



U.S. Department
of Veterans Affairs

Fact Sheet

Office of Public Affairs
Media Relations

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VA Expands Eligibility for Emergency Treatment

Overview

The U.S. Department of Veterans Affairs (VA) announced through a [Federal Register notice](#) that it was revising regulation [Title 38 CFR §17.1005](#) concerning payment or reimbursement for emergency treatment for non-service connected conditions at non-VA facilities. VA will begin processing claims for reimbursement for reasonable costs that were only partially paid by the Veteran's other health insurance (OHI). Those costs may include hospital charges, professional fees and emergency transportation such as ambulances.

New Regulation

Beginning January 9, 2018, VA will begin to process claims and make payments in accordance with the Federal regulation ([Title 38 CFR §17.1005](#)) for emergency treatment claims, or travel, pending with VA on or after April 8, 2016.

Claims and Payments

VA payment will be the lesser of the amount for which the Veteran is personally liable or 70 percent of the applicable Medicare fee schedule amount, excluding copayment, cost share or deductible associated with their OHI. VA is prohibited from reimbursing Veteran OHI member liabilities such as copayments, cost shares and deductibles.

Effective immediately, VA will reject claims pending with VA on or after April 8, 2016, and will contact community providers to obtain any additional information needed to review and process the claim. There will be no need to resubmit claims unless a specific request is received from VA.

Claims for emergency treatment, or travel, related to a non-service connected condition provided on or after January 9, 2018, must be submitted within 90 days of the latest: date of discharge; the date of death (if death occurred during treatment or transportation); or the date that all efforts to obtain payment or reimbursement from a third party have been exhausted. The results do not fully eliminate the Veteran's liability for the emergency treatment or transportation.

Customer Service

Providers may call a dedicated hotline at 1-877-466-7124 to speak to customer service representatives specifically about this issue, Monday through Friday, between the hours of 8:00 a.m. to 5:00 p.m. Eastern Standard Time (EST). Providers can find more information on how the amended regulation affects them at https://www.va.gov/communitycare/providers/info_payments.asp.