

For many Veterans there may come a time when it is necessary for you to go to a hospital. The hospital may be a Department of Veteran Affairs affiliated facility or a local non-affiliated institution. The following guide is an overview of questions you may have.



Questions

What should I do if I need to go to an Emergency Room?

If you suspect you have an emergency medical condition that needs to be addressed, please call the VA telephone Advice Nurse at **1 (800) 382-8387**. The Advice Nurse will be able to direct you to the appropriate resource and document your concerns in your VA Record.

Renewal Date: 06/16/18



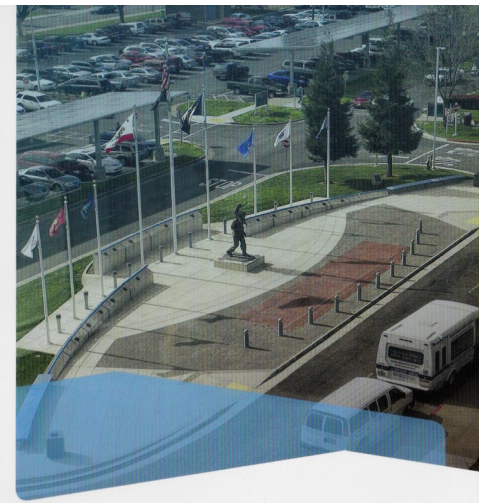
Beneficiary Travel
(916) 843-7012

VA Telephone Advice Nurse
1 (800) 382-8387

Community Care Program
1 (707) 562-8430



APP: VHEIC 03/2017



VA NORTHERN CALIFORNIA HEALTH CARE SYSTEM

Emergency/Urgent Care Guide



Will I have to pay for my trip to the emergency room?

The question of VA reimbursement has several criteria:

- Was the visit to the Emergency room service connected?
- Any condition, if rated 50% service connection or more.
- Non service connected aggravating a service connected to a service connected condition.
- Any condition of a WWI Veteran.
- Disability discharged from active duty.

VA MUST BE NOTIFIED WITHIN 72 HOURS



The VA sent me to the hospital and now the hospital is billing me. What should I do?

Hospital billing should forward all bills to the VA Northern California Health Care System - Community Care Program at (707) 562-8430/ fax (707) 647-8901 for payment. Please inform the hospital billing department to contact the VA Community Care Program to make sure your other insurance (Medicare, Medi-Cal or private insurance) is not billed. If you do receive a bill, please contact VA Community Care Program immediately to process the claim.



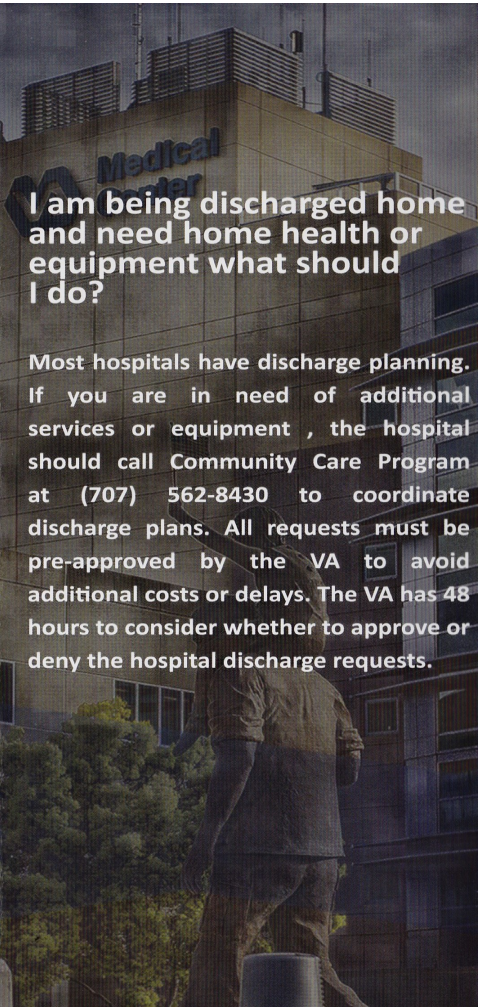
What if I am not service connected? Can I go to an emergency room?

Veterans must meet all of the following criteria:

- Enrolled in VA Healthcare
- Must have been seen at the VA Outpatient clinics or hospital within the last 24 months
- No or some health "coverage"
- No injury sustained by third party
- Disability discharge from active duty
- VA hospital/clinic is not available and must meet the definition of an emergency
- Please file your claim within 90 days

What if I am sent to the hospital by the VA? Will I get an ambulance bill?

Most VA clinics have contracts with local ambulance services. Ambulance reimbursement occurs through BENEFICIARY TRAVEL (BT) (916) 843-7012 throughout Northern California. Some Veterans may still receive a bill from the ambulance service. If you do receive a bill, please contact a (BT) service representative.



I am being discharged home and need home health or equipment what should I do?

Most hospitals have discharge planning. If you are in need of additional services or equipment , the hospital should call Community Care Program at (707) 562-8430 to coordinate discharge plans. All requests must be pre-approved by the VA to avoid additional costs or delays. The VA has 48 hours to consider whether to approve or deny the hospital discharge requests.