



VETERANS AFFAIRS CANADA (VAC)
IMPORTANT INFORMATION FOR BHSOL NURSING AND OCCUPATIONAL THERAPY
PROVIDERS
MANUAL BILLING FOR PROGRAM OF CHOICE (POC) 08 NURSING ASSESSMENT AND
POC 12 OCCUPATIONAL THERAPY ASSESSMENT
ALL PROVINCE AND TERRITORIES

February 2024

Overview

Veterans Affairs Canada (VAC) would like to provide some important information regarding manual billing. Registered Nurses (RN) and Occupational Therapists (OT) conducting assessments through the Benefits and Health Services On-Line Portal (BHSOL) must submit invoices for manual billing to VAC for services provided that cannot be paid through Medavie Blue Cross (the Federal Health Claims Processing Services portal).

Information Required to Initiate Payment

1. The **Nursing/Occupational Therapy Assessment Invoice for Manual Billing** (attached)
 - a. Providers must transmit the invoice form to the VAC Nurse or VAC OT via email.
 - b. The Veteran's name and any sensitive information must **never** be sent via email.
 - c. The Provider's signature is not required on the invoice.
2. The **SAP Recipient Registration and Direct Deposit Request** (VAC1677) form (attached) is only required for **first** manual billing process or if the provider is currently receiving cheque payments (this is a **one-time** set up process)
 - a. The VAC1677 contains Protected B Information and must **not** be emailed to the VAC Nurse/VAC OT. Providers must transmit (by mail) the form **directly** to Kirkland Lake (KL) as soon as possible to facilitate timely payment:

Veterans Affairs Canada
PO Box 4000, Kirkland Lake ON P2N 3P4

- b. The guidelines on completing the SAP form are on the VAC1677.
- c. Any questions from providers regarding this form should be directed to the responsible party indicated on the VAC1677.

The VAC Nurse/VAC OT will notify providers of the requirement to submit an invoice for manual billing. This step can be done by telephone or in the Comment Section of the BHSOL form (VAC1415/VAC490).

The RN/OT Provider will complete Section A and submit invoice via email to the VAC Nurse/VAC OT and will send the SAP form to Kirkland Lake Finance if needed (for the **one-time** set up process). Section B is for office use only (providers must not enter any details in Section B).

The VAC Nurse/VAC OT will complete Section B and transmit invoice to Kirkland Lake Operational Centre for processing and payment. Providers may followed-up with the VAC Nurses/VAC OT for any payment concerns.

Thank you for the ongoing care and service that you provide to Veterans.