

## **Community Emergency Treatment Reporting and Care Coordination Information for Veterans**

During a medical emergency, you should immediately seek care at the nearest emergency department (ED). A medical emergency is an injury, illness or symptom so severe that a delay in seeking immediate medical attention would be reasonably expected to be hazardous to life or health. If you believe your life or health is in danger, call 911 or go to the nearest emergency department right away.

During a medical emergency, VA encourages all Veterans to seek immediate medical attention without delay.

**IMPORTANT:** An emergency department is a facility that is staffed and equipped to provide emergency treatment and does not include community facilities that only provide medical treatment in situations other than emergencies.

**Notify VA Immediately**

Inform the emergency care provider to report your emergency treatment to VA's Centralized Emergency Care Reporting Center as soon as possible after your treatment starts by:

**Using the VA Emergency Care Reporting portal,**

**<https://emergencycarereporting.communitycare.va.gov/#/request>**

**OR Calling 844-724-7842**

**Have the veteran's Social Security number, home address, date of birth, hospital name and address where admitted and reason requiring emergency care and method of arriving at the treating facility in order to report the 72 Hour Reporting Hot Line.**

**And above all, ensure the veteran has their identification with them for admission.**

**Make sure your spouse is aware of the number and requirements to report. You and your spouse need to put the number and details in cell contacts.**

You, or someone acting on your behalf, can also report the emergency treatment to VA. VA should only be notified once and ideally that notification is from the community emergency facility where treatment is being conducted. If you have an urgent or emergent need to coordinate care or transfer to a VAMC, contact the nearest VAMC immediately.

Notifying VA of an emergency event allows covered Veterans to have their emergency treatment authorized by VA. Failure to report emergency care to VA within 72 hours of the start of the emergency treatment may impact your eligibility for VA to cover the cost of treatment. However, even if the notification to VA did not occur timely, the emergency treatment may still be eligible for VA reimbursement.

## **Eligibility**

VA has three legal authorities under which emergency treatment in a community facility may be paid:

Unauthorized Emergency Treatment (Service-Connected): 38 United States Code (U.S.C.) §1728

Unauthorized Emergency Treatment (Nonservice-connected): 38 U.S.C. §1725

Authorized Emergency Treatment: 38 Code of Federal Regulations (CFR) 17.4020(c)

Each authority requires the following:

You must be enrolled in the VA health care system or have a qualifying exemption from enrollment.

A VA health care facility or other federal facility with the capability to provide the necessary emergency services must not be feasibly available\* to provide the emergency treatment.

The medical situation is of such a nature that a prudent layperson would reasonably expect that a delay in seeking immediate medical attention would be hazardous to life or health.

The claim is timely filed.

NOTE: Emergency treatment is only covered until you can be safely transferred to a VA or other federal facility. If you refuse to be transferred to a VA or other federal facility after your emergency condition is stabilized, you may be liable for the cost of care beyond the point of stabilization.

The single exception to this rule is if VA is contacted and unable to accept the transfer. If this happens, it is important that any attempt to transfer you be documented by the community emergency treatment facility.

[https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp)