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If any exam request has been in Triage status for more than 3 months, follow up with VES

# Foreign Out-of-Network Exam Process

* Submit ESR to VES for review for ACE/Tele-C&P/medical opinion
* If VES provides completed reports
  + Review for RFD
* If VES sends a clarification request that they are unable to conduct tele-C&P/ACE exams for the specified reason Foreign Out-of-Network. VES will specify Single Source Subcontracted Examination (SSSCE) or Alternative Medical Evidence (AME) to identify which process should be followed.
  + Cancel pending ESR/affected contentions
  + Add the Foreign Out-of-Network Special Issue to the affected contention(s)
  + Follow the appropriate process below based upon VES’s specification of **Single (SSSCE)** or **Alternate (AME)**
  + Include the notation “Foreign Out-of-Network" in the Special Instructions box of the new ESR and identify the path chosen by VES.

# Single Source Subcontracted Examination (SSSCE) Process

* If VES states they can complete the examination via SSSCE, immediately create and submit a new ESR for the contention(s) to be examined using the SSSCE process
* Include the notation “Foreign Out-of-Network – SSSCE” in the Special Instructions box of the new ESR

# Alternative Medical Evidence (AME) Process

* If VES states they can complete the examination via AME process, then:
  + - Provide the Veteran with the DBQs and VES’s reimbursement form
    - Once the Veteran returns the DBQ(s) and they are translated, submit a new ESR to VES for the affected contentions(s)
    - Include the notation “Foreign Out-of-Network – AME” in the Special Instructions box of the new ESR

## **Folder Review Auto-Text**

*Please review the Veteran's electronic folder in VBMS and state that it was reviewed in your report.*

*Please review private DBQ XXXX (TAB XXX) and advise if all findings reported on the DBQ, to include diagnoses, symptoms, and objective findings are consistent with the evidence of record. Per guidelines, an examiner review of the claims folder is mandatory for this type of DBQs/claim.*

*If you are unable to confirm any or all of the findings without an in-person examination or use of ACE process, please specifically state. Rationale must also be provided if unable to confirm in full or in part for any other reason.*

# **VES exam auto-text**

Please be advised, this Veteran resides overseas in a non-VES country. Please review our request and the available medical records thoroughly and contact us if any of the exams requested are not ACE or Tele-health acceptable.

# **Pending Telehealth Requests / clarifications**

If a response is received from VES that was sent to us before this process began, and it does not indicate Single (SSSCE) or Alternate (AME), reply with:

“Please review exam and clarify which contentions qualify for the SSCE or AME process”

# **No AME Exam received – Follow up Email Template**

Good Morning/Afternoon,

On ***(insert date)*,** we requested that your examination/s be completed via VA contractor, Veterans Evaluation Service using our Alternate Medical Evidence (AME) process. This is a process for Veteran’s residing overseas, outside of contracted countries, to obtain their examinations. At that time, you were sent information regarding the steps required for obtaining your examinations and reimbursement. As of this date, we have not received a response to indicate that your examination/s have been conducted or scheduled.

Please let us know if you have been able to locate a provider to complete your examinations, and if these are currently scheduled appointments or have been completed. We must receive these examinations in order to proceed with your claim. Alternatively, you may choose to not complete your examination/s. If this is the case, please respond to this email indicating that you are declining any examinations and wish to have your rating decision made on the evidence of record.

Please provide a response to this email address within the next 7 days.

Thank you,

# **COVID PL 20-02 Q8 as of 05/01/2022**

