

If a veteran who is enrolled with ANY VA healthcare system goes to an emergency room that is not a VA emergency room....the veteran ( or their spouse or family member) or that emergency room.....must notify the VA within 72 hours. They can either call the toll-free telephone number listed below.... or visit the link listed below. This is necessary if the veteran wants the VA to pay for the ER visit.

The 72-hour notification.... the Veterans Administration is STRICT on this.

Obviously, the caller ( or visitor to the web portal ) will need to supply the Veteran's name, last 4 of SSN, name and address of hospital , and the reason for ER visit [chest pain, shortness of breath, fainting, automobile accident, cut hand using saw.....etc.].

One other important thing. IF the veteran would need to be admitted to the hospital, the Veteran's VA office of Community Care ER utilization RN ( or the local VA if veteran is traveling ) will contact the hospital daily, to check if veteran is stable enough to transfer to the VA hospital. If the veteran is stable but refuses transfer [the veteran must sign a form refusing the transfer] .... the veteran will be totally responsible for the cost of that emergency room visit!!!

As of Feb. 15, 2021, VA requests all emergency notifications be reported through either the Emergency Care Reporting (ECR) portal, <https://EmergencyCareReporting.CommunityCare.va.gov>, or by calling 844-72HRVHA (844-724-7842).