Eligibility-VA Payment
Eligibility for VA payment of emergency treatment outside of the VA is complex and differs for each Veteran.

VA Will Not Pre-Authorize Emergency Care

Eligibility for coverage may be determined by:

- Facility within VA network
- VA notified within 72 hours
- Veteran VA Eligibility Status
- Serious threat to life or health
- Travel to the VA will cause unsafe delay in treatment
- Service is related to a service connected condition
- Other health insurance

IMPORTANT CONTACTS

ELIGIBILITY 877-881-7618
Specific information about VA payment for emergency treatment.

VA WILL NOT PRE-AUTHORIZE EMERGENT CARE.
OUTSIDE AGENCY/VETERAN SHOULD NOTIFY VA WITHIN 72 HOURS OF THE EPISODE OF CARE

Email: VHAEmergencyNotification@va.gov
Phone: 1-844-72HRVHA or (844-724-7842)

TRANSFER TO VA 319-338-0581
Non-VA transferring provider request/say "I want to set up an admission call."

PAYMENT INFORMATION
Advise the community hospital Billing or Payment Department to call 877-881-7618 for billing questions.

LIFE-THREATENING EMERGENT CARE
Call 9-1-1

NON-EMERGENT HEALTH CARE ADVICE
Regular business hours call your Case Manager or Primary Care Team or 24-hour VA Nurse Hotline:
1-844-853-3865

VETERANS CRISIS LINE
1-800-273-8255
or text 838255

NON-VA EMERGENCY ROOM VISITS

INFORMATION, ELIGIBILITY AND RESOURCES:
VA Coverage of Emergent Care

IOWA CITY VA EMERGENCY ROOM
Hours Open 24 hours, 7 days a week

IOWA CITY VA HEALTH CARE SYSTEM
601 Hwy 6 West
Iowa City, IA 52246-2208

LIFE-THREATENING EMERGENT CARE
Call 9-1-1
**Veteran Responsibility**

There are out-of-pocket expenses the Veteran is responsible to cover and are not eligible for VA payment or reimbursement.

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**Emergency vs. Non-Emergency**

Determination of VA payment of Emergent Care will include a review of the need for emergent services.

- **A serious threat to life or health must be determined. If your concern may have been handled by a Primary Care or Specialty team, VA will not cover the episode of care.**

- **Non-VA Care services will not be covered if safe travel to the VA Emergency Room was possible and did not create an unsafe delay in treatment.**

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**EMERGENT CARE CONDITIONS**

- Chest Pain
- Difficulty breathing
- Stroke-like symptoms (facial droop, weakness on one side of body, slurred speech)
- Uncontrolled bleeding
- Sudden confusion
- Sudden inability to function
- Threat of serious harm to self or others
- Sudden severe pain
- Trauma, car accident, fall

**NON-EMERGENT CONDITIONS**

- Chronic pain
- Sore throats, colds or sinus symptoms
- Small injuries: cuts, scratches, bruises
- Rashes
- Medication Refill & Renewal

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**CHECKLIST WHEN RECEIVING NON-VA EMERGENCY CARE**

- Inform non-VA Registration Clerk of VA Veteran status
- Inform the provider or nurse you are a Veteran served by the VA
- Notify VA within 72 hours of emergency room visit/hospitalization
- If admission is required, and condition stable request to be transferred to VA Care. The VA will not pay for community hospital care once you are stable enough to be safely transferred to the VA.
- If VA is notified, a nurse in Non-VA Care can work with the hospital to get you transferred to the VA as soon as possible