Vendorizing & Provider FAQ

Why is Vendorization Required?

Vendorizing captures the Payee/Vendor Financial information allowing for Electronic Funds Transfer (EFT) for reimbursement for services rendered. To begin, please follow the instructions below.

Vendorizing Steps

Please allow 30 days for your form to be processed. Per VA policy, paper submissions of the VA 10091 form will no longer be accepted.

1. All VA 10091 forms are required to be submitted electronically through the secure Customer Engagement Portal (CEP) at https://www.cep.fsc.va.gov.
   - You will need to have an ID.me account to submit the digital form through CEP.
2. If you need further assistance on submitting the digital form or have questions about the status of your form, please contact the VA-FSC Customer Engagement Help Desk at 877-353-9791 or email vafsccshd@va.gov.

Note: The Nationwide Vendor File Team will send ALL email correspondences to the Point of Contact (POC) email address listed within the VA-FSC Vendor File Request Form. All emails will contain the ticket number (beginning with VCOM) for tracking purposes, so please monitor your email inbox.

If it has exceeded 30 days and you have not received an initial email from the Nationwide Vendor File team, please call customer support at 877-353-9791 or email vafsccshd@va.gov.

Additional Vendorizing Information

- The timeframe for provider vendorization is 15-30 days.
- The provider is advised to wait for a confirmation email from the Nationwide Vendor File Team before submitting claims. It will state that the ticket is resolved and closed.
- Provider will receive an email if there is an issue with the VA-FSC Vendor File Request Form. Instructions will be included in the email on how to correct the issue. A corrected VA 10091 form will need to be submitted.
- Providers have 90 days to respond to the Nationwide Vendor File Team on validation request.
  - Every 30 days an email will be sent to the provider as a reminder to respond to requested information/validation emails.
  - Two weeks prior to the end of the 90-day period expiring, providers will receive daily email notifications.
  - At the end of the 90-day period the ticket is rejected.
  - Once the 90-day period expires, providers will need to submit a new VA 10091 form.

What is SAM.gov?

SAM.gov is the primary database of vendors doing business with the government and is a requirement to access the IHSC eCAMS Provider Portal (ePP).

Why Would My Business Need a SAM.gov Account?

- The business must be registered in SAM.gov and individual users must have an ID.me profile to set up an account in the IHSC eCAMS Provider Portal (ePP).
- If you are already registered in SAM.gov, please verify that your account receivable email address in SAM.gov is current and accurate.
- See SAM.gov for information and help on registration:
    - https://sam.gov/content/entity-registration

Note: SAM.gov is not required for claim payment. Although it is not required for a claim payment, if you do register you are required to keep your registration active and current. If you let your registration status expire you will not be able to receive payment.

What is the IHSC eCAMS Provider Portal (ePP)?

IHSC eCAMS Provider Portal (ePP) is the VA-FSC provider portal that grants access to view claim status and Explanation of Payments (EOPs) for claims processed in the new claims adjudication system, eCAMS.

What is Needed to Gain Access to the IHSC eCAMS Provider Portal (ePP)?

A POC for the SAM.gov account will need to register as an eCAMS Provider Portal (ePP) administrator prior to anyone. They will then be responsible for adding additional provider users. An administrator will need to register first.
1. The business must be registered with SAM.gov.
2. Individual users must have an ID.me account.
3. The organization's **POC for SAM.gov** must follow the ePP Step by Step Guide (also located at https://www.ihscepp.fsc.va.gov) to register as the **ePP Administrator** and they will be responsible to add additional provider user accounts after their registration.
4. The SAM.gov POC registering as the ePP administrator may only register once the business has received an EOP from the new system.

Note: Additional information may be found on ePP under eCAMS Provider Portal Training Documents at https://www.ihscepp.fsc.va.gov.