

What are emergency medical services?

Emergency medical services are medical services that are necessary on an emergency basis. Such services should be reported to the nearest VA Medical Center (VAMC) by phone or fax within 72 hours after treating the Veteran. The information provided will enable VA to determine Veteran eligibility and the appropriate payment authority. Veterans are reminded to go to the nearest emergency room if they are experiencing an injury or illness that threatens their life or health, and requires immediate treatment.

Claims and the emergency department report should contain sufficient information to enable the VA review to:

- properly identify the Veteran,
- confirm the need for the emergency treatment,
- determine the condition treated and medical necessity of the treatment rendered, *AND*
- determine whether the Veteran could have been discharged, transferred to the local VAMC or needed to remain at the community hospital.

Once all documentation has been received, VA will make a determination as to what charges are eligible to be paid based on the individual Veteran's specific circumstances and eligibility. Claims for emergency services are reviewed and verified by the VA prior to payment. Please notify your local VAMC regarding the need for emergency medical services.

What is the claims process for emergency care?

The graphic below and the following description explains the process for emergency care claims. Visit the website, <https://www.va.gov/communitycare/>, for information on the

Required information

When VA is notified about emergency care for a Veteran, they will request the following information (at a minimum):

- Patient name, ID and demographics
- Hospital ID, name and address
- Hospital point of contact
- Provider name and NPI
- Patient's chief complaint
- Clinical presentation of patient
- Stabilization for transfer
- Care coordination information

various Purchased Care programs as well as information on how to file claims with VA.

Process for non-VA emergency care

1. Veteran receives emergency medical care
2. Hospital notifies local VAMC of medical emergency (within 72 hours)
3. Veteran is discharged *OR* Veteran is transferred to a VA facility *OR* Veteran remains at community hospital
4. Claim is submitted
5. VA determines Veteran eligibility and claim payment authority
6. Claim is paid *OR* claim is denied

How do I get more information?

Visit the Chief Business Office Purchased Care website at <https://www.va.gov/communitycare/> to read information on the various non-VA medical care programs as well as for more information on how to file claims with VA.

