



VA Community Emergency Care Information for Veterans

In most instances, Veterans are eligible to receive Department of Veterans Affairs (VA)-authorized emergency care at an in-network facility if VA is notified of the emergent event within 72 hours. The VA medical center (VAMC) nearest to a Veteran's emergent event can identify in-network emergency care providers.

Veterans do not need to check with VA before going to an emergency department in the community or calling an ambulance. During a medical emergency, VA encourages all Veterans to seek immediate medical attention without delay.

To simplify and streamline this emergency care notification process, VA established a national emergency care contact center.

The Emergency Care Centralized Notification Center allows community providers to report instances of a Veteran presenting to a community emergency department. It offers simplified access to VA for care coordination, eligibility determination and payment authorization information. Centralized notification standardizes communication, documentation and collaboration between VA and community providers.

General Information

VA should be notified within 72 hours of the start of an emergent event, via phone or encrypted email, that a Veteran has sought emergency care at an in-network facility. This notification ensures VA can authorize the care. This step also assists VA in coordinating the Veteran's transfer to a VAMC and additional care, and ensures that the requirements for VA to pay for the care are met. Care coordination and patient transfer activity should be conducted directly between the local VA medical center and the community emergency department. Local VAMC staff are responsible for care coordination and transfer activity when notified of a Veteran receiving treatment at a community emergency department.

During the notification process for each emergent episode of care, treating community providers will receive authorization decision information and, if applicable, directions on how to submit claims. Failure to notify VA of care rendered through an in-network community facility prevents VA from authorizing the emergency treatment and prevents claims and payments from being made through one of VA's third-party administrators.

Veteran Information	Treating Facility Information
Name	National Provider Identifier (NPI)
Social Security Number	Name
Date of Birth	Address
Address	Point of Contact (POC) Name
Date Presenting to Facility	POC Phone#
Date of Discharge	POC Email Address
Admitted? (YES/NO)	Note: POC will receive VA authorization decision info
Chief Complaint/Admission DX and/or Discharge DX	



Notification Requirements

The person notifying VA should be prepared to supply case-specific information, as seen below.

This information is explained in VA Form 10-10143g, Non-VA Hospital Emergency Notification, available online at https://www.va.gov/vaforms/medical/pdf/10-10143g_Non-VA_Hospital_Emergency_Notification_Fill.pdf.

Case-specific details are necessary for care coordination and eligibility determination. If the person notifying VA is unable to supply all necessary information, VA will contact the appropriate parties to collect the information.

Providers should use one of the following centralized options to notify VA with details about Veterans receiving emergent care in the community:

1. Email: VHAEmergencyNotification@va.gov
2. Phone: 844-72HRVHA (844-724-7842)

Providers should encrypt all emails to VA containing patient information. If a provider is unable to utilize email encryption requirements, they should notify VA by calling 844-72HRVHA.

If notification is made to a local VA medical facility the notification will be referred to the Emergency Care Centralized Notification Center for action.

For information about care coordination, documentation submission, eligibility, claims and payment go to: https://www.va.gov/COMMUNITYCARE/providers/info_EmergencyCare.asp.