



VA Community Emergency Care Provider Notification

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. Veterans do not need to check with the Department of Veterans Affairs (VA) before calling for an ambulance or going to an emergency department. During a medical emergency, VA encourages all Veterans to seek immediate medical attention without delay. It is, however, important for providers to promptly notify VA within 72 hours of a Veteran presenting to the emergency department.

Effective June 8, 2020, VA established a national centralized notification center to simplify the emergency care notification process.

The Emergency Care Centralized Notification Center allows community providers, Veterans and representatives 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.

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. The treating facility will receive authorization or eligibility information and, if applicable, directions for claim submittal during the notification process for each emergent episode of care.

General Information

Providers should report instances of a Veteran presenting to a community emergency department to VA within 72 hours of the start of emergent care, via phone or encrypted email. It is important to notify VA within 72 hours because it allows VA to assist in coordinating care or transfer to a VA medical center. This helps ensure that administrative and clinical requirements for VA to pay for the care are met.

Notification Requirements

Providers may use either 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 (844-724-7842). If notification is made to a local VA medical facility, the notification will be referred to for action.

Case-specific details are necessary for care coordination and eligibility determinations and will be requested during notification. The person notifying VA should be prepared to supply case specific information detailed 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 – when calling or emailing notification. If the person notifying the VA is unable to supply all information, VA will contact the appropriate parties to collect the information.

For additional information, including information about care coordination, eligibility, documentation claims and payment, please visit: www.va.gov/COMMUNITYCARE/providers/info_EmergencyCare.asp.

Resources

VA Form 10-10143g (https://www.va.gov/vaforms/medical/pdf/10-10143g_Non-VA_Hospital_Emergency_Notification_Fill.pdf).