3.1. Logging On

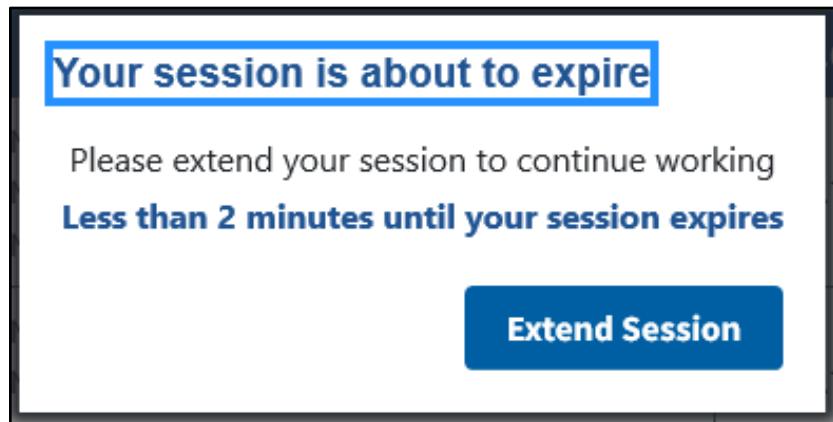
CC SEOC is accessed using the VA Single Sign-On Internal (SSOi) log in using the following URL: <https://seoc.va.gov/>

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: Session Timeout Warning



NOTE: The current session is refreshed when a **Request is Made to the API**, a **SEOC is updated**, a **Search or Filter is performed**, or any fields for a **User or Billing Code** are updated.

3.2. System Menu

The Standardized Episodes of Care home page offers several features: **Filter by Status**, **Filter by Name**, **Export**, **Manage**, **Edit Disclaimer**, **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

A screenshot of the Standardized Episodes of Care (SEOC) home page. The page title is "Standardized Episodes of Care". At the top right, there are "Logout" and "NETWORKID (Role)" links. Below the title, there are two filter buttons: "Filter by Status" (set to "ALL") and "Filter by Name (contains)" with a search input field. The main content is a table listing SEOC entries. The columns are: Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The table contains 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 ABCDEFGHijklmn	1.7.2	07-27-2019	09-24-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHijklmn	1.7.1	07-23-2019	07-27-2019	DISCONTINUED
AUD	Audiology	1.0.1	11-01-2017	12-07-2018	DISCONTINUED
AUD	Audiology - Demo Story 50	1.13.1	08-09-2019		ACTIVE
AUD	Audiology - Demo Story 55	1.16.1	09-05-2019		ACTIVE

At the bottom of the page, there are buttons for "EXPORT", "MANAGE", "EDIT DISCLAIMER", "VIEW SELECTED SEOC", and "DRAFT NEW SEOC". A red warning icon with an exclamation mark is on the left, and a caution message is on the right: "CAUTION: To view the list of SEOCs using a keyboard interface with assistive technology, you will need to use the "Tab" key to navigate through the list.."

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**
 - **Filtering Users**
 - **Filter Users by Role**
 - **Filter Users by User Name or VA Network ID**

- **Delete a Selected User**
 - **Edit a Selected User**
 - **Add a New User**
- **Exporting Data**
 - **Export the SEOC Data to a JSON File**
 - **Export the VA PreCert Webpage to a JSON Fil**
- **Manage Billing Codes**
 - **Search for a Billing Code**
 - **Deleting Billing Codes**
 - **Editing Billing Codes**
 - **Return to SEOC List**
 - **Exit Maintenance Mode**
 - **Extend the Current Session**
 - **Edit the General Disclaimer**
 - **Deactivate the General Disclaimer**
- **Viewing SEOCs**
 - **View a Selected SEOC**
 - **Search for a SEOC by Name**
 - **Sort SEOCs Alphabetically by Name**
 - **Filter SEOCs by Status**
 - **Discontinue a SEOC**
 - **Print a SEOC**
 - **Invalid Characters**
 - **Show Invalid Characters**
 - **Fix Invalid Characters**
 - **Track Version Changes**
- **Draft a New SEOC**
 - **Edit an In-Progress SEOC**
 - **Activate an In-Progress SEOC**
 - **Delete an In-Progress SEOC**
- **Pending Revisions**
 - **Create a Revision**
 - **Activate a Revision**
 - **Revert a Date Hold SEOC Back to In-Progress**

4.1. Manage Users

The SEOC Admin UI supports the following user roles:

- **Viewer:** Read-Only. This user will only see **Active** or **Discontinued** SEOCs on the **Home Page**. They are only able to **View**, **Print**, or **Track Version Changes** on selected SEOCs. This user will not see **Provider Codes** on the **View SEOC Page**, the **Track Changes Page**, and the **Print SEOC Page**. Also, by default the SEOC List will show only Active SEOCs for this user.
- **Analyst:** Has all of the privileges of the **Viewer** but can also view **Date Hold** SEOCs. They can also **Export SEOC Data** or **Export VA PreCert Webpage Data** to a JSON file.
- **Author:** Has all of the privileges of the **Viewer** but can also view **In-Progress** or **Date Hold** SEOCs. They can also **Draft a New** SEOC, **Create Pending Revisions**, **Delete** SEOCs, or **Edit** SEOCs. This user will see **Provider Codes** on the **View SEOC Page**, the **Track Changes Page**, and the **Print SEOC Page**.
- **Publisher:** Has all of the privileges of the **Author** but can also **Activate** or **Discontinue** SEOCs, **Export SEOC Data** or **Export VA PreCert Webpage Data** to a JSON file, and **Edit the General Disclaimer**.
- **Administrator:** Has all of the privileges of the **Publisher**, but can also open the **User Management** page, **Add New Users**, **Edit Users**, or **Delete Users**. However, an Administrator can't modify their own privileges. This ensures there will always be at least one **Administrator**.

To manage users for the SEOC Admin UI, follow the steps listed below:

1. As an **Administrator** on the SEOC Admin home page, select **Manage Users** from the **Manage Menu**. The **User Management** window displays.

Figure 6: User Management

The screenshot shows the 'User Management' page from the SEOC Admin interface. At the top right, there are filter options: 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)' with a search input field. Below the filters is a table with columns: 'User Name', 'Role', 'VA Network ID', and 'Domain'. The table contains ten user entries. At the bottom are three buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

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	SEOCADMINISTRATORS	DEV
SEOC Author 2	AUTHOR	SEOCAUTHOR2	DEV
SEOC Author 3	AUTHOR	SEOCAUTHOR3	DEV
SEOC Author 4	AUTHOR	SEOCAUTHOR4	DEV

4.1.1. Filtering Users

4.1.1.1. Filter Users by Role

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

1. From the SEOC Admin home page, click **Manage Users**. The **User Management** window displays.
2. From the **Filter by Role** drop-down menu, select **All**, **Viewer**, **Analyst**, **Author**, **Publisher**, or **Administrator** to filter the list of users by role. The list refreshes to display the role selected.

Figure 7: Filter Users by Role

This screenshot shows the 'User Management' page after filtering by role. The 'Filter by Role' dropdown is set to 'ALL', and the table below shows only one user entry: 'John Doe' with a role of 'AUTHOR' and network ID 'SEOCAUTHOR' under domain 'DEV'.

User Name	Role	VA Network ID	Domain
John Doe	AUTHOR	SEOCAUTHOR	DEV

4.1.1.2. Filter Users by User Name or VA Network ID

To filter the list of users in SEOC by user name or VA network ID, follow the steps listed below

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

- From the User Management page, enter the User Name or VA Network ID of the user in the **Filter by Name (contains)** field.

Figure 8: User Search Field

The screenshot shows the 'User Management' page. At the top right, there are filter dropdowns for 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)' (with the value 'user'). Below these is a search button. The main area displays a table of users with the following data:

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	SEOCSYSTEMUSER	DEV

- Click the **Search** button. The **Search User Results** display.

Figure 9: Search Users Results

The screenshot shows the 'User Management' page after a search. The search term 'user' is entered in the 'Filter by Name (contains)' field. The table displays the following user list:

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	SEOCSYSTEMUSER	DEV

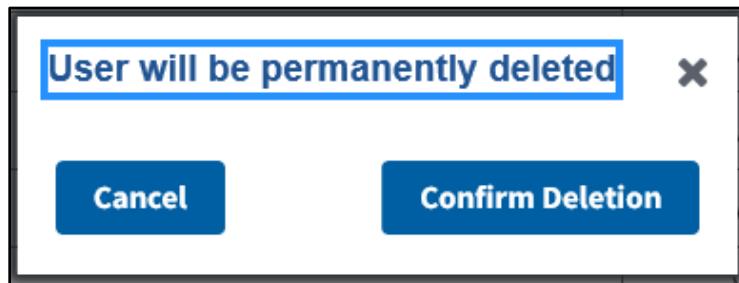
At the bottom, there are buttons for 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

4.1.2. Delete a Selected User

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

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

Figure 10: Confirm User Deletion



4. Click **Confirm Deletion**. The **User** will be deleted from the **User List** and a confirmation message will display.

Figure 11: User Deleted Confirmation Message

User Name	Role	VA Network ID	Domain
SEOC Publisher 2	PUBLISHER	SEOCPUBLISHER2	DEV
SEOC Publisher 3	PUBLISHER	SEOCPUBLISHER3	DEV
SEOC Publisher 4	PUBLISHER	SEOCPUBLISHER4	DEV
SEOC Publisher 5	PUBLISHER	SEOCPUBLISHER5	DEV
SEOC Viewer	VIEWER	VIEWERUSER	DEV
SEOC Viewer 2	VIEWER	VIEWERUSER2	DEV
SEOC Viewer 3	VIEWER	VIEWERUSER3	DEV
SEOC Viewer 4	VIEWER	VIEWERUSER4	DEV

NOTE: The confirmation message can be dismissed by clicking the X button.

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 **Edit User** form will display, populated with the selected **User** information.

Figure 12: Editable User Fields

The screenshot shows the 'User Management' page. At the top right are 'Logout' and 'NETWORKID (Role)' buttons. Below them are two dropdown filters: 'Filter by Role' set to 'ALL' and 'Filter by Name (contains)' with an empty search field. A note at the top left says '*All fields are required'. The main area contains a table with four columns: 'User Name', 'Role', 'VA Network ID', and 'Domain'. The first row is for a 'New User' with values: User Name 'New User', Role 'VIEWER', VA Network ID 'NEWUSERID', and Domain 'DEV'. At the bottom right are 'CANCEL' and 'SAVE' buttons.

User Name (42 characters remaining)	Role	VA Network ID (16 characters remaining)	Domain (22 characters remaining)
New User	VIEWER	NEWUSERID	DEV

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.

Figure 13: Updated User displayed in the User List

The screenshot shows the 'User Management' page after saving the new user. A success message 'The user New User has been saved' is displayed in a green bar. The main table now includes the 'New User' row with the values from Figure 12. At the bottom are buttons for 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

User Name	Role	VA Network ID	Domain
John Doe	AUTHOR	SEOCAUTHOR	DEV
New User	VIEWER	NEWUSERNETWORKID	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

NOTE: If any of the fields are not populated, or if VA Network ID or Domain have characters other than letters and numbers, an error message will display when you click **Save**.

NOTE: Both the error message and the confirmation message can be dismissed by clicking the X button.

4.1.4. Add a New User

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

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

Figure 14: Add New User

The screenshot shows the 'User Management' interface. At the top, there's a header bar with icons for back, forward, search, and other system functions. The title 'User Management' is centered above a table. The table has four columns: 'User Name' (with a note '(50 characters remaining)'), 'Role' (with a dropdown menu currently set to 'VIEWER'), 'VA Network ID' (with a note '(25 characters remaining)'), and 'Domain' (with a note '(25 characters remaining)'). Above the table, there are two filter options: 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)' with a search input field. Below the table, there are 'CANCEL' and 'SAVE' buttons at the bottom right. The overall interface is clean and modern, typical of a web-based administrative tool.

3. In the **User Name** field, which is required, enter the users name.
4. From the **Role** menu, which is required, select **Viewer**, **Analyst**, **Author**, **Publisher**, or **Administrator**.
5. In the **VA Network ID** field, which is required, enter the name of the VA network.
6. In the **Domain** field, which is required, enter the name of the domain.
7. Click the **Save** button. The new **User** will appear in the **User List** and a confirmation message will display.

Figure 15: New User Added to the List

The screenshot shows the User Management page of the VA Community Care application. At the top, there are navigation icons, a search bar, and a 'Logout' link. Below the header, it says 'SEOC ADMINISTRATOR VERSION 1.10.0' and 'User Management'. There are two filter options: 'Filter by Role' set to 'ALL' and 'Filter by Name (contains)' with a search input field. A success message 'The user New User has been added' is displayed. The main table lists users with columns for User Name, Role, VA Network ID, and Domain. The newly added user 'New User' is highlighted in blue. At the bottom are buttons for 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

User Name	Role	VA Network ID	Domain
John Doe	AUTHOR	SEOCAUTHOR	DEV
New User	VIEWER	NEWUSERID	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

NOTE: If any of the fields are not populated, **VA Network ID** or **Domain** have characters other than letters and numbers, or if **User Name** has a backslash character, an error message will display when you click **Save**.

NOTE: Both the error message and the confirmation message can be dismissed by clicking the X button.

4.2. Exporting Data

4.2.1. Export the SEOC Data to a JSON File

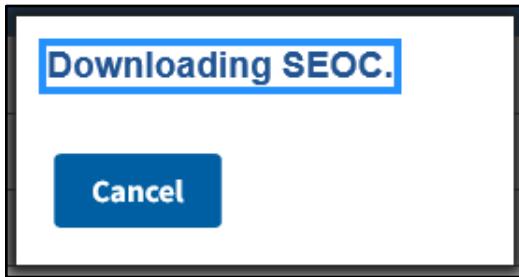
To export the **SEOC Data**, follow the steps listed below:

Figure 16: Export Menu: Export SEOC Data

The screenshot shows the Export menu with a red box highlighting the 'EXPORT SEOC DATA' button. Below it is another button 'EXPORT VA PRECERT WEBPAGE DATA'. At the bottom are buttons for 'EXPORT ~', 'MANAGE ~', 'EDIT DISCLAIMER', 'VIEW SELECTED SEOC', and 'DRAFT NEW SEOC'.

- 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 17: Export SEO Data Dialog



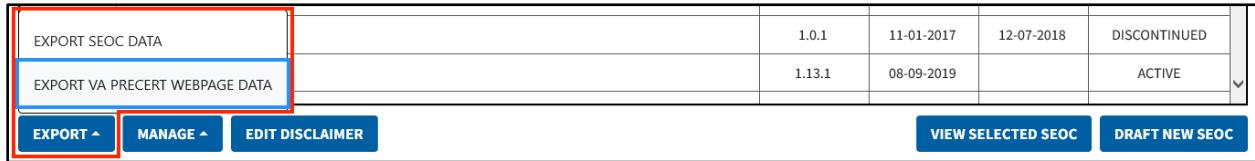
2. If needed, click **Cancel** on the dialog to cancel the data download.

4.2.2. Export the VA PreCert Webpage Data to a JSON File

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

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

Figure 18: Export SEO 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 19: 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.

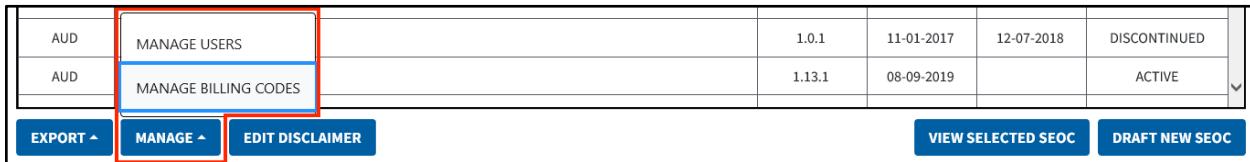
4.3. Managing Billing Codes

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.

Figure 20: Manage Billing Codes in Manage Menu



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

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

Figure 21: Billing Code Management

The screenshot shows the 'Billing Code Management' page. At the top, there is a yellow banner with the text 'Maintenance Mode set by NETWORKID'. Below this, the main title is 'Billing Code Management'. A search bar is present with the placeholder 'Search by Billing Code' and 'Search by billing code'.

Billing Code	Type	Description	PreCert Required
0000000A1	HCPCS	testinb	No
0000001AW	HCPCS	TESTw	No
000001AV	HCPCS	testaj	No
000001C	DRG	drgjjj	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
00124	CPT	Anesthesia for procedures on external, middle, and inner ear including biopsy; otoscopy	No

At the bottom, there are buttons for 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

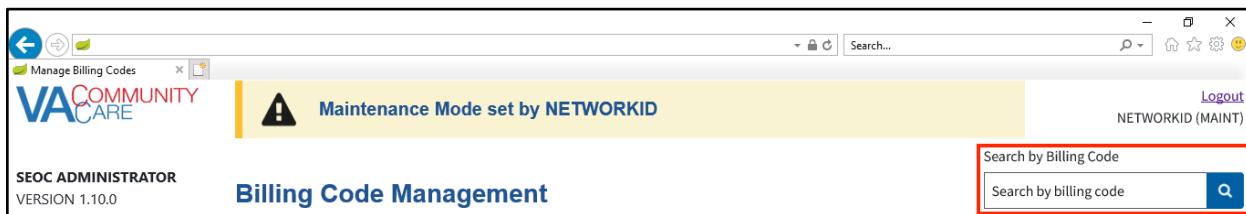
NOTE: This will place the application into **Maintenance Mode** for all users. While **Maintenance Mode** is active, users will be unable to save **SEOC** information or navigate to the **User Management Page**.

4.3.1. Search for a Billing Code

To search for a **Billing Code**, follow the steps listed below.

1. From the SEOC Admin home page, click **Manage**, and select **Manage Billing Codes**. The **Billing Code Management** window displays.
2. From the **Billing Code Management** page, enter text in the **Search by Billing Code** field.

Figure 22: Billing Code Search Field



3. Press **Enter** or click the **Search** button. The table will display all rows where the **Billing Code** column starts with the text you entered.

Figure 23: Search Billing Codes Results

The screenshot shows the 'Billing Code Management' page after a search. The search input field contains '101' and is highlighted with a red box. The table below shows the results:

Billing Code	Type	Description	PreCert Required
10120	CPT	Incision and removal of foreign body, subcutaneous tissues; simple	No
10121	CPT	Incision and removal of foreign body, subcutaneous tissues; complicated	No
10140	CPT	Incision and drainage of hematoma, seroma or fluid collection	No
10141	CPT	Incision And Drainage Of Hematoma; Complicated	No
10160	CPT	Puncture aspiration of abscess, hematoma, bulla, or cyst	No
10180	CPT	Incision and drainage, complex, postoperative wound infection	No

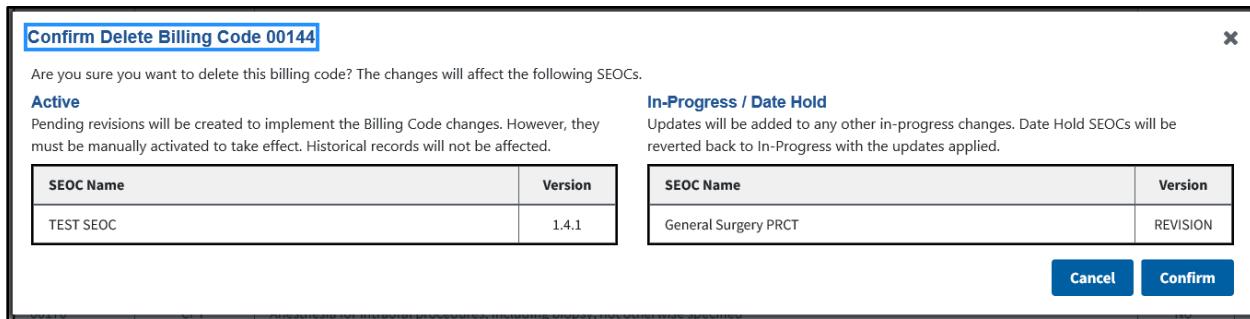
At the bottom, there are buttons for 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

4.3.2. Deleting Billing Codes

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

1. From the SEOC Admin home page, click **Manage**, and select **Manage Billing Codes**. The **Billing Code Management** page displays.
2. From the list of billing codes, select the code that you would like to delete.
3. Click **Delete Billing Code**. The **Confirm Delete Billing Code** dialog box will display showing all of the **SEOCs** that will be affected.

Figure 24: Confirm Delete Billing Code Message

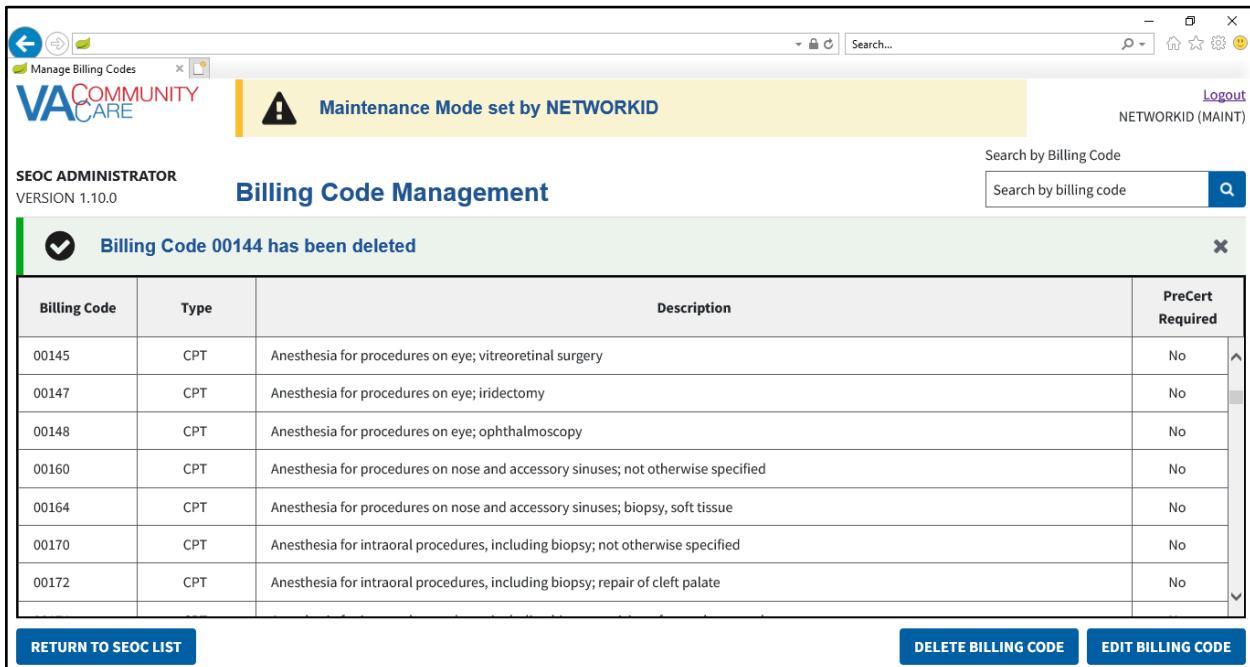


NOTE: Verify that you want to delete the billing code listed, as the changes will affect the SEOCS listed in the Active and In-Progress tables.

- Click **Confirm**. The **Billing Code** will be deleted from the **Billing Codes List**. A message will display confirming that that the billing code was deleted and the billing code will no longer display in the list.

NOTE: For all affected **SEOCs** with a status of **Active**, a **Revision** will be created with the **Billing Code** deleted. For all affected **SEOCs** with a status of **In-Progress**, whether a **New SEOCS** or a **Revision**, the **Billing Code** will be removed. For all affected **SEOCs** with a status of **Date Hold**, the **SEOC** will be reverted back to **In-Progress** and the **Billing Code** will be removed. **Discontinued SEOCS** are not affected.

Figure 25: Billing Code Deletion Confirmation Message



NOTE: The confirmation message can be dismissed by clicking the X button.

4.3.3. Editing Billing Codes

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

1. From the SEOC Admin home page, click **Manage**, and select **Manage Billing Codes**. The **Billing Code Management** window displays.
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** form displays, populated with the selected **Billing Code** information..

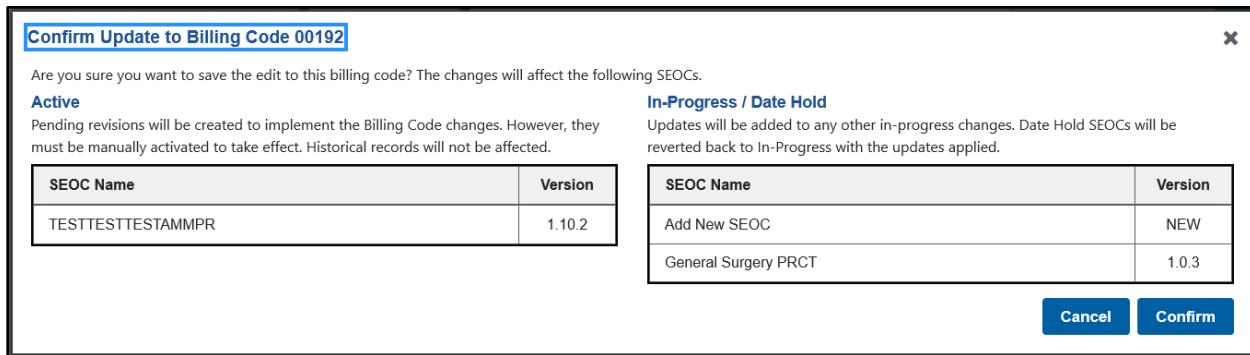
Figure 26: Edit Billing Code

The screenshot shows the 'Edit Billing Code' interface. At the top, there's a yellow banner with a warning icon and the text 'Maintenance Mode set by NETWORKID'. Below it, the title 'Billing Code Management' is centered. A note says '*All fields are required'. The main area contains a table with four columns: 'Billing Code' (with a character limit of 20), 'Type' (with dropdown options like CPT, DRG, HCPCS, HIPPS), 'Description' (with a character limit of 1909), and 'PreCert Required' (with options Yes or No). The table has one row filled with data: '00192' in the Billing Code field, 'CPT' in the Type field, 'Anesthesia for procedures on facial bones or skull; radical surgery (including prognathism)' in the Description field, and 'No' in the PreCert Required field. At the bottom right are 'CANCEL' and 'CONTINUE' buttons.

Billing Code (20 characters remaining)	Type	Description (1909 characters remaining)	PreCert Required
00192	CPT	Anesthesia for procedures on facial bones or skull; radical surgery (including prognathism)	No

4. Update the **Billing Code** field as needed. The maximum number of characters for this field is 25.
5. From the **Type** field, select the correct option: **CPT, DRG, HCPCS, HIPPS**.
6. Update the **Description** field as needed. The maximum number of characters for this field is 2,000.
7. From the **PreCert Required** field, select the correct option: **NO** or **YES**.
8. Click **Continue**. The **Confirm Update to Billing Code** dialog box will display showing all of the **SEOCs** that will be affected.

Figure 27: Edit Billing Code Confirmation Message



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**. The updated **Billing Code** will be displayed in the **Billing Codes List**. A confirmation message will display stating that the edits were made to the billing code.

NOTE: For all affected **SEOCs** with a status of **Active**, a **Revision** will be created with the **Billing Code** updated. For all affected **SEOCs** with a status of **In-Progress**, whether a **New SEOCS** or a **Revision**, the **Billing Code** will be updated. For all affected **SEOCs** with a status of **Date Hold**, the **SEOC** will be reverted back to **In-Progress**, and the **Billing Code** will be removed. **Discontinued SEOCS** are not affected.

NOTE: If the value of the **Billing Code** column was not changed as part of the update, the change will not be reflected in **Track Version Changes**.

NOTE: It is possible to update a **Billing Code** without changing any values. When a **Billing Code** is updated, the previous version is deactivated, and another **Billing Code** with the updates is used instead. If no values are updated when a **Billing Code** is saved, the current **Billing Code** is deactivated, and another is created with the same values.

NOTE: If any of the fields are not populated, there are any characters in the **Billing Code** field that are not letters, numbers, a hyphen, or a period, or the **Description** field has a backslash character, an error message will appear when you click **Continue** on the **Edit Billing Code** form.

NOTE: The error message can be dismissed by clicking the X button.

Figure 28: Billing Code Saved Message

The screenshot shows the SEOC Admin interface for Billing Code Management. At the top, there is a yellow banner with the text "Maintenance Mode set by NETWORKID". Below the banner, the title "Billing Code Management" is displayed. A modal window in the center says "Edit to Billing Code 00192 has been saved". To the right of the modal, there is a table listing various billing codes with their descriptions and pre-cert requirements. At the bottom of the page are buttons for "RETURN TO SEOC LIST", "DELETE BILLING CODE", and "EDIT BILLING CODE".

Billing Code	Type	Description	PreCert Required
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
00210	CPT	Anesthesia for intracranial procedures; not otherwise specified	No
00211	CPT	Anesthesia for intracranial procedures; craniotomy or craniectomy for evacuation of hematoma	No
00212	CPT	Anesthesia for intracranial procedures; subdural taps	No
00214	CPT	Anesthesia for intracranial procedures; burr holes, including ventriculography	No

NOTE: The confirmation message can be dismissed by clicking the X button.

4.3.4. Return to SEOC List

To return to the SEOC Admin home page and exit **Maintenance Mode**, follow the steps listed below.

1. From the **Billing Code Management** page click **Return to SEOC List**. The SEOC Admin home page will be displayed, and the application will no longer be in **Maintenance Mode**.

Figure 29: Return to SEOC List

The screenshot shows the 'Standardized Episodes of Care' list. At the top right are filters for 'Status' (set to 'ALL') and 'Name (contains)' with a search input field. Below the filters is a table with columns: Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The table contains six rows of data. At the bottom are buttons for 'EXPORT', 'MANAGE', 'EDIT DISCLAIMER', 'VIEW SELECTED SEOC', and 'DRAFT NEW SEOC'.

Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	20190628AMMS047	1.6.1	07-09-2019	07-10-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMN	1.7.2	07-27-2019	09-24-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMN	1.7.1	07-23-2019	07-27-2019	DISCONTINUED
AUD	Add New SEOC	NEW			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

4.3.5. Exit Maintenance Mode

When the application is in **Maintenance Mode**, all users will see a notification at the top of the page.

Figure 30: SEOC Admin in Maintenance Mode

The screenshot shows the 'Standardized Episodes of Care' list in Maintenance Mode. A yellow banner at the top center displays the message 'Maintenance Mode set by NETWORKID'. At the top right are filters for 'Status' (set to 'ALL') and 'Name (contains)' with a search input field. Below the filters is a table with columns: Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The table contains six rows of data. At the bottom are buttons for 'TURN OFF MAINTENANCE MODE' and 'VIEW SELECTED SEOC'.

Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	20190628AMMS047	1.6.1	07-09-2019	07-10-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMN	1.7.2	07-27-2019	09-24-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHJKLMN	1.7.1	07-23-2019	07-27-2019	DISCONTINUED
AUD	Add New SEOC	NEW			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

To exit **Maintenance Mode** without navigating to the **Billing Code Management** page, follow the steps listed below.

- From the SEOC Admin home page, click **Turn Off Maintenance Mode**. The SEOC Admin home page will update, and the application will no longer be in **Maintenance Mode**.

Figure 31: SEOC Admin Not in Maintenance Mode

The screenshot shows the SEOC Admin UI with the title "SEOC ADMINISTRATOR VERSION 1.10.0". The main content area is titled "Standardized Episodes of Care". A table lists several SEOC entries:

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	09-24-2019	DISCONTINUED
AUD	ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNOPQRSTUVWXYZ ABCDEFGHIJKLMNO	1.7.1	07-23-2019	07-27-2019	DISCONTINUED
AUD	Add New SEOC	NEW			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, there are buttons for EXPORT, MANAGE, EDIT DISCLAIMER, VIEW SELECTED SEOC, and DRAFT NEW SEOC.

4.4. Editing Disclaimers

4.4.1. Edit the General Disclaimer

All SEOCs share a common **General Disclaimer**. In the **View SEOC Page**, **Print SEOC Window**, and **Edit SEOC: Details** page, it is displayed as **Disclaimer**. Publishers and Administrators can access the **Edit Disclaimer** page which allows the user to update the **General Disclaimer** for all SEOCs.

Each SEOC also has **Additional Information**, which can be used to provide SEOC-specific information in addition to the **General Disclaimer**.

NOTE: When the **General Disclaimer** is updated, the change is reflected across all SEOCs instantly without updating version numbers or creating new revisions.

NOTE: **Additional Information** is SEOC-specific and requires modifying SEOCs with the usual methods.

To edit the **General Disclaimer**, follow the steps below:

- From the SEOC Admin home page, click **Edit Disclaimer**. The **Edit Disclaimer** page will display.

Figure 32: Edit Disclaimer Button



Figure 33: Edit Disclaimer Page

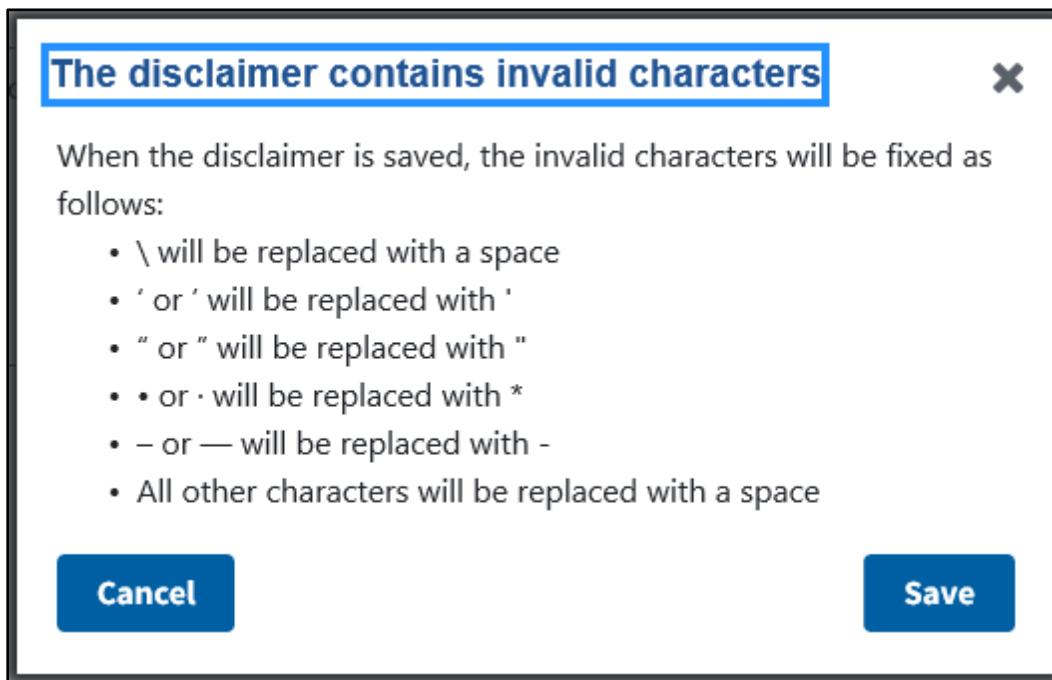
The screenshot shows the 'Edit Disclaimer' page. At the top, it displays the VA Community Care logo and the text 'SEO ADMINISTRATOR VERSION 1.10.0'. On the right, there are links for 'Logout' and 'NETWORKID (Role)'. The main title is 'Edit Disclaimer'. Below the title, a text area contains the disclaimer text: "This is a quotation. 'This is a quotation within a quotation.'" followed by a bullet point list: '• Bullet point', '• Middle Dot', 'En Dash – hyphen', and 'Em Dash — hyphen'. At the bottom, there are two buttons: 'RETURN TO SEO LIST' on the left and 'SAVE DISCLAIMER' on the right.

2. Make any updates to the **General Disclaimer** as needed.

Click **Save Disclaimer**. If there are any invalid characters, a dialog will display. For additional information on invalid characters, refer to the 4.5.6

3. Invalid Characters section in this document.

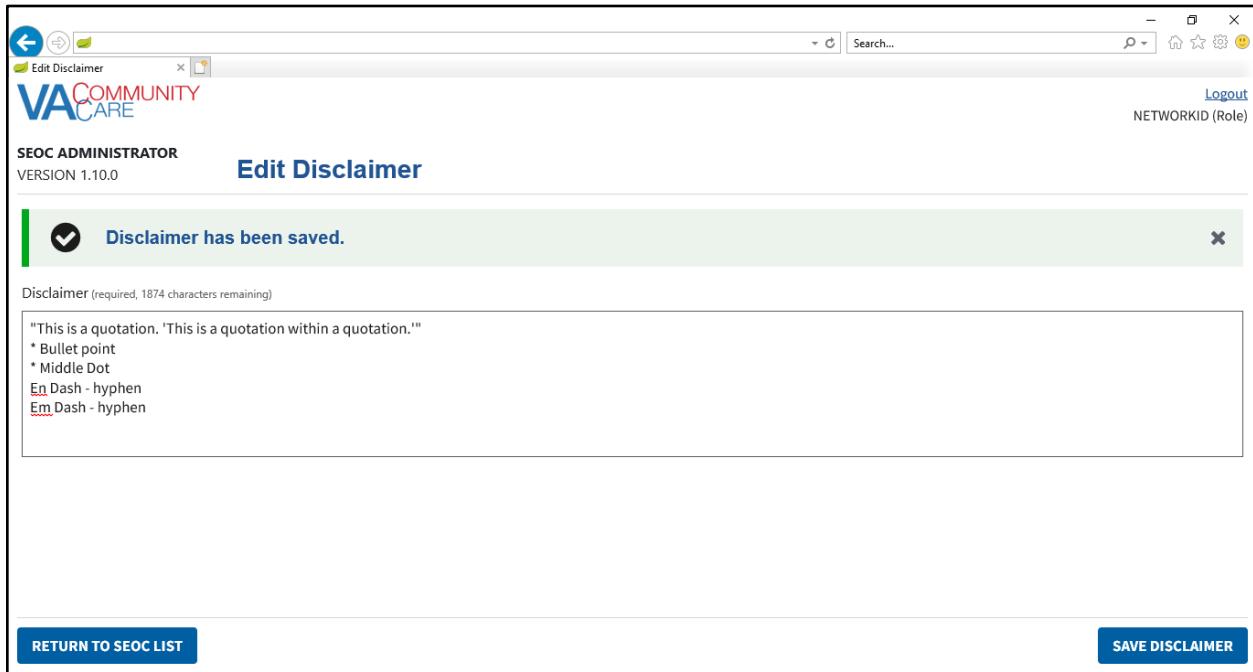
Figure 34: Fix Invalid Characters in General Disclaimer Dialog



4. To close the dialog and manually fix the invalid characters, click **Cancel**.
5. To save the **General Disclaimer** and automatically fix the invalid characters, click **Save**.
The invalid characters will be fixed as follows:
 - \ will be replaced with a space
 - ' 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

Regardless of whether there are invalid characters, a confirmation message will display when the **General Disclaimer** has been saved.

Figure 35: Disclaimer Has Been Saved Message



NOTE: *The confirmation message can be dismissed by clicking the X button.*

6. Click **Return to SEOC List** to navigate back to the SEOC Admin UI home page.

NOTE: *For the **Edit Disclaimer** page, the **Return to SEOC List** button will not save the General Disclaimer.*

4.4.2. Deactivate Edit the General Disclaimer

When the description field of the Disclaimer table in the database is set to NULL, the **Edit Disclaimer** page in the SEOC Admin UI will be inaccessible. The **Edit Disclaimer** button on the SEOC Admin UI home page will be disabled, and if the user attempts to navigate directly to the **Edit Disclaimer** page using the browser address bar, they will be redirected back to the SEOC Admin UI home page once the request to fetch the disclaimer is complete. This is similar functionality to what is used to restrict users from accessing pages they do not have the privileges to access.

To reactivate the **Edit Disclaimer** page in the SEOC Admin UI, set the description field of the Disclaimer table in the database to a value other than null.

4.5. View SEOCS

4.5.1. View a Selected SEOC

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

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

Figure 36: View SEOC

The screenshot shows a web browser window titled "View SEOC: Dental Denture ...". The page header includes the VA Community Care logo, the title "SEOC ADMINISTRATOR VERSION 1.10.0", the category "Audiology", and the specific SEOC name "Dental Denture Services 1.10.5". A status indicator "Active" is shown on the right. The main content area contains sections for "Procedural Overview" (listing services like oral evaluation and imaging), "Disclaimer" (a general disclaimer), and "Provider Taxonomy Codes" (a table with two rows mapping HPTC codes to provider types). At the bottom are buttons for navigating between SEOCs and performing actions like creating revisions or discontinuing the SEOC.

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

Buttons at the bottom include: RETURN TO SEOC LIST, CREATE PENDING REVISION, DISCONTINUE SEOC, PRINT SEOC, and TRACK VERSION CHANGES.

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 37: SEOC Filter Field

The screenshot shows the SEOC Admin UI - SEOC List page. At the top right, there is a 'Logout' link and a 'NETWORKID (Role)' dropdown. Below the header, there are two filter dropdowns: 'Filter by Status' set to 'ALL' and 'Filter by Name (contains)' which has a placeholder 'Filter by Name'. A red box highlights the 'Filter by Name' input field. The main content area displays the title 'Standardized Episodes of Care' and a table with four rows of data.

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

Figure 38: Search SEOC Results

The screenshot shows the SEOC Admin UI - SEOC List page after a search. The 'Filter by Name (contains)' dropdown now contains 'Dental Denture Services'. The main content area displays the title 'Standardized Episodes of Care' and a table with four rows of data. The table has columns: Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The first row is highlighted in blue.

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

At the bottom, there are buttons for EXPORT, MANAGE, EDIT DISCLAIMER, VIEW SELECTED SEOC, and 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:

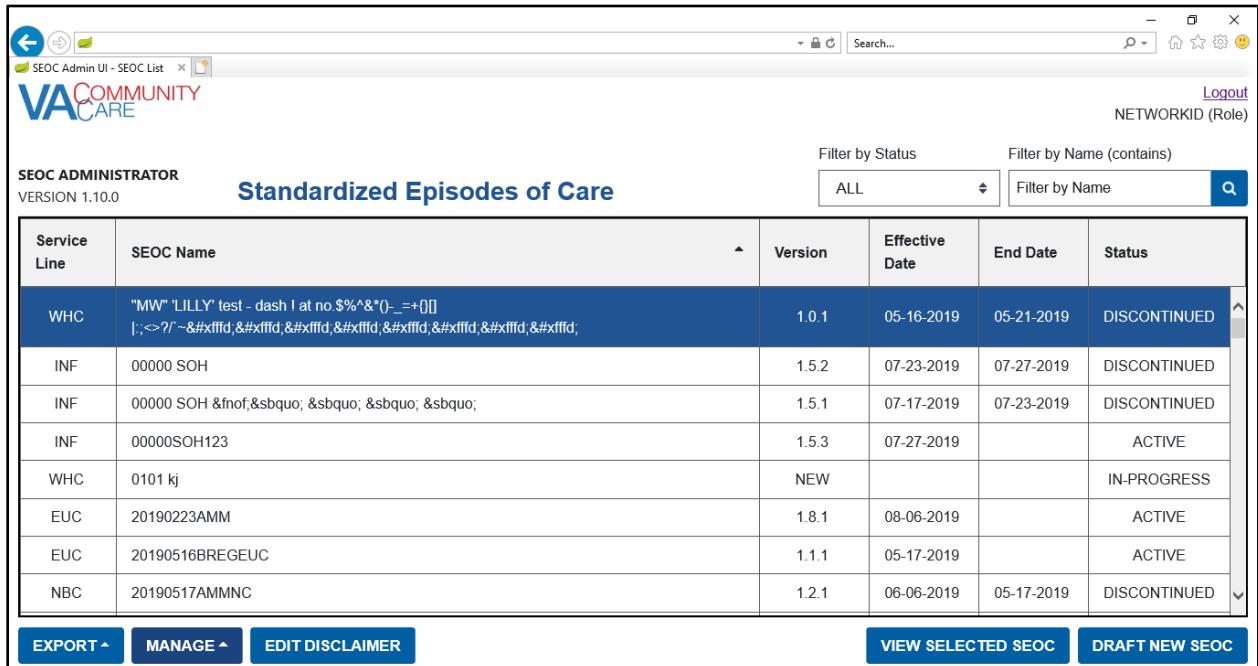
- From the SEOC Admin home page, select the **SEOC Name Column Heading**. This will sort the list of **SEOCs** in alphabetical order by name.

Figure 39: SEOC Name Column Heading



Standardized Episodes of Care					
Service Line	SEOC Name	Version	Effective Date	End Date	Status

Figure 40: SEOC List Sorted in Alphabetical Order by Name



Service Line	SEOC Name	Version	Effective Date	End Date	Status
WHC	"MW" "LILLY" test - dash ! at no.\$%^&*()-_=+[] ;:>?`~´´´´´´	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 &nof;`‚ ;‚ ;‚ ;‚	1.5.1	07-17-2019	07-23-2019	DISCONTINUED
INF	00000SOH123	1.5.3	07-27-2019		ACTIVE
WHC	0101 kj	NEW			IN-PROGRESS
EUC	20190223AMM	1.8.1	08-06-2019		ACTIVE
EUC	20190516BREGEUC	1.1.1	05-17-2019		ACTIVE
NBC	20190517AMMNC	1.2.1	06-06-2019	05-17-2019	DISCONTINUED

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

Figure 41: SEOC List Sorted in Reverse Alphabetical Order by Name

Service Line	SEOC Name	Version	Effective Date	End Date	Status
LAB	zzlab	NEW			IN-PROGRESS
RAD	ZRAD	NEW			IN-PROGRESS
AUD	Wound Initial Care	1.16.1	08-27-2019		ACTIVE
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

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:

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

Figure 42: Filter by Status Menu Options

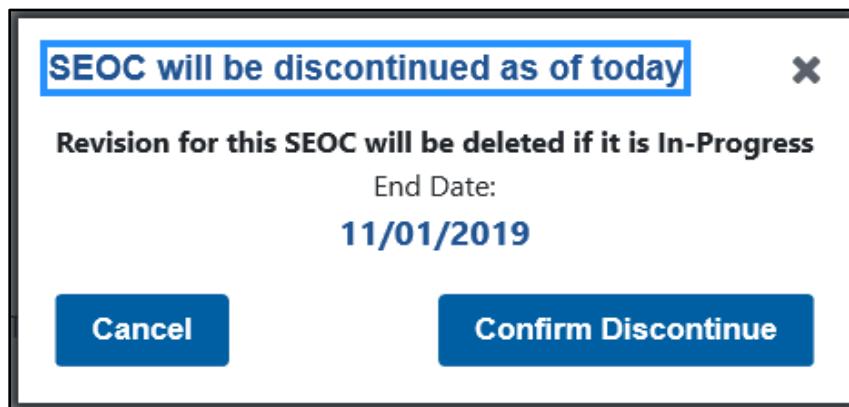
- From the list of options select to filter by: **All, Active, Date Hold, Discontinued, or In-Progress**. The SEOC list refreshes to display the status filtered by.

4.5.4. Discontinue a SEOC

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

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

Figure 43: Discontinue SEOC Confirmation



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

Figure 44: Discontinued Status

The screenshot shows a web browser window for the VA Community Care SEOC Administrator. The title bar includes the VA CARE logo and the URL "View SEOC: Audiology Co...". The top navigation bar shows "Logout" and "NETWORKID (Role)". On the left, there's a sidebar with "SEOC ADMINISTRATOR" and "VERSION 1.10.0". The main content area shows the SEOC details: "Audiology" and "Audiology Comprehensive 1.1.3". To the right of these details, the word "Discontinued" is displayed. A prominent green summary box at the top left contains the text "SEOC has been discontinued". Below this box, several fields are listed: "Effective Date: 05-22-2019", "End Date: 11-01-2019", "Category of Care: AUDIOLOGY", "REV: No", "Pre-certification Required: Yes", "QASP: General Care", and "Description: This authorization covers services associated with all medical care listed below for the referred condition. Utilization of this SEOC requires previously documented audiology evaluation/audiogram through the VA or community provider. This SEOC excludes cochlear implant procedures.". At the bottom of the page are three buttons: "RETURN TO SEOC LIST", "PRINT SEOC", and "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 45: Printed SEOc Window

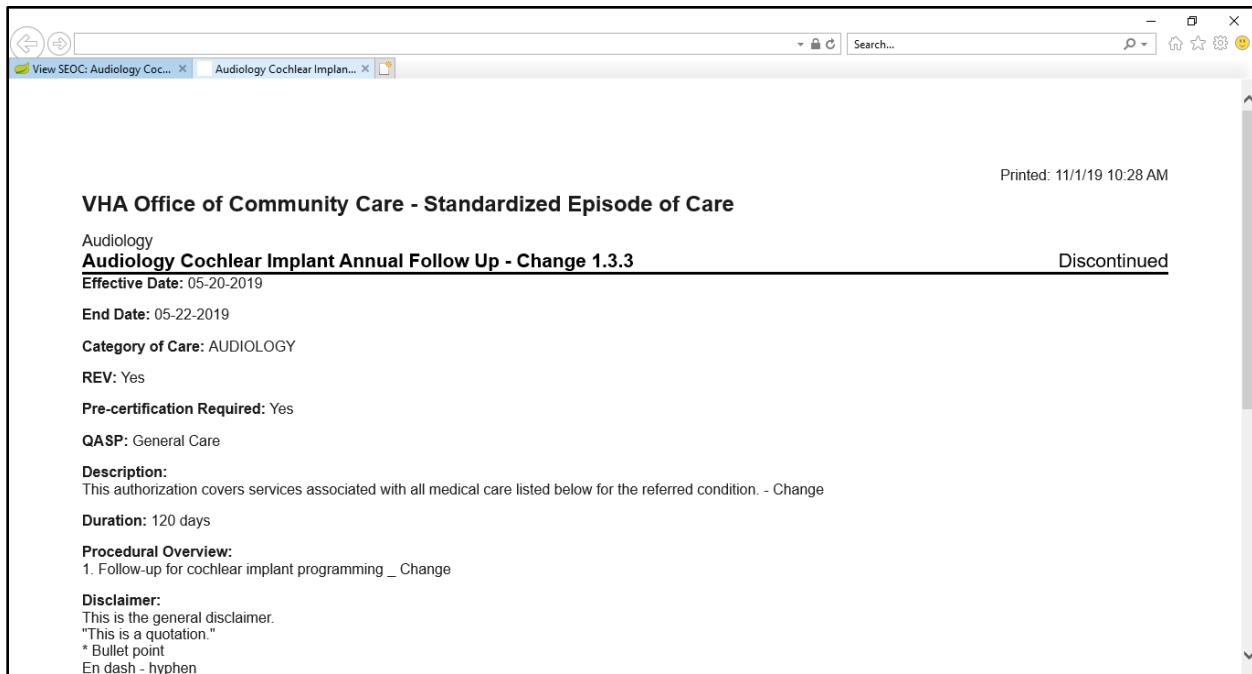
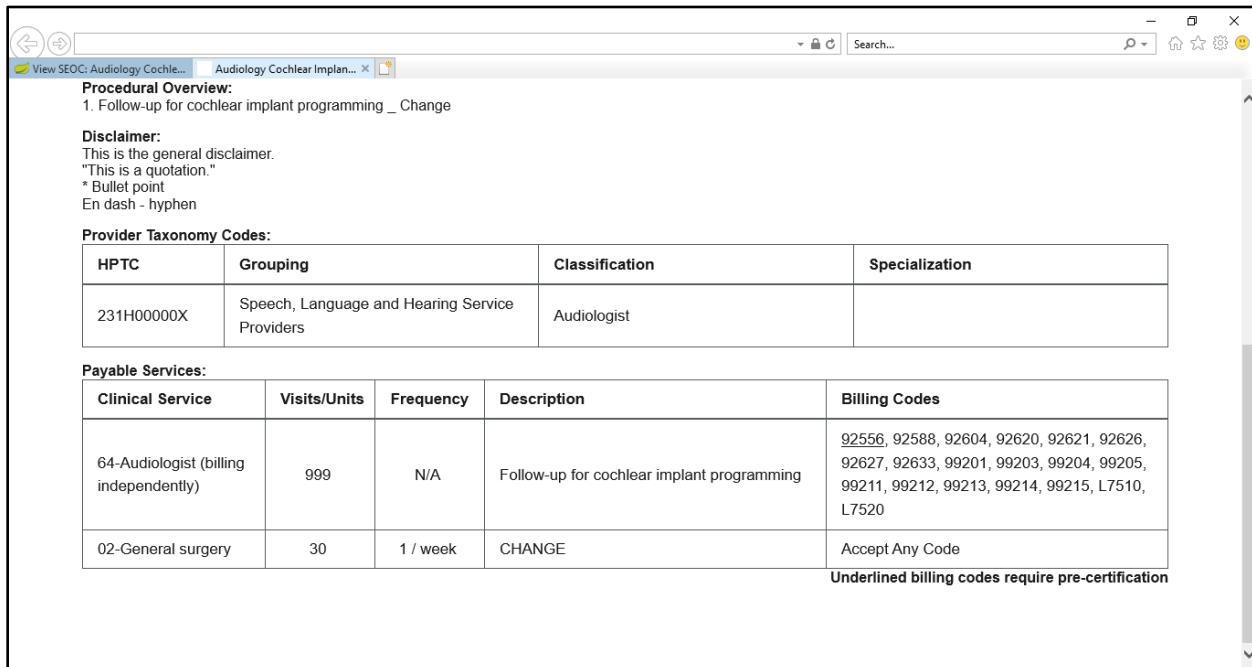


Figure 46: Printed SEOc (Bottom of the Page)



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 47: Show Invalid Characters Button



Figure 48: Show Invalid Characters

This screenshot shows the 'Add New SEOC' page for Audiology. The page includes fields for Effective Date, Category of Care (AUDIOLOGY), REV (No), Pre-certification Required (Yes), QASP (General Care), Description (a general statement about medical care), Duration (10 days), Procedural Overview (containing a quotation mark and a quotation within a quotation), and a Disclaimer section. At the bottom, there are buttons for RETURN TO SEOC LIST, ACTIVATE SEOC, EDIT, DELETE SEOC, PRINT SEOC, HIDE INVALID CHARACTERS, and FIX INVALID CHARACTERS. The 'HIDE INVALID CHARACTERS' button is highlighted.

Figure 49: Show Invalid Characters (Bottom of the Page)

This screenshot shows the same 'Add New SEOC' page as Figure 48, but with the 'HIDE INVALID CHARACTERS' button clicked. The bottom of the page now displays a list of invalid characters: This is the general disclaimer., "This is a quotation.", * Bullet point, En dash - hyphen. Below this, the Additional Information and Provider Taxonomy Codes sections are shown. The Payable Services table includes a row for '01-General practice' with 'N/A' in all columns except 'Description', which contains the invalid characters. A note at the bottom right says 'Underlined billing codes require pre-certification'. The bottom navigation bar remains the same as in Figure 48.

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

Figure 50: Print SEOC from Show Invalid Characters Page

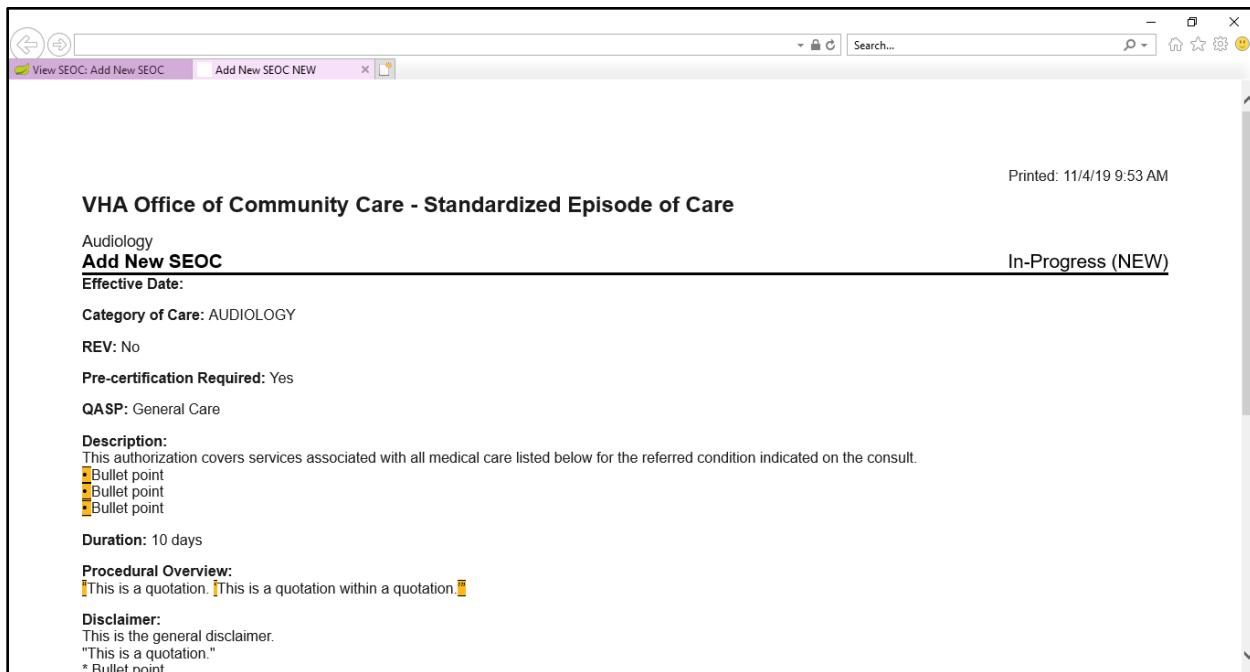
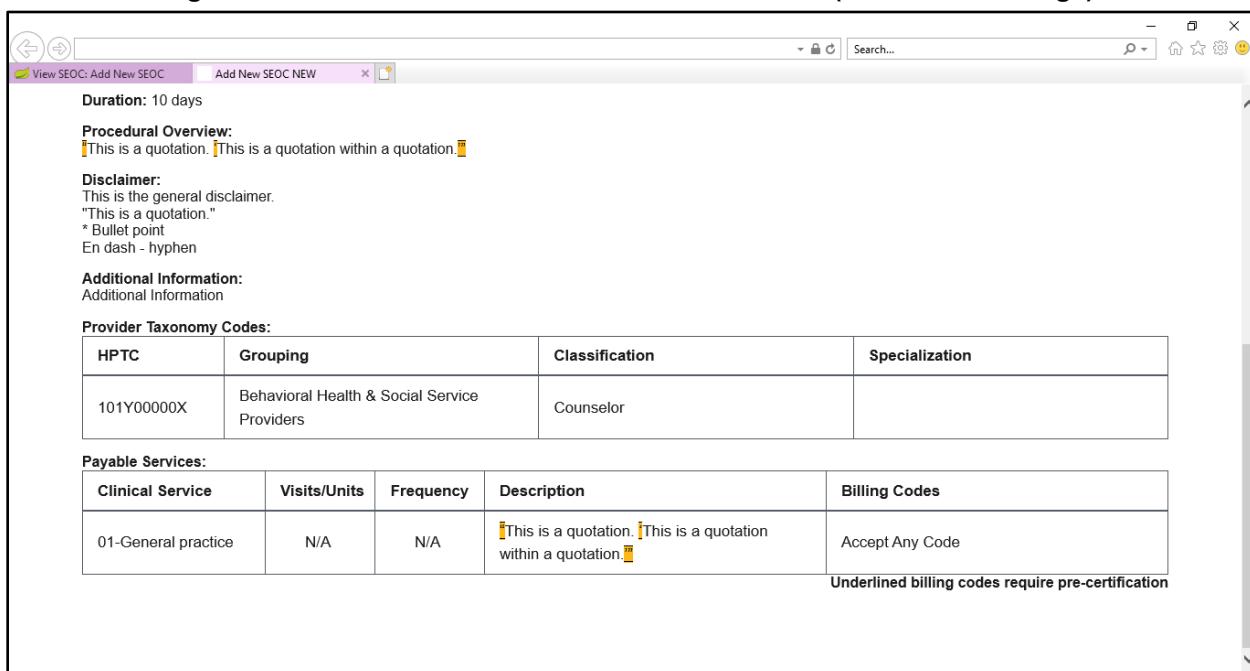
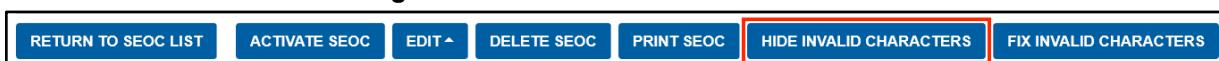


Figure 51: Print SEOC from Show Invalid Characters (Bottom of the Page)



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

Figure 52: 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

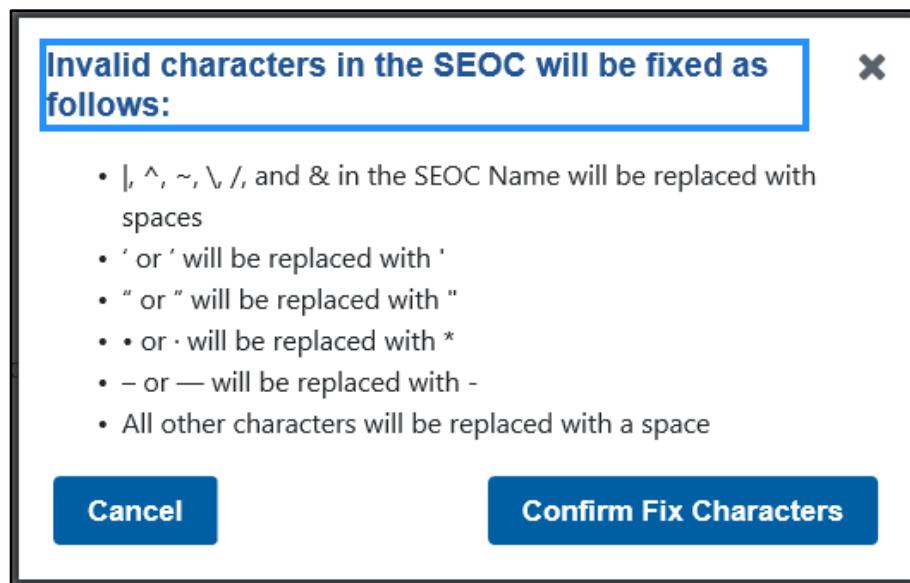
To automatically **Fix Invalid Characters**, follow the steps listed below:

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 53: Fix Invalid Characters Button

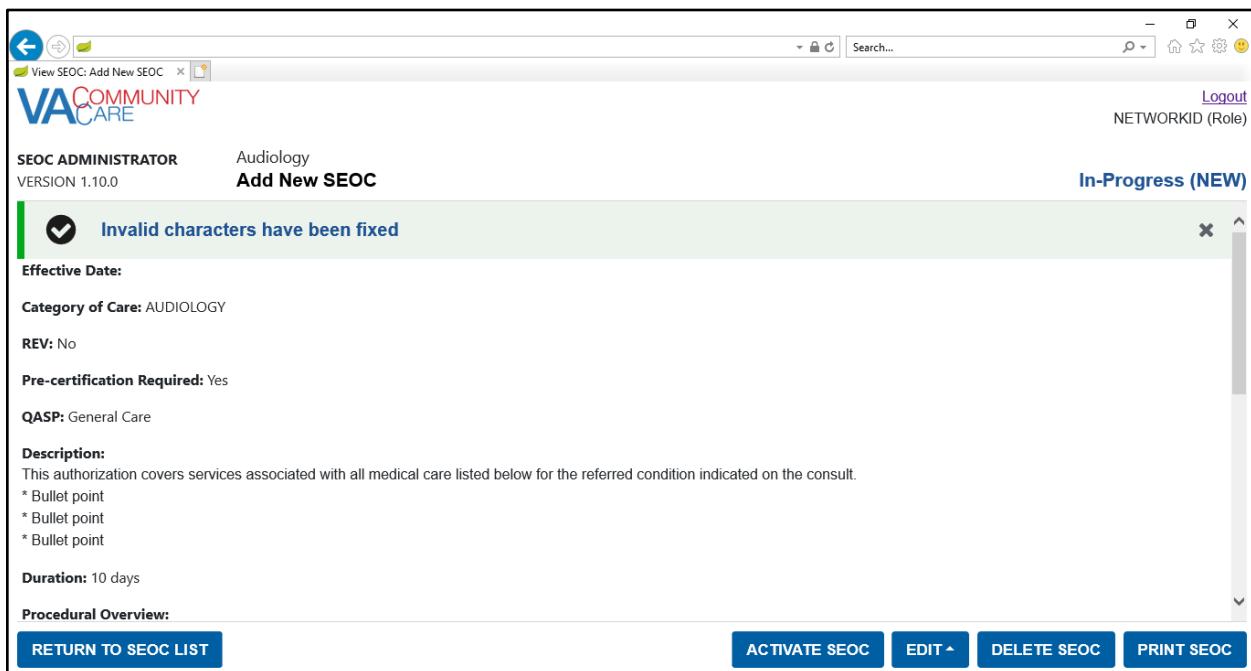


Figure 54: Fix Invalid Characters Confirmation



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

Figure 55: 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.

NOTE: The confirmation message can be dismissed by clicking the X button.

4.5.7. Track Version Changes

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

1. From the SEOCS Admin home page, select a SEOCS with a previous version.
2. Click **View Selected SEOCS**, the View SEOCS page displays.
3. Click the **Track Version Changes** button when it becomes active. The **Track Version Changes** page will display.

Figure 56: Track Version Changes Page

SEOC ADMINISTRATOR Medical Specialty Care
VERSION 1.10.0 **Optometry 4.0.41.0.2**

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:

- Initial outpatient evaluation and treatment for the one (1) routine eye exam
- Diagnostic images, labs, studies relevant to the patient-referred complaint condition
- 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

Discontinued

Buttons: RETURN TO SEOC LIST, VIEW SEOC, PRINT SEOC, PREVIOUS VERSION, NEXT VERSION

Figure 57: Track Version Changes (Middle of the Page)

SEOC ADMINISTRATOR Medical Specialty Care
VERSION 1.10.0 **Optometry 4.0.41.0.2**

Disclaimer:
This is the general disclaimer.
"This is a quotation. 'This is a quotation within a quotation.'"
* Bullet point
* Middle Dot
En Dash - hyphen
Em Dash - hyphen

test

Provider Taxonomy Codes:

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

Buttons: RETURN TO SEOC LIST, VIEW SEOC, PRINT SEOC, PREVIOUS VERSION, NEXT VERSION

Figure 58: Track Version Changes: Payable Services

The screenshot shows the VA Community Care SEOC Administrator interface. At the top, it displays "Track Version Changes: Opt... X" and the VA Community CARE logo. The top right includes a "Logout" link and "NETWORKID (Role)". The main header reads "SEOC ADMINISTRATOR" and "Medical Specialty Care Optometry 4.0.41.0.2". A status indicator "Discontinued" is shown on the right. Below the header, there are tabs for "Clinical Service", "Behavioral Health & Social Service Providers", "Clinical Neuropsychologist", and "Clinical". The "Clinical" tab is selected. Under "Payable Services:", a table lists various service codes with their descriptions and billing codes. A note at the bottom of the table states "Underlined billing codes require pre-certification". At the bottom of the page are buttons for "RETURN TO SEOC LIST", "VIEW SEOC", "PRINT SEOC", "PREVIOUS VERSION", and "NEXT VERSION".

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

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 59: Print SEOC from Track Version Changes Page

The screenshot shows a printed version of the SEOC document. At the top, it displays "Track Version Changes: Optom... X" and "Optometry 1.0.2". The document is titled "VHA Office of Community Care - Standardized Episode of Care". It includes sections for "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", and "Disclaimer: This is the general disclaimer". The page is printed on November 5, 2019, at 3:01 PM.

Figure 60: Print SEOC from Track Version Changes: Additional Information and Provider Taxonomy Codes

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

Figure 61: Print SEOC from Track Version Changes: Payable Services

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
01-General practice	4	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 and Service Line** window displays.

Figure 62: Draft SEOC: Name and Service Line

The screenshot shows a web-based application window titled "Draft New SEOC". At the top right are links for "Logout" and "NETWORKID (Role)". Below the title, the page header reads "SEOC ADMINISTRATOR" and "VERSION 1.10.0". To the right, it says "In-Progress (NEW)". The main form area has two input fields: "SEOC Name (required, 80 characters remaining)" and "Service Line (required)". A dropdown menu labeled "Select a Service Line" is open. At the bottom left is a blue button "RETURN TO SEOC LIST". At the bottom right are blue buttons "EDIT" and "VIEW SEOC".

NOTE: *Draft New SEOC only applies to the first page in the Create/Edit SEOC workflow. When you navigate to any other page, it will save the SEOC, and thereafter the workflow will be presented as an edit to an existing SEOC.*

NOTE: *To return to the SEOC Admin home page while creating a New SEOC, click Return to SEOC List in the bottom left-hand corner of any page in the Create/Edit SEOC workflow. It will not save your changes to the New SEOC.*

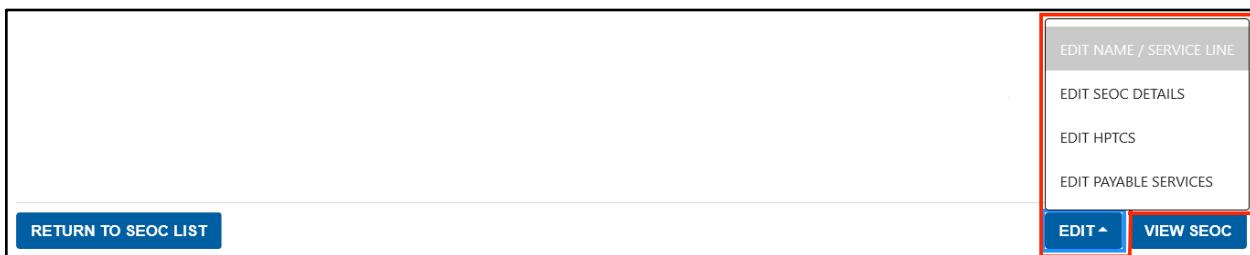
2. In the **SEOC Name** field, enter the name for the new SEOC (required field). The maximum number of characters for this field is 80.
3. From the **Service Line** menu, select a service line (required field).

NOTE: *If either the **SEOC Name** or **Service Line** are not populated, an error will display when you click Add/Edit SEOC Details.*

NOTE: *If the **SEOC Name** is already being used by another SEOC, an error will display when you click Add/Edit SEOC Details. It is not case-sensitive and it does not take extra spaces into account.*

NOTE: *The error message can be dismissed by clicking the X button.*

Figure 63: Edit SEOC Menu



4. In the footer, you can use the **Edit** menu to save the SEOC and navigate to any other page in the **Create / Edit SEOC Workflow**.
5. You can also click View SEOC to save the SEOC and open the View SEOC page.

NOTE: *The option in the **Edit Menu** for the current page will be disabled. For instance, in the screenshot above, this is the **Edit Name / Service Line** page, so that option is disabled, but in any other page in the workflow, it will be available.*

NOTE: *For the purposes of this document, the steps will go through all pages of the **Create/Edit SEOC Workflow** in sequential order, though this is not required in the application.*

6. Select **Edit SEOC Details** from the **Edit Menu**. The **Edit SEOC: Details** page will display.

Figure 64: Edit SEOC: Details

Figure 65: Edit SEOC: Details (Middle of the Page)

This screenshot shows the middle portion of the 'Edit SEOC: Details' page. At the top, there are standard browser controls (back, forward, search, etc.) and a 'Logout' link. Below that is the VA Community Care logo. The main header reads 'SEOC ADMINISTRATOR VERSION 1.10.0' on the left, 'Audiology' in the center, and 'Draft New SEOC' on the right. A status indicator 'In-Progress (NEW)' is shown in the top right corner. The page content includes a 'Description' section with a character limit of 1867, which contains the text: 'This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.' Below this is a 'Procedural Overview' section with a character limit of 5000. A 'Disclaimer' section follows, containing the text: 'This is the general disclaimer. "This is a quotation." * Bullet point En dash - hyphen'. At the bottom are three buttons: 'RETURN TO SEOC LIST' (blue), 'EDIT' (blue), and 'VIEW SEOC' (blue).

Figure 66: Edit SEOC: Details (Bottom of the Page)

This screenshot shows the bottom portion of the 'Edit SEOC: Details' page. It features the same header and status indicator as Figure 65. The 'Description' and 'Procedural Overview' sections are empty. The 'Disclaimer' section contains the text: 'This is the general disclaimer. "This is a quotation." * Bullet point En dash - hyphen'. Below this is an 'Additional Information' section with a character limit of 2000, which is currently empty. At the bottom are three buttons: 'RETURN TO SEOC LIST' (blue), 'EDIT' (blue), and 'VIEW SEOC' (blue).

7. From the **Category of Care** drop-down menu, select the **Category of Care**.
8. In the **Duration (days)** field, enter the duration.

NOTE: If the value of **Duration** is not a number between 1 and 365, an error will be displayed if you click **Return to SEOC List** or **View SEOC**, or if you navigate using the **Edit Menu**.

NOTE: *The error message can be dismissed by clicking the X button.*

9. From the **QASP** drop-down menu, select the **QASP**.
10. From the **REV** drop-down menu, select **Yes** or **No**.

NOTE: *In order to activate a **SEOC**, the **REV** flag can only be true if at least one **Payable Service** has a **Billing Code** that requires **Pre-Certification** or is set to **Any Code Accepted** or **No Code Required**.*

11. In the **Description** field, enter a description for the procedure.

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

12. In the **Procedural Overview** field, enter an overview on the procedure.

NOTE: *The maximum amount of characters for the **Procedural Overview** field is 5000.*

13. In the **Additional Information** field, enter additional information regarding the procedure if desired.

NOTE: *The maximum amount of characters for the **Additional Information** field is 2000.*

NOTE: *Disclaimer, above the **Additional Information** field, refers to the **General Disclaimer** which is shared across all **SEOCs**. To update the **General Disclaimer**, use the **Edit Disclaimer** functionality found on the front page.*

14. Select **Edit SEOC HPTCs** from the **Edit Menu**. The **Edit SEOC: SEOC Provider Taxonomy Codes** page will display.

Figure 67: Edit SEOC: Provider Taxonomy Codes

SEOC ADMINISTRATOR
VERSION 1.10.0

Audiology
Draft New SEOC

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 **EDIT ▾** **VIEW SEOC**

- Click **Add new HPTCs to SEOC**. The **Edit SEOC: Add Provider Taxonomy Codes** page will display.

Figure 68: Edit SEOC: Add Provider Taxonomy Codes

SEOC ADMINISTRATOR
VERSION 1.10.0

Audiology
Draft New SEOC

In-Progress (NEW)

Add Provider Taxonomy Codes to SEOC

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
101YA0400X	Behavioral Health & Social Service Providers	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

Filter HPTC table by text (contains)
Filter by HPTC table contents

Add highlighted HPTC to SEOC Done

RETURN TO SEOC LIST **EDIT ▾** **VIEW SEOC**

NOTE: The navigation buttons in the footer will be disabled while this page is displayed. In order to enable the navigation buttons, click the **Done** button to return to the previous page.

16. Enter text in the **Filter HPTC table by text** field. Press **Enter** or click the **Search** button. The table displays all rows with the text you entered in any of the four columns: **Provider Code, Grouping, Classification, or Specialization.**
17. Select a **Provider Taxonomy Code (HPTC)**.
18. Click **Add Highlighted HPTC to SEOC**. A confirmation message will display.

Figure 69: Edit SEOC: Provider Taxonomy Code Added Message

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

NOTE: *The confirmation message can be dismissed by clicking the X button.*

NOTE: *If the selected HPTC has already been added to the SEOC, an error dialog will display when you click Add highlighted HPTC to SEOC.*

19. Repeat steps 16-18 to add additional HPTCs to the SEOC.
20. When you are finished adding provider codes, click **Done**. The **Edit SEOC: SEOC Provider Taxonomy Codes** page will display. The table displays the provider codes you added on the previous page.

Figure 70: Edit SEOC: Added Provider Taxonomy Codes

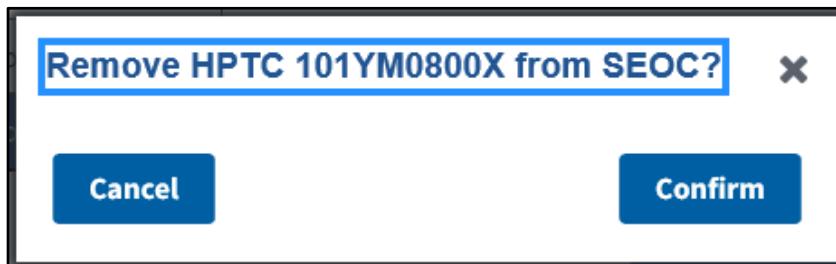
The screenshot shows the 'Edit SEOC HPTCs' page. At the top, there are standard browser controls, a search bar, and a user menu with 'Logout' and 'NETWORKID (Role)'. Below the header, the VA Community Care logo is displayed. The main content area is titled 'SEOC ADMINISTRATOR' and 'VERSION 1.10.0'. To the right, it says 'Audiology' and 'Draft New SEOC'. A status indicator 'In-Progress (NEW)' is shown. The central part of the screen displays a table titled 'SEOC Provider Taxonomy Codes' with four columns: 'HPTC', 'Grouping', 'Classification', and 'Specialization'. Three rows are listed:

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
101YA0400X	Behavioral Health & Social Service Providers	Counselor	Addiction (Substance Use Disorder)
101YM0800X	Behavioral Health & Social Service Providers	Counselor	Mental Health

Below the table are two buttons: 'Remove highlighted HPTC from SEOC' and 'Add new HPTCs to SEOC'. At the bottom left is a 'RETURN TO SEOC LIST' button, and at the bottom right are 'EDIT ▾' and 'VIEW SEOC' buttons.

21. 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.

Figure 71: Edit SEOC: Confirm Remove HPTC



22. Click **Confirm** to remove the HPTC from the SEOC. A confirmation message will display.

Figure 72: Edit SEOC: Provider Taxonomy Code Removed Message

The screenshot shows the 'Edit SEOC HPTCs' page. At the top, it says 'Audiology' and 'Draft New SEOC'. On the right, it shows 'In-Progress (NEW)' and a 'Logout' link. A message bar at the top states 'HPTC 101YM0800X has been removed'. Below this is a table titled 'SEOC Provider Taxonomy Codes' with two rows:

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
101YA0400X	Behavioral Health & Social Service Providers	Counselor	Addiction (Substance Use Disorder)

Buttons at the bottom of the table area are 'Remove highlighted HPTC from SEOC' and 'Add new HPTCs to SEOC'. At the bottom of the page are 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC' buttons.

NOTE: The confirmation message can be dismissed by clicking the X button.

23. Select **Edit SEOC Payable Services** from the **Edit Menu**. The **Edit SEOC: Payable Services** page will display.

Figure 73: Edit SEOC: Payable Services

The screenshot shows the 'Edit SEOC Payable Services' page. At the top, it says 'Audiology' and 'Draft New SEOC'. On the right, it shows 'In-Progress (NEW)' and a 'Logout' link. A table titled 'Payable Services' is shown with one row:

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

Buttons at the bottom of the table area are 'Add New Service to SEOC', 'Edit Selected Service', and 'Remove Selected Service from SEOC'. At the bottom of the page are 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC' buttons.

24. Click **Add New Service to SEOC**. The **Edit SEOC: Add Payable Service** section displays at the top of the page.

Figure 74: Edit SEOC: Add Payable Service

The screenshot shows the 'Edit SEOC Payable Services' page for 'Audiology' under 'Draft New SEOC'. The top right corner displays 'Logout' and 'NETWORKID (Role)'. The main area is titled 'In-Progress (NEW)'. On the left, there's a 'Description' field (empty) and a 'Clinical Service' field containing 'No Clinical Services added'. Below these are buttons for 'Remove Selected Clinical Service' and 'Add Clinical Service'. To the right, there are fields for 'Allowable Visits / Units' (empty) and 'Frequency (visits/interval)' (empty), with a dropdown menu labeled 'Select Type'. At the bottom are 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC' buttons.

Figure 75: Edit SEOC: Add Payable Service (Middle of the page)

This screenshot continues from Figure 74. It shows the same 'Edit SEOC Payable Services' page for 'Audiology' under 'Draft New SEOC'. The 'Clinical Service' section remains the same. A new 'Billing Codes' section is visible on the right, featuring a table with columns for 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table has one empty row. Below the table are buttons: 'No Code Required', 'Accept Any Code', 'Remove Selected Code from Service', 'Add New Billing Code to Service', 'Done', and 'Cancel'. At the bottom are 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC' buttons.

Figure 76: Edit SEOC: Add Payable Service (Bottom of the Page)

The screenshot shows the 'Edit SEOC Payable Services' page for 'Audiology' under 'Draft New SEOC'. At the top right, there are 'Logout' and 'NETWORKID (Role)' buttons. Below the title, it says 'In-Progress (NEW)'. A toolbar at the top includes 'Remove Selected Clinical Service' and 'Add Clinical Service' buttons. The main area has a table for 'Billing Codes' with columns for 'Billing Code', 'Type', 'Description', and 'PreCert Required'. Buttons below the table include 'No Code Required', 'Accept Any Code', 'Remove Selected Code from Service', 'Add New Billing Code to Service', 'Done', and 'Cancel'. Below this is a section for 'Payable Services' with a table for 'Clinical Service' with columns for 'Visits/Units', 'Frequency', 'Description of Service', and 'Billing Code(s)'. Buttons at the bottom are 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC'.

25. 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.*

26. Under **Clinical Services**, which are required, select **Add Clinical Service**. The **Edit SEOC: Add Clinical Service** dialog box will display.

Figure 77: Edit SEOC: Add Clinical Service Dialog

The dialog box is titled 'Manage Clinical Services for Payable Service'. It features a search bar labeled 'Search for Clinical Service (contains)' with a magnifying glass icon. A list of clinical services is shown in a scrollable area, each preceded by a numbered code. The list includes:

- 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

At the bottom are two buttons: 'Add Clinical Service to Payable Service' and 'Done'.

27. 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.
28. Select the desired **Clinical Service**.
29. Click **Add Clinical Service to Payable Service**. A confirmation message will display.

Figure 78: Edit SEOC: Clinical Service Added Message

The screenshot shows a modal dialog titled "Manage Clinical Services for Payable Service". At the top is a search bar labeled "Search for Clinical Service (contains)" with a magnifying glass icon. Below the search bar is a message box containing a checkmark icon and the text "Clinical Service 01-General practice added to Payable Service". The main list area contains ten items, each representing a clinical service category: 01-General practice, 02-General surgery, 03-Allergy/immunology, 04-Otolaryngology, 05-Anesthesiology, 06-Cardiology, 07-Dermatology, 08-Family practice, and 09-Interventional pain management. The "01-General practice" item is highlighted with a blue background and white text. At the bottom right of the dialog are two buttons: "Add Clinical Service to Payable Service" and "Done".

NOTE: If a **Clinical Service** is already associated with the **Payable Service**, an error message will display.

NOTE: Both the confirmation message and the error message can be dismissed by clicking the X button.

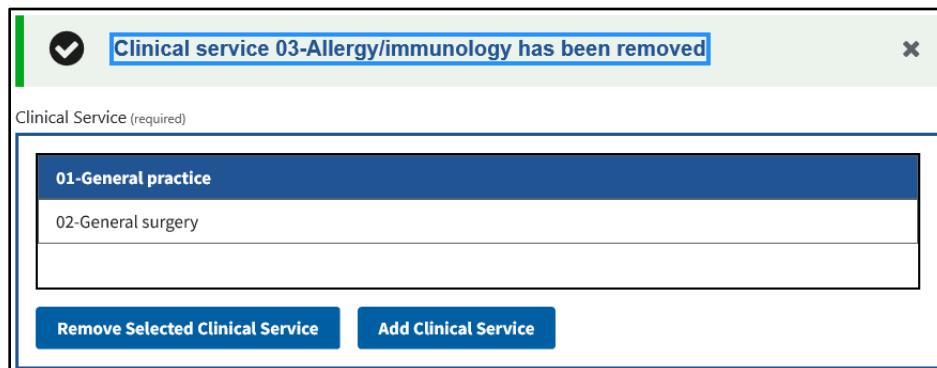
30. Repeat steps 27-29 to add additional **Clinical Services** to the **Payable Service**.
31. Click **Done**. The **Edit SEOC: Add Payable Service** section will display.

Figure 79: Edit SEOC: New Clinical Services added to the Payable Service

The screenshot shows the "Edit SEOC: Add Payable Service" section. At the top is a text input field labeled "Clinical Service (required)". Below it is a list of clinical services: 01-General practice, 02-General surgery, and 03-Allergy/immunology. The "03-Allergy/immunology" item is highlighted with a blue background and white text. At the bottom are two buttons: "Remove Selected Clinical Service" and "Add Clinical Service".

32. If needed, select a **Clinical Service** row and click **Remove Selected Clinical Service** to remove a **Clinical Service**. A confirmation message will display.

Figure 80: Edit SEOC: Clinical Service Removed Message



NOTE: The confirmation message can be dismissed by clicking the X button.

- In the **Allowable Visits / Units** field, which is optional, enter the number of allowed visits or other units.

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

- In the **Frequency (visits/interval)** fields, which are optional, enter the frequency of visits and select if it is per week, month, or year.

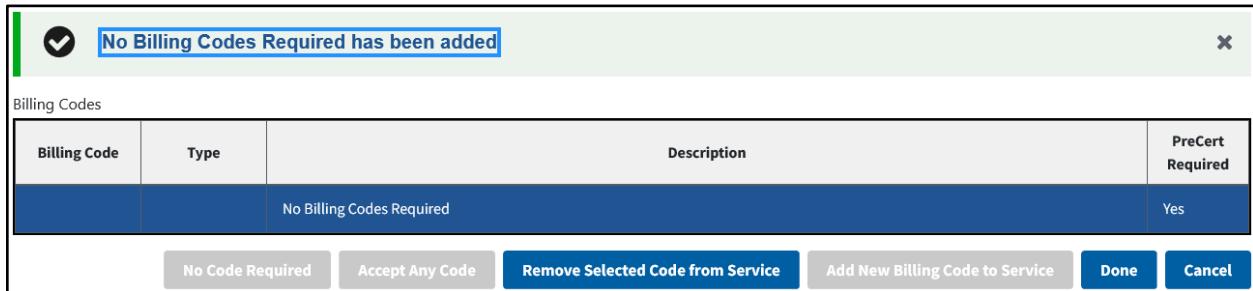
NOTE: The maximum value for the **Frequency Visits** field is 999.

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: The error message can be dismissed by clicking the X button.

- If this service does not require billing codes, select **No Code Required**. A confirmation message will display.

Figure 81: Edit SEOC: No Billing Codes Required Added Message



NOTE: The confirmation message can be dismissed by clicking the X button.

- If you need to remove this and select something else, click **Remove Selected Code from Service**. A confirmation message will display.

Figure 82: Edit SEOC: No Billing Codes Required Removed Message

The screenshot shows a modal dialog box titled 'Edit SEOC'. At the top left is a checkmark icon, and at the top right is a close ('X') button. The main area contains a message box with a green header bar containing a checkmark icon and the text 'No Billing Codes Required has been removed'. Below this is a table titled 'Billing Codes' with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table is currently empty. At the bottom of the dialog are several buttons: 'No Code Required' (blue), 'Accept Any Code' (blue), 'Remove Selected Code from Service' (gray), 'Add New Billing Code to Service' (blue), 'Done' (blue), and 'Cancel' (blue).

NOTE: The confirmation message can be dismissed by clicking the X button.

- If this service can accept any billing code, select **Accept Any Code**. A confirmation message will display.

Figure 83: Edit SEOC: Any Billing Code Accepted Added Message

The screenshot shows a modal dialog box titled 'Edit SEOC'. At the top left is a checkmark icon, and at the top right is a close ('X') button. The main area contains a message box with a green header bar containing a checkmark icon and the text 'Any Billing Code Accepted has been added'. Below this is a table titled 'Billing Codes' with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table has one row where the 'Description' column contains 'Any Billing Code Accepted' and the 'PreCert Required' column contains 'Yes'. At the bottom of the dialog are several buttons: 'No Code Required' (gray), 'Accept Any Code' (blue), 'Remove Selected Code from Service' (blue), 'Add New Billing Code to Service' (blue), 'Done' (blue), and 'Cancel' (blue).

NOTE: The confirmation message can be dismissed by clicking the X button.

- If you need to remove this and select something else, click **Remove Selected Code from Service**. A confirmation message will display.

Figure 84: Edit SEOC: Any Billing Code Accepted Removed Message

The screenshot shows a modal dialog box titled 'Edit SEOC'. At the top left is a checkmark icon, and at the top right is a close ('X') button. The main area contains a message box with a green header bar containing a checkmark icon and the text 'Any Billing Code Accepted has been removed'. Below this is a table titled 'Billing Codes' with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table is currently empty. At the bottom of the dialog are several buttons: 'No Code Required' (blue), 'Accept Any Code' (blue), 'Remove Selected Code from Service' (blue), 'Add New Billing Code to Service' (blue), 'Done' (blue), and 'Cancel' (blue).

NOTE: The confirmation message can be dismissed by clicking the X button.

- If this service requires billing codes, click **Add New Billing Code to Service**. The **Edit SEOC: Add Billing Code** dialog box will display.

Figure 85: Edit SEOC: Add Billing Code

The screenshot shows a web-based application titled 'Manage Billing Codes for Payable Service'. At the top left is a search bar labeled 'Search by billing code' with a magnifying glass icon. Below the search bar is a table with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table contains the following data:

Billing Code	Type	Description	PreCert Required
0000000A1	HCPCS	testinb	No
000001AW	HCPCS	TESTw	No
000001AV	HCPCS	testaj	No
000001C	DRG	drgjjj	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

At the bottom right of the table are three buttons: 'Add Code to Payable Service', 'Define New Code', and 'Done'.

40. 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.
41. Select the desired **Billing Code**.
42. Click **Add Code to Payable Service**. A confirmation message will display.

Figure 86: Edit SEOC: Billing Code Added Message

The screenshot shows the same 'Manage Billing Codes for Payable Service' window as Figure 85, but with a confirmation message displayed. The message is 'Billing code 0007U added to Payable Service' with a checkmark icon. The table of billing codes is identical to Figure 85. The bottom right buttons are 'Add Code to Payable Service', 'Define New Code', and 'Done'.

NOTE: The confirmation message can be dismissed by clicking the X button.

43. Repeat steps 40-42 to add additional **Billing Codes** to the **Payable Service**.
44. To define a new **Billing Code**, click **Define New Code**. The **Define New Code** form will display.

Figure 87: Edit SEOC: Define New Billing Code

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

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**.

45. 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.

46. From the **Type** menu, select the type of billing code (required field).

47. In the **Description** field, which is required, enter the billing code description.

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

48. From the **PreCert Required** menu, select whether the billing code requires pre-certification (required field).
49. 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.

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

NOTE: The error message can be dismissed by clicking the X button.

Figure 88: Edit SEOC: New Billing Code Added Message

The screenshot shows a modal window titled 'Manage Billing Codes for Payable Service'. At the top left is a search bar with placeholder text 'Search by billing code' and a magnifying glass icon. Below the search bar is a message box with a checkmark icon and the text 'Billing code 12345 added to Payable Service'. A close button (X) is in the top right corner of the message box. The main content area is a table with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table contains several rows of billing codes, with the last row, '12345', highlighted in blue. At the bottom of the table are three buttons: 'Add Code to Payable Service', 'Define New Code', and 'Done'.

Billing Code	Type	Description	PreCert Required
12345	CPT	New Billing Code	No
13100	CPT	Repair, complex, trunk; 1.1 cm to 2.5 cm	No
13101	CPT	Repair, complex, trunk; 2.6 cm to 7.5 cm	No
13102	CPT	Repair, complex, trunk; each additional 5 cm or less (List separately in addition to code for primary procedure)	No
13120	CPT	Repair, complex, scalp, arms, and/or legs; 1.1 cm to 2.5 cm	No
13121	CPT	Repair, complex, scalp, arms, and/or legs; 2.6 cm to 7.5 cm	No
13122	CPT	Repair, complex, scalp, arms, and/or legs; each additional 5 cm or less (List separately in addition to code for primary procedure)	No

NOTE: The confirmation message can be dismissed by clicking the X button.

50. Click Done. The **Edit SEOC: Add Payable Service** section will display.

Figure 89: Edit SEOC: Billing Codes added to the Payable Service

The screenshot shows the 'Edit SEOC: Add Payable Service' window. At the top left is a 'Billing Codes' button. The main content area is a table with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table contains four rows of billing codes. The fourth row, '00100', is highlighted in blue. At the bottom of the table are five buttons: 'No Code Required', 'Accept Any Code', 'Remove Selected Code from Service' (highlighted in blue), 'Add New Billing Code to Service', 'Done', and 'Cancel'.

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
12345	CPT	New Billing Code	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No

51. If needed, you can select a **Billing Code** row and click **Remove Selected Code from Service** to remove a **Billing Code**. A confirmation message will display.

Figure 90: Edit SEOC: Billing Code Removed Message

The screenshot shows the 'Edit SEOC: Add Payable Service' window. At the top left is a 'Billing Codes' button. The main content area is a table with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table contains three rows of billing codes. The third row, '00100', is highlighted in blue. At the bottom of the table are five buttons: 'No Code Required', 'Accept Any Code', 'Remove Selected Code from Service' (highlighted in blue), 'Add New Billing Code to Service', 'Done', and 'Cancel'.

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
12345	CPT	New Billing Code	No

NOTE: The confirmation message can be dismissed by clicking the X button.

52. Click **Done**. The **Edit SEOC: Payable Services** section displays at the top of the page.

Figure 91: Edit SEOC: Payable Service added to SEOC

The screenshot shows the 'Edit SEOC Payable Services' page. At the top, there are standard browser controls, a search bar, and a 'Logout' link. Below that is the VA Community Care logo and the title 'Audiology Draft New SEOC'. To the right, it says 'In-Progress (NEW)'. On the left, it shows 'SEOC ADMINISTRATOR VERSION 1.10.0'. The main content area is titled 'Payable Services' and contains a table with one row. The table has columns for 'Clinical Service', 'Visits/Units', 'Frequency', 'Description of Service', and 'Billing Code(s)'. The single row shows '01-General practice, 02-General surgery' in the Clinical Service column, '10' in Visits/Units, 'N/A' in Frequency, 'Description' in Description of Service, and '0007U, 12345' in 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, there are links 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW 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**.

NOTE: The error message can be dismissed by clicking X.

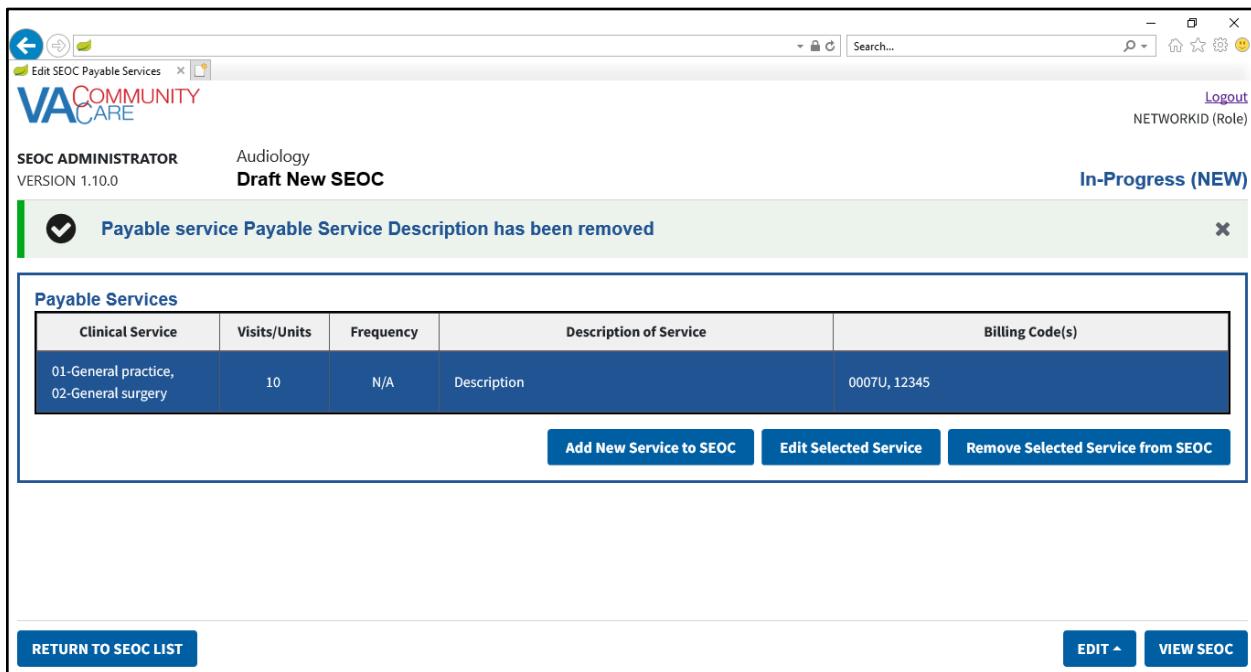
53. If needed, you can select a **Payable Service** row and click **Remove Selected Service from SEOC** to remove a **Payable Service**. The **Confirm Delete Payable Service** dialog will display.

Figure 92: Edit SEOC: Delete Payable Service Confirmation



54. Click **Confirm Deletion** to remove the **Payable Service**. A confirmation message will appear.

Figure 93: Edit SEO: Payable Service Removed Message



NOTE: The confirmation message can be dismissed by clicking the X button.

55. You can also select a **Payable Service** row and click **Edit Selected Service** to edit the selected **Payable Service**.
56. Click **View SEO**. 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 94: Edit SEOC: View SEOC

View SEO: Draft New SEO

VA COMMUNITY CARE

SEO ADMINISTRATOR
VERSION 1.10.0

Audiology
Draft New SEO

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:
Procedural Overview

Disclaimer:
This is the general disclaimer.
"This is a quotation."
* Bullet point

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

Figure 95: Edit SEOC: View Provider Taxonomy Codes and Payable Services

View SEO: Draft New SEO

VA COMMUNITY CARE

SEO ADMINISTRATOR
VERSION 1.10.0

Audiology
Draft New SEO

In-Progress (NEW)

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
101YA0400X	Behavioral Health & Social Service Providers	Counselor	Addiction (Substance Use Disorder)

Payable Services:

Clinical Service	Visits/Units	Frequency	Description	Billing Codes
01-General practice, 02-General surgery	10	N/A	Description	0007U, 12345

Underlined billing codes require pre-certification

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

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

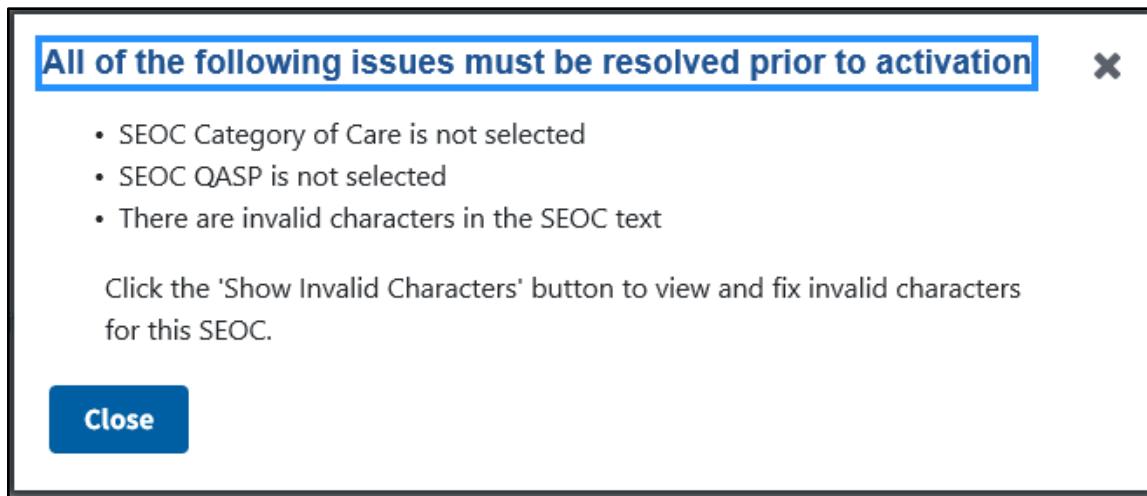
To activate a SEOC that is currently marked as In-Progress, follow the steps listed below:

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.

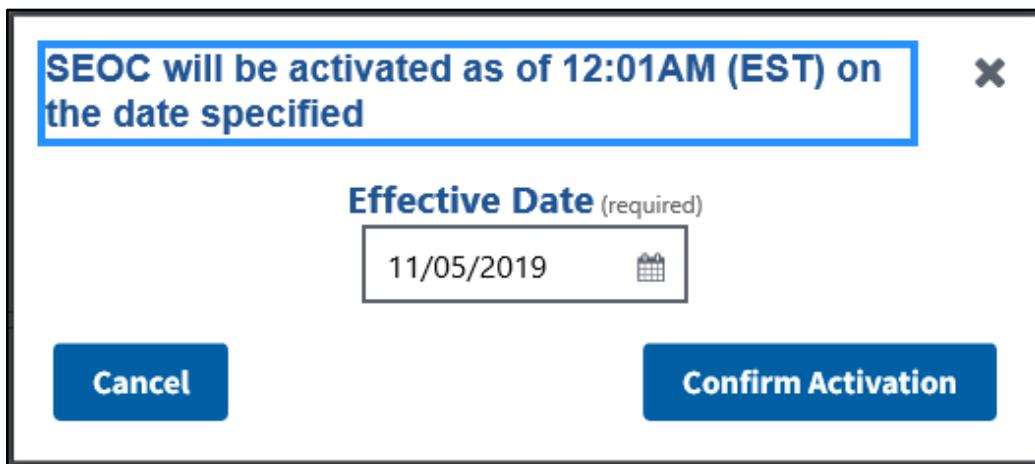
4. If there are activation errors, the **Activation Error** dialog will display listing what needs to be resolved before the SEOC can be activated.

Figure 96: SEOC Activation Errors



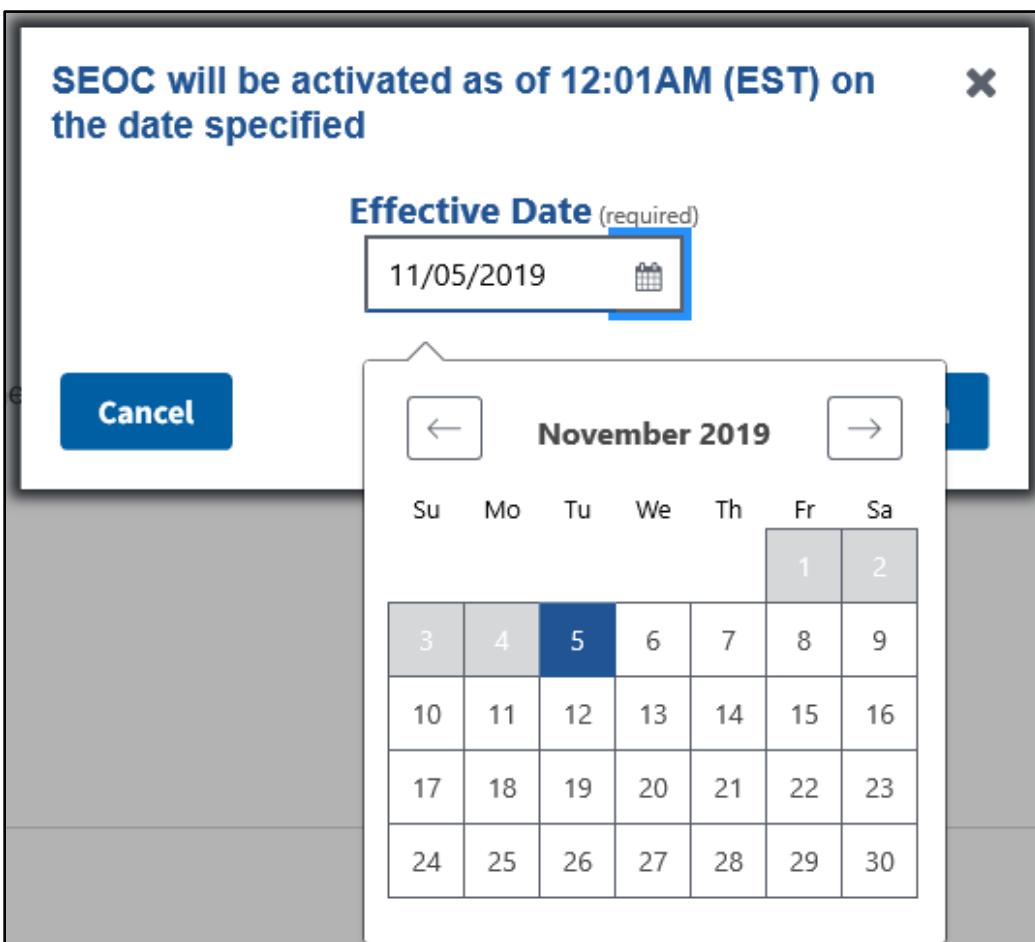
5. If there are no activation errors, the **Confirm Activation** dialog displays.

Figure 97: SEOC Activation Confirmation



6. 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.

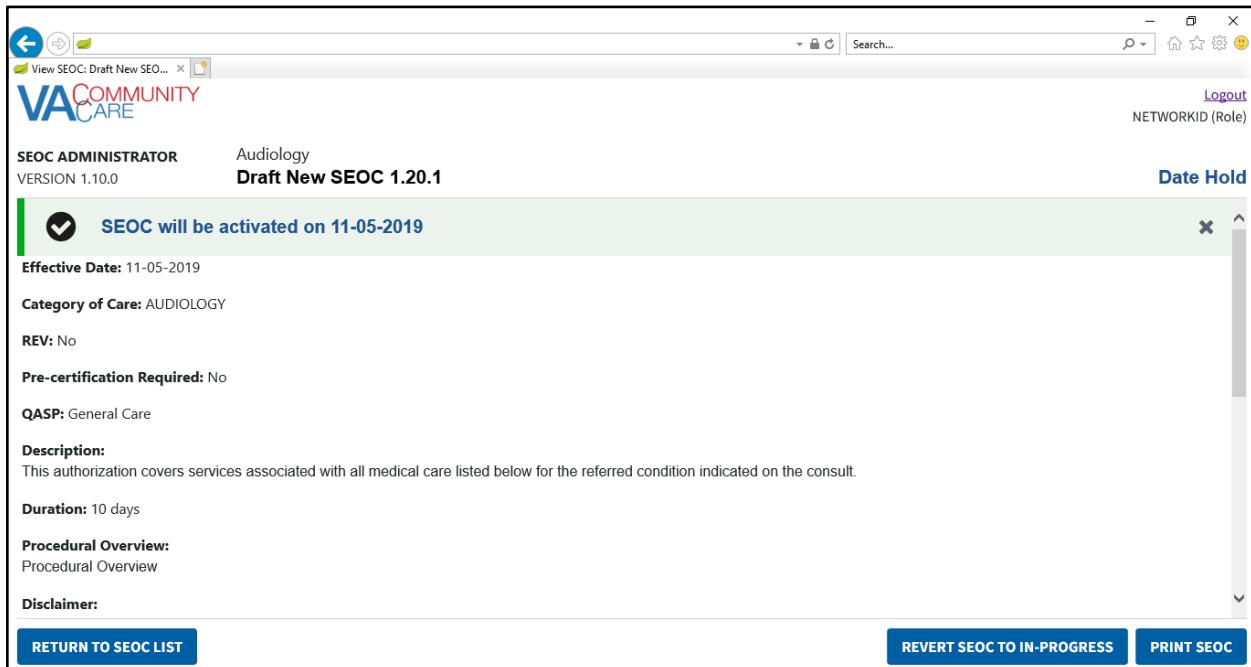
Figure 98: SEOC Activation Confirmation Calendar



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

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

Figure 99: SEOC Will be Activated Message



NOTE: The confirmation message can be dismissed by clicking the X button.

8. Click **Return to SEOC List** to see the SEOC in the list with a **Date Hold** status.

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 100: Confirm Deletion



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

4.7. Pending Revisions

4.7.1. Create a Revision

To create a 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 **Revision: Name and Service Line** window displays.

Figure 101: Revision: Name and Service Line

The screenshot shows a web-based application interface for managing Service Line Operations (SEOC). At the top, there's a header with the VA Community Care logo, user information (NETWORKID (Role)), and standard browser controls. Below the header, the title 'Audiology' and 'Audiology DS Routine' are displayed. A note 'In-Progress (REVISION)' is visible. The main form contains two input fields: 'SEOC Name (required, 60 characters remaining)' containing 'Audiology DS Routine' and 'Service Line (required)' containing 'Audiology'. At the bottom of the form are three buttons: 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC'.

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 **Revision: Details** window displays.

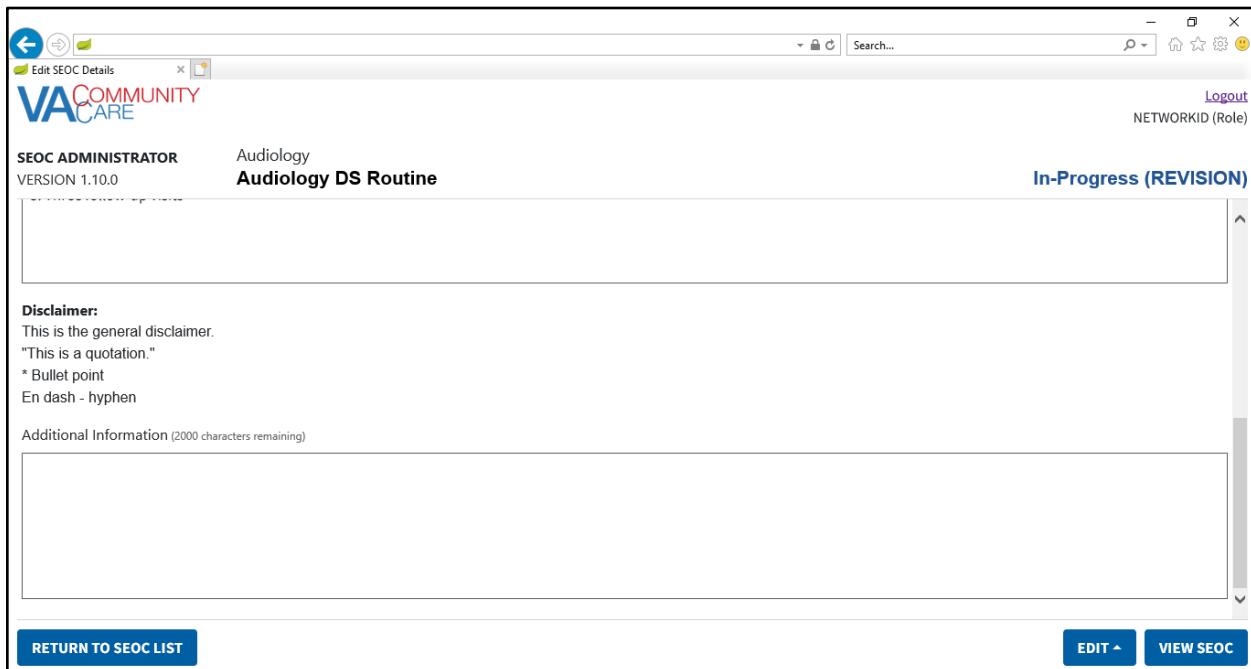
Figure 102: Revision: Details

The screenshot shows the 'Edit SEOC Details' screen for an 'Audiology DS Routine'. The top right corner displays 'Logout' and 'NETWORKID (Role)'. The main title is 'Audiology DS Routine' under 'In-Progress (REVISION)'. On the left, 'Category Of Care' is set to 'AUDIOLOGY' and 'QASP' is set to 'General Care'. To the right, 'Duration (1-365 days)' is set to '240' and 'REV' is set to 'No'. A large text area for 'Description' contains the following text: 'This authorization covers services associated with all medical care listed below for the referred condition. 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.)'. Below this, a 'Procedural Overview' section lists: '1. Initial outpatient evaluation and treatment for the one (1) comprehensive diagnostic audiolologic evaluation for the referred condition indicated on the consult'. At the bottom are buttons for 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC'.

Figure 103: Revision: Details (Middle of the Page)

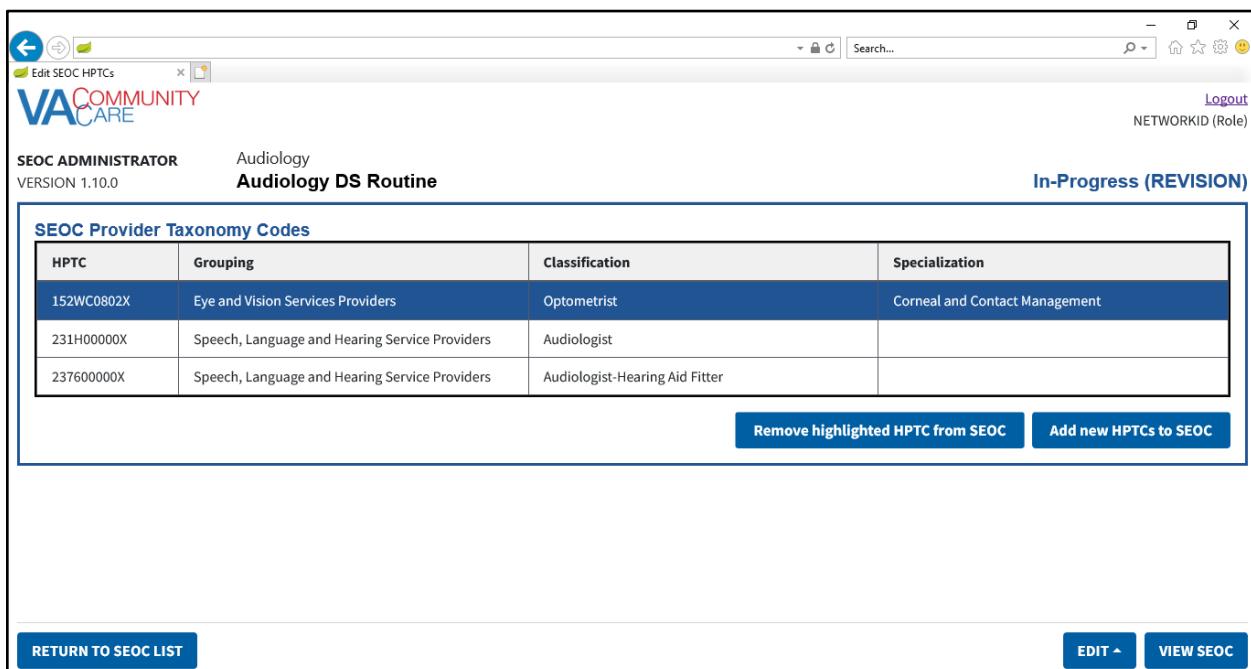
This screenshot continues from Figure 102. It shows the same 'Edit SEOC Details' screen for the 'Audiology DS Routine'. The 'Description' section is identical. The 'Procedural Overview' section now includes a numbered list: '1. Initial outpatient evaluation and treatment for the one (1) comprehensive diagnostic audiolologic evaluation for the referred condition indicated on the consult', '2. One hearing aid fitting', and '3. Three follow-up visits'. A 'Disclaimer:' section is present at the bottom. At the very bottom are buttons for 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC'.

Figure 104: Revision: Details (Bottom of the Page)



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

Figure 105: Revision: SEOC Provider Taxonomy Codes



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

Figure 106: Revision: Payable Services

The screenshot shows the 'Edit SEOC Payable Services' page. The top navigation bar includes 'Logout' and 'NETWORKID (Role)'. The main title is 'Audiology DS Routine' under 'In-Progress (REVISION)'. The 'Payable Services' table lists two services:

Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
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, 99212, 99213, 99214, 99215, L8616, L8617, L8618, L8691, L8692, S0618
64-Audiologist (billing independently)	1	N/A	One hearing aid fitting	92590, 92591, 92593, 92594, 92595, 92596, V5008, V5010,

Buttons at the bottom include 'Add New Service to SEOC', 'Edit Selected Service', 'Remove Selected Service from SEOC', 'EDIT ▾', and 'VIEW SEOC'.

10. Select a **Payable Service**.

11. Click **Edit Selected Service**. The **Edit Payable Service** section will display.

Figure 107: Edit Payable Service

The screenshot shows the 'Edit Payable Service' section. The 'Description' field contains 'One hearing aid fitting'. The 'Allowable Visits / Units' field has '1' entered. The 'Clinical Service' dropdown is set to '64-Audiologist (billing independently)'. The 'Frequency' field is empty, and the 'Select Type' dropdown is visible. Buttons at the bottom include 'RETURN TO SEOC LIST', 'EDIT ▾', and 'VIEW SEOC'.

Figure 108: Edit Payable Service: Billing Codes

SEOC ADMINISTRATOR
VERSION 1.10.0

Audiology
Audiology DS Routine

In-Progress (REVISION)

Billing Code	Type	Description	PreCert Required
92590	CPT	Hearing aid examination and selection; monaural	No
92591	CPT	Hearing aid examination and selection; binaural	No
92593	CPT	Hearing aid check; binaural	No
92594	CPT	Electroacoustic evaluation for hearing aid; monaural	No
92595	CPT	Electroacoustic evaluation for hearing aid; binaural	No
92596	CPT	Ear protector attenuation measurements	No
V5008	HCPCS	Hearing screening	No
V5010	HCPCS	Assessment for hearing aid	No

RETURN TO SEOC LIST EDIT ▾ VIEW SEOC

Figure 109: Edit Payable Service: Billing Codes and Action Buttons

SEOC ADMINISTRATOR
VERSION 1.10.0

Audiology
Audiology DS Routine

In-Progress (REVISION)

Billing Code	Type	Description	PreCert Required
92590	CPT	Hearing aid examination and selection; monaural	No
92591	CPT	Hearing aid examination and selection; binaural	No
92593	CPT	Hearing aid check; binaural	No
92594	CPT	Electroacoustic evaluation for hearing aid; monaural	No
92595	CPT	Electroacoustic evaluation for hearing aid; binaural	No
92596	CPT	Ear protector attenuation measurements	No
V5008	HCPCS	Hearing screening	No
V5010	HCPCS	Assessment for hearing aid	No

No Code Required Accept Any Code Remove Selected Code from Service Add New Billing Code to Service Done Cancel

RETURN TO SEOC LIST EDIT ▾ VIEW SEOC

Figure 110: Edit Payable Service: Payable Services List

Payable Services				
Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
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, 99212, 99213, 99214, 99215, L8616, L8617, L8618, L8691, L8692, S0613
64-Audiologist (billing independently)	1	N/A	One hearing aid fitting	92590, 92591, 92593, 92594, 92595, 92596, V5008, V5010, V5011, V5014, V5020, V5160, V5264, V5275

12. Make any desired updates
13. Click **Done**. The **Revision: Payable Services** page will display.
14. Repeat steps 10-13 for the other **Payable Services** as needed.
15. Click **View SEOC**. The **In-Progress (Revision)** status will display in the window.

Figure 111: In-Progress (Revision) Status

Effective Date:

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. 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: 240 days

Procedural Overview:

1. Initial outpatient evaluation and treatment for the one (1) comprehensive diagnostic audiologic evaluation for the referred condition indicated on the consult
2. One hearing aid fitting
3. Three follow-up visits

Disclaimer:

16. Click **Return to SEOC List**. The **Revision** will display in the list of SEOCs.

Figure 112: Revision Displayed in SEOC List

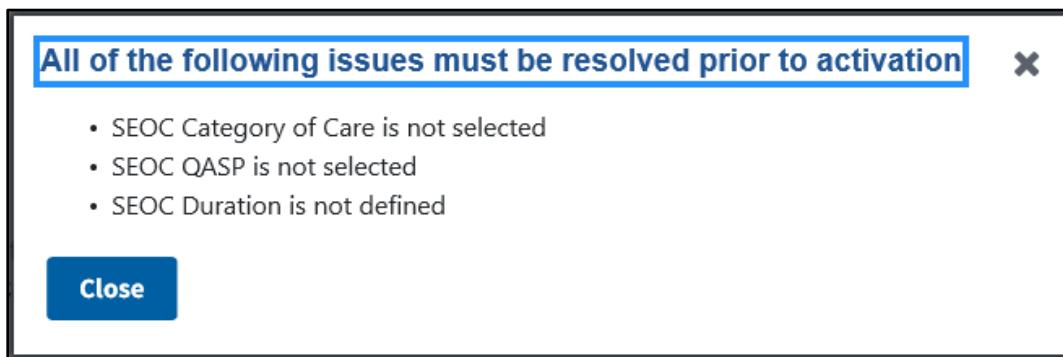
Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	Audiology DS Routine	REVISION			IN-PROGRESS
AUD	Audiology DS Routine	1.0.6	09-05-2019		ACTIVE
AUD	Audiology DS Routine	1.0.5	07-10-2019	09-05-2019	DISCONTINUED
AUD	Audiology DS Routine	1.0.4	05-21-2019	07-10-2019	DISCONTINUED
AUD	Audiology DS Routine	1.0.3	01-02-2019	05-21-2019	DISCONTINUED
AUD	Audiology DS Routine	1.0.2	12-07-2018	01-02-2019	DISCONTINUED

4.7.2. Activate a Revision

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

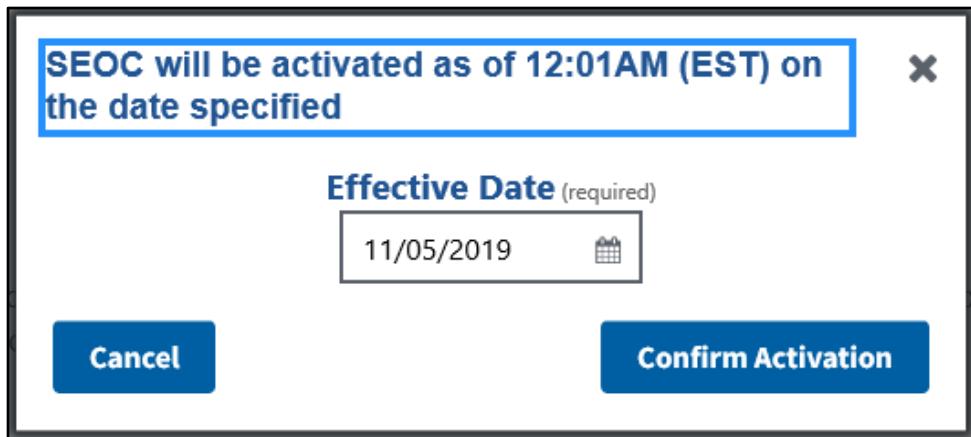
1. From the SEOC Admin home page, select the **Revision SEOC** that you would like to activate.
2. Click **View Selected SEOC**, the **View SEOC** page displays.
3. Click **Activate SEOC**. If there are activation errors, the **Activation Error** dialog will display listing what needs to be resolved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

Figure 113: Revision Activation Errors



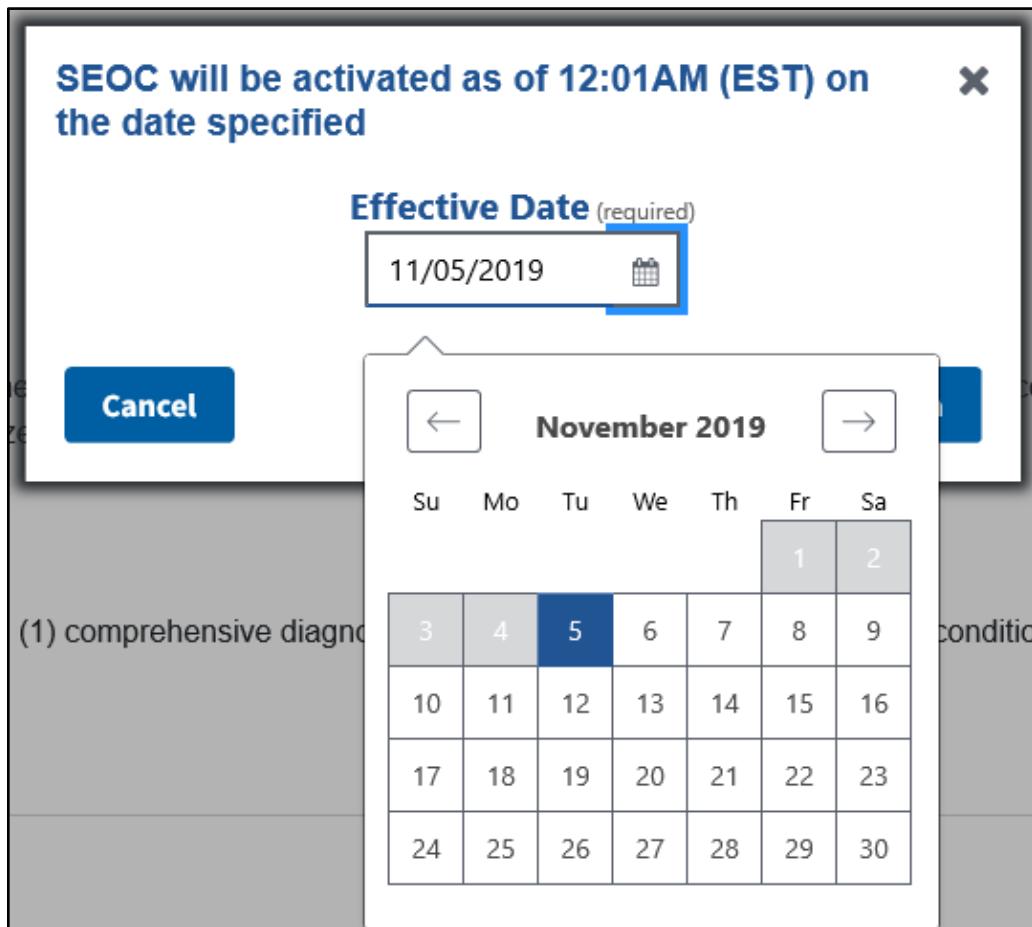
4. The **Revision Activation Confirmation** message displays.

Figure 114: Revision Activation Confirmation Message



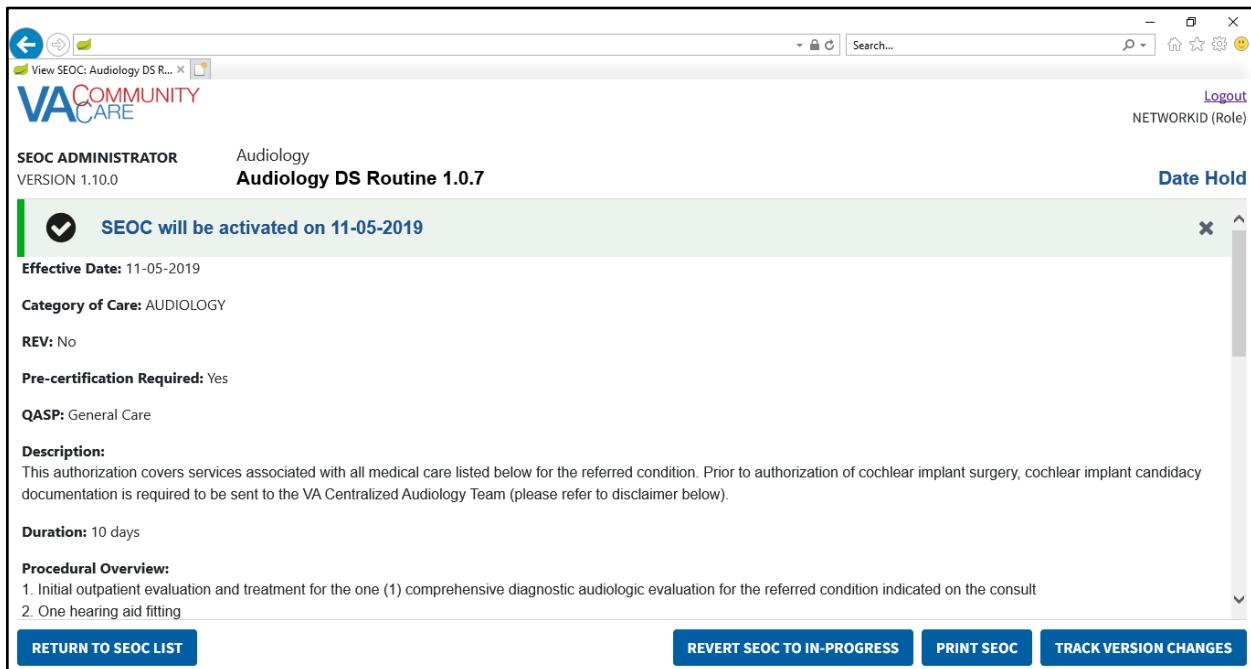
5. The **Effective Date** will default to the next day at 12:01AM EST. If needed, enter a new **Effective Date** in the input or click the calendar icon to select a date.

Figure 115: Revision Activation Confirmation Date Calendar



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

Figure 116: Revision Will be Activated Message



- 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:

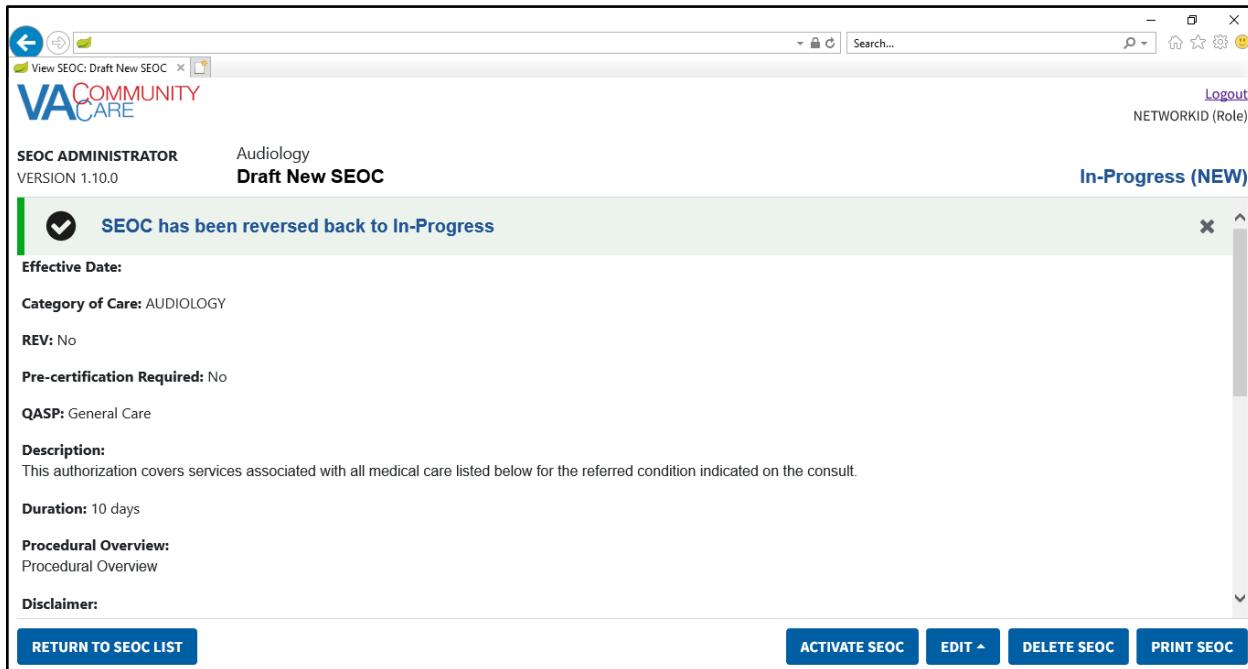
- From the SEOC Admin home page, select the **Date Hold** SEOC you would like to revert back to **In-Progress**.
- Click **View Selected SEOC**, the View SEOC page displays.
- Click **Revert SEOC to In-Progress**. The Confirm Revert SEOC to In-Progress dialog will display.

Figure 117: Confirm Revert SEOC to In-Progress



- Click **Confirm**. The SEOC will be reverted back to **In-Progress** and a confirmation message will display.

Figure 118: SEOC Reversed to In-Progress Message



NOTE: The confirmation message can be dismissed by clicking the X button.

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

Acronym	Definition
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

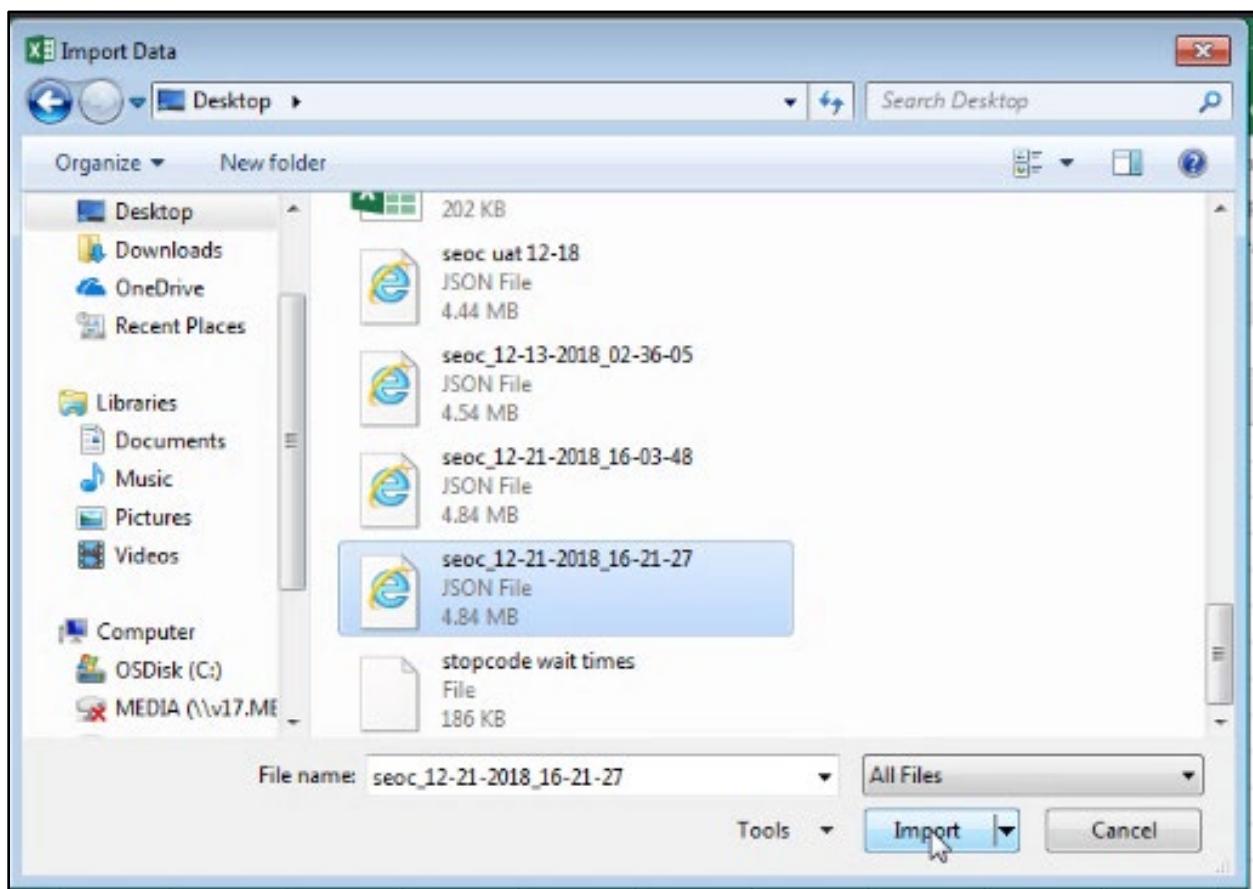
A. JSON Instructions

NOTE: The steps outlined below are for Excel 2016.

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

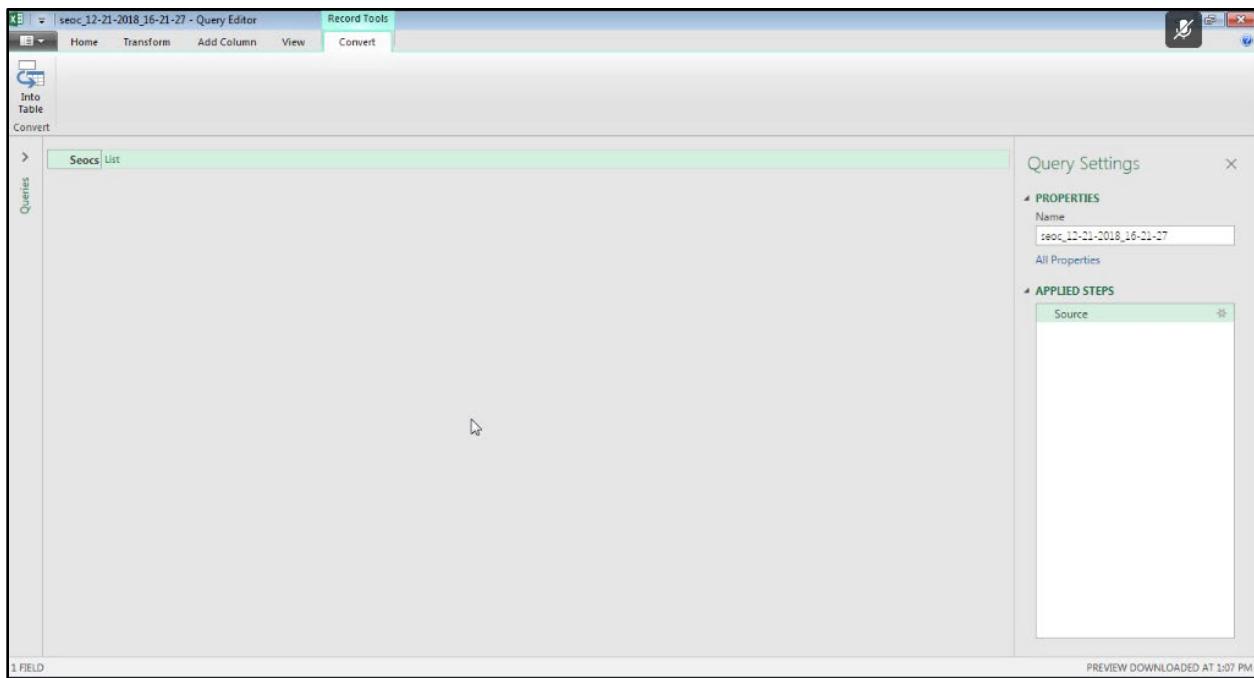
1. Select to download the SEOC JSON file. The Internet Explorer File Download Prompt displays at the bottom of the window.
2. From the **Save** menu, select **Save as**. The **Save As** window displays.
3. Select to download the file to the Desktop and click **Save**.
4. Open a blank workbook in Excel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

Figure 119: Import Data Window



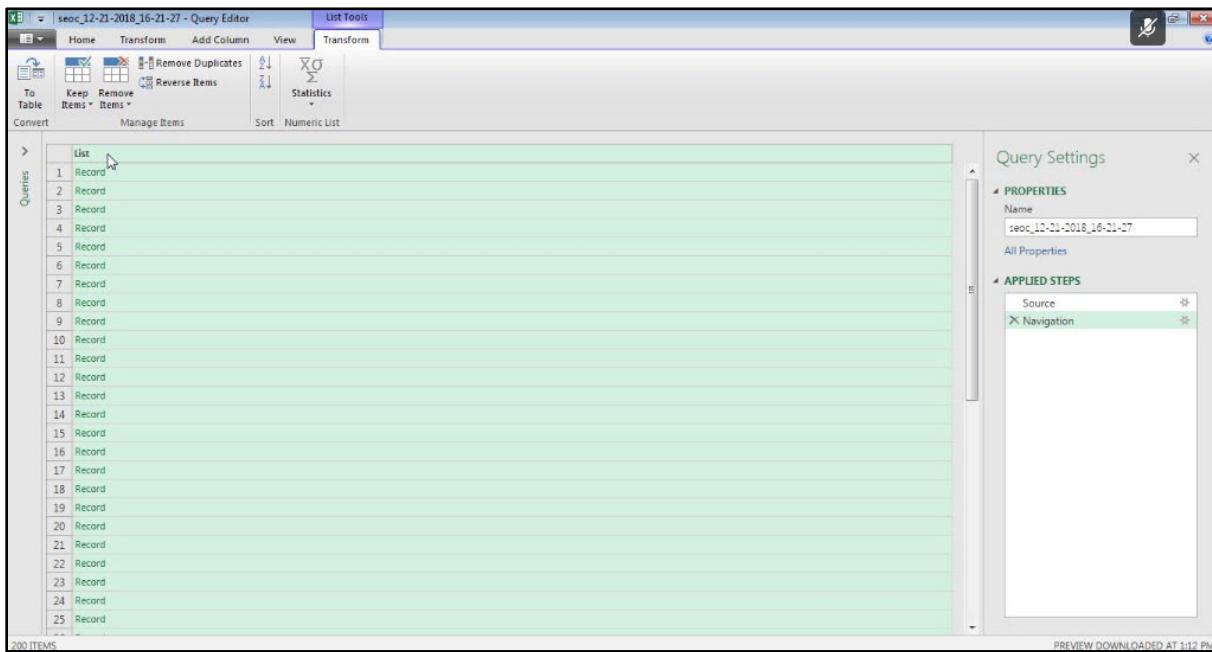
6. Select the JSON file you downloaded and click **Import**. Excel will open the file in the Query Editor.

Figure 120: Query Editor



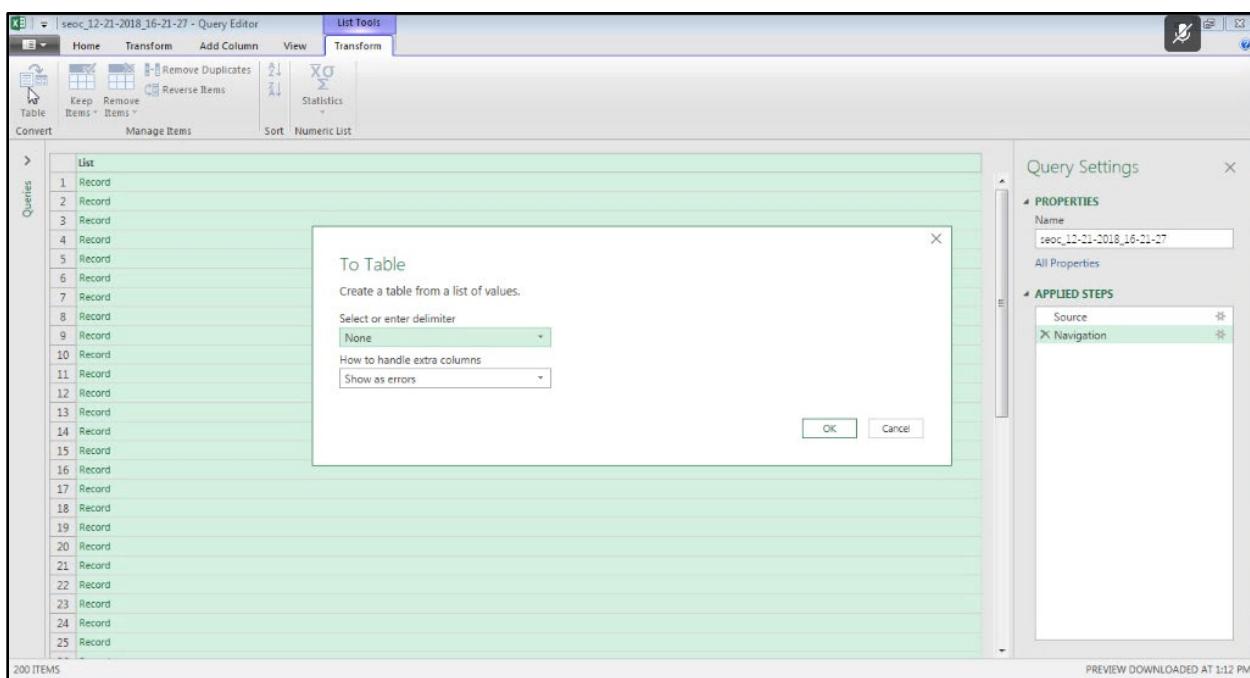
7. Click the **List** header to the right of **Seocs** to display a list of records.

Figure 121: List of Records



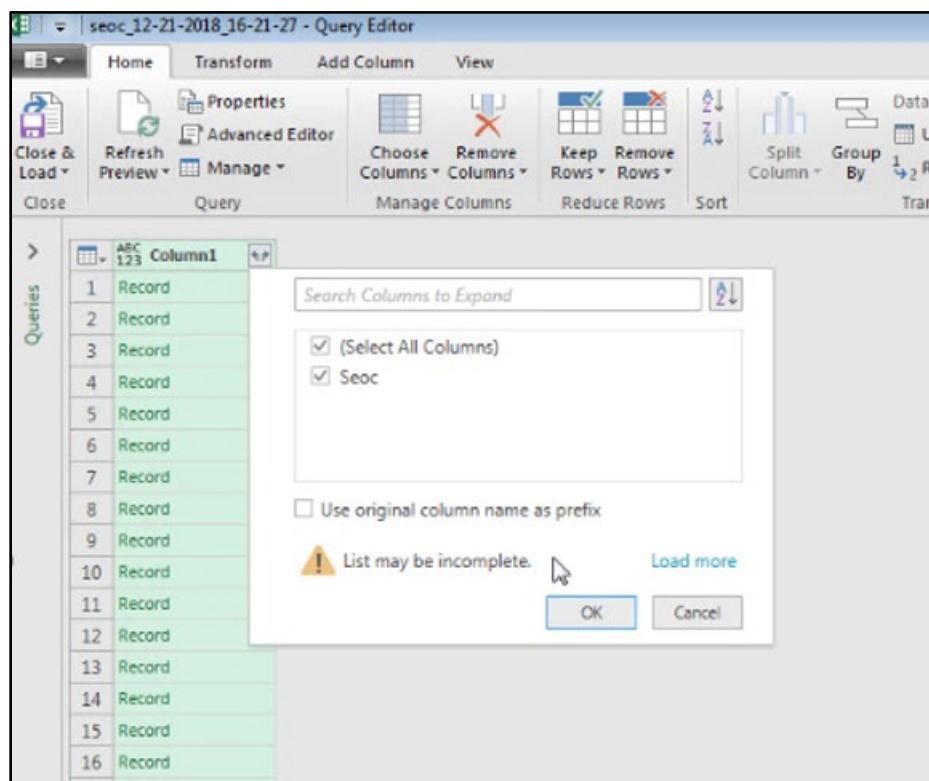
8. From the **Transform** tab, click the **Convert To Table** icon and click **OK**. The **To Table** dialog box displays.

Figure 122: To Table Dialog Box



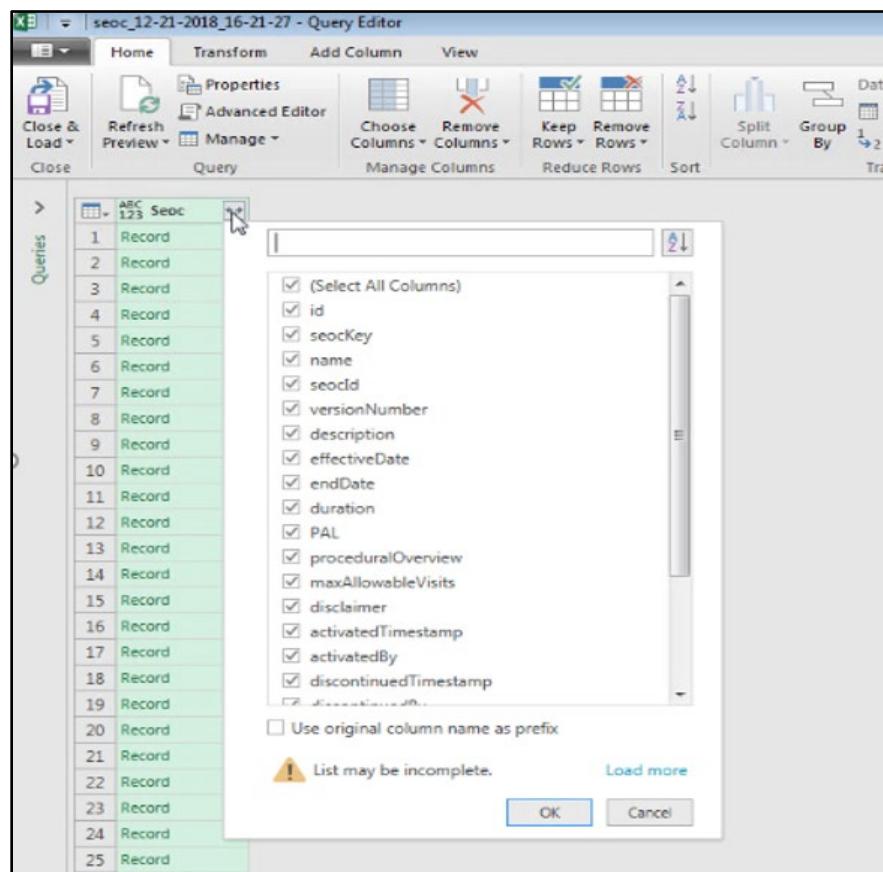
9. From the **To Table** dialog box keep the default selections and click **OK**.
10. Click on the expand icon (<-||->) to the right of the **Column1** header to display the **Search Columns to Expand** dialog box.

Figure 123: 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 124: 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 125: Expanded SEOC Fields

The screenshot shows the Power BI Query Editor interface with a query titled 'seoc_12-21-2018_16-21-27'. The main area displays a table with columns: ABC_Id, ABC_seoKey, ABC_name, ABC_seoid, and ABC_versionNumber. The 'APPLIED STEPS' pane on the right lists the steps taken: Source, Navigation, Converted to Table, Expanded Column1, and Expanded Seoc.

ABC_Id	ABC_seoKey	ABC_name	ABC_seoid	ABC_versionNumber
1	166	Pulmonary Bronchoscopy	MSC_PULMONARY BRONCHOSCOPY_1.1.2	1.1.2
2	45	Radiation Therapy	MSC_RADIATION THERAPY_1.0.1_PRCT	1.0.1
3	90	Outpatient Maintenance Hemodialysis Services	MSC_OUTPATIENT MAINTENANCE HEMODIALYSIS SERVICES_1.6.1_PR...	1.6.1
4	211	SEOC_Space_NL	TRA_SEOC_SPACE_NL_1.0.1_PRCT	1.0.1
5	79	Nephrology Referral and Evaluation of Kidney Disease	MSC_NEPHROLOGY REFERRAL AND EVALUATION OF KIDNEY DISEASE_...	1.4.1
6	100	Medical Care	MSC_MEDICAL CARE_1.0.1_PRCT	1.0.1

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

Figure 126: Expand to New Rows Menu Option

The screenshot shows the Power BI Query Editor interface with a query titled 'seoc_12-21-2018_16-21-27'. The main area displays a table with columns: iscontinuedBy, ABC_status, QASP, categoryOfCare, serviceline, and services. The 'APPLIED STEPS' pane on the right lists the steps taken: Source, Navigation, Converted to Table, Expanded Column1, and Expanded Seoc.

iscontinuedBy	ABC_status	QASP	categoryOfCare	serviceline	services	
1	Active	General Care	PULMONARY	Medical Specialty Care	List	
2	Active	General Care	RADIATION THERAPY	Medical Specialty Care	List	
3	Active	General Care	DIALYSIS	Medical Specialty Care	List	
4	null Active	Primary Care	TRANSPORTATION	Transportation	List	
5	HOLTE	Discontinued	General Care	NEPHROLOGY	Medical Specialty Care	List
6	Active	General Care	Medical Care	Central Specialty Care	List	

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

Figure 127: Payable Services Columns

The screenshot shows the SSIS Query Editor with the query 'seoc_12-21-2018_16-21-27'. A context menu is open over the 'serviceHptcs' column, listing various service-related fields like id, description, frequency, etc. The 'APPLIED STEPS' pane on the right shows the 'Expanded services' step.

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

Figure 128: Billing Code Columns

The screenshot shows the SSIS Query Editor with the query 'seoc_12-21-2018_16-21-27'. A context menu is open over the 'billingCodes' column, listing fields like id, description, precentRequired, etc. The 'APPLIED STEPS' pane on the right shows the 'Expanded billingCodes' step.

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 129: 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 130: Imported Data