VA | U.S. Department of Veterans Affairs
Veterans Health Administration

Centralized Community Emergency Treatment Reporting and Care Coordination

It is important to report instances of a Veteran presenting to a community emergency room to VA as soon as possible because it allows VA to assist in coordinating care or transfer and it helps ensure that administrative and clinical requirements for VA to pay for the care are met.

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 VA before calling for an ambulance or going to an emergency department. During a medical or mental health emergency VA encourages all Veterans to seek immediate medical attention without delay.

Notification

Providers should report instances of a Veteran presenting to their community emergency department to VA's Emergency Care Centralized Notification Center using:

- VA's Emergency Care Reporting portal, https://EmergencyCareReporting.CommunityCare.va.gov, **OR BY**

- Calling 844-72HRVHA (844-724-7842)

In-network providers should report instances of a Veteran presenting for emergency care within 72 hours of presenting for emergent care.

Out-of-network providers are encouraged to notify VA as soon as possible.

Veterans or representatives can also report episodes of emergency care to VA. However, VA should only be notified once and ideally that notification is from community facility staff where the Veteran is being treated.

Failure to report notification timely may impact a Veteran's eligibility for VA to cover the cost of emergency treatment.

Care Coordination and Transfer Activity

The local VAMC will engage with community providers who report notification through the centralized notification process. However, if you have an urgent or emergent need to coordinate care and/or transfer a Veteran to a VAMC, please make immediate contact the nearest VAMC.

- Phone numbers and email addresses to coordinate care directly with a local VAMC are available at https://www.va.gov/COMMUNITYCARE/providers/Care-Coordination-Facilities.asp.

Emergency Care Reporting Portal use

For security purposes, users will need to complete an email authentication process before being granted access to report emergency services on the portal. The Emergency Care Reporting portal enhances accuracy of information, allows for faster data processing and helps minimize vulnerabilities to Veterans' personal protected information.

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Notification Requirements

The person notifying VA should be prepared to supply the following case-specific information for care coordination and eligibility determination:

Veteran Information	Treating Facility Information
Name	National Provider Identifier (NPI)
Gender	Name
Social Security Number	Address
Date of Birth	Point of Contact (POC) Name
Veteran Address	POC Phone #
Date Presenting to Facility	POC Email
Date of Discharge	Note: POC will receive VA authorization decision info
Admitted? Yes No	
Chief Complaint/Admission DX and/or Discharge DX	
Originating Location (address where the emergency event occurred)	
Mode of Arrival	
Other Health Insurance	

VA will contact appropriate parties to attempt to collect the information if the caller is unable to supply it all.

Correspondence

Email and fax notification are no longer accepted to minimize vulnerabilities to Veterans' protected health information and streamline the process. Providers are required to include a valid email address for correspondence when reporting emergency treatment.

After notification processing, providers will receive authorization decision information via email. In-network providers seeking authorization numbers may also refer to their Third-Party Administrator (TPA) portal, https://vacommunitycare.com for Optum and http://www.triwest.com/provider for TriWest. Providers may also call the centralized call center at 844-72HRVHA (844-724-7842) to check the status of the notification.

VA no longer sends Veterans' personal information in outgoing correspondence. Providers will need the notification identification number, assigned during the online reporting process, to correlate authorization decisions to the reported emergency event.

VA Facility Name

POC Name

POC Phone/FAX

POC Email