VA | U.S. Department of Veterans Affairs
Veterans Health Administration
St. Cloud VA Health Care System

Important Update

ATTENTION: EMERGENCY TREATMENT PROVIDERS

Beginning June 8, 2020, the Office of Community Care (OCC) is requesting that all community hospitals and/or community providers notify Department of Veterans Affairs (VA) of a Veteran who self-presents to an emergency department within 72 hours of the start of the episode of care. This notification should take place through one national location, the Community Care Centralized Call Center, which will be staffed and operated by OCC. Community hospitals and providers should use the following modalities to notify VA:

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

What needs to be supplied: Case Specific Information

Veteran Information	Treating Facility Information
Name	NPI
Social Security Number	Name
Date of Birth	Address
Address	Point of Contact (POC) Name
Date Presenting to Facility	POC Phone #
Date of Discharge	POC Email Address
Admitted? (YES/NO) Chief Complaint/Admission DX and/or Discharge DX	Note: POC will receive VA authorization decision info

Please continue to fax all EMERGENT medical records to: 612-725-1341

For questions pertaining to billing and/or claims processing, please see below:

CCN Provider Services Region 2: 1-844-839-6108

Payment Operations Management (POM) Claims Status Line: 1-877-881-7618

TriWest Claims Concerns: 1-855-722-2838

Thank you for your continued partnership in caring for our Veterans!

Saint Cloud VA Community Care Department

Contact www.ProviderExperience@va.gov with questions.

Community Care Home page https://www.va.gov/COMMUNITYCARE/index.asp