



# Consolidated Patient Account Centers Veterans Fact Sheet



The Consolidated Patient Account Center (CPAC) program is a congressionally mandated program that will consolidate traditional VHA business office functions into seven regional centers over the next few years. This initiative will transform VHA billing and collections activities, and will more closely align VHA with industry practices. The consolidation effort will not adversely impact Veterans. In fact, increased collections and a reduced cost to collect will provide additional revenues to enhance services offered to our nation's Veterans.

Our Consolidated Patient Account Centers are committed to providing our Veterans with the world-class customer service they deserve.



If a Veteran has a question about a bill they receive from the VA, wishes to apply for a waiver or a hardship exemption, or to pay a bill, the following options are available:

- **IN PERSON** - A Veteran can talk directly with CPAC staff that are based in each medical center. To find out where CPAC staff are located, the Veteran may inquire at the medical center information desk, operator or the facility information line. Veterans who wish to make a payment on their account may do so at the medical center's agent cashier's office.
- **BY PHONE** - Veterans who prefer to consult a VA customer service representative may call the Health Resource Center (HRC) toll free hotline at 1-866-802-6381. These representatives have full access to the Veterans account.
- **ONLINE** - Veterans who would like to pay their patient copayment balance by credit card or check, may do so on the internet at [www.pay.gov](http://www.pay.gov).
- **BY MAIL** - Veterans who wish to pay their bill by mail may do so by sending their payment to the address on the billing statement.