

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration

# **KNOW YOUR VA | New Patient Orientation**

## **Know Your VA**

### **Quick Guide- Emergency and Urgent Care Services**

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# KNOW YOUR VA | New Patient Orientation

## Emergency Care

### When should I contact the VA regarding an ER visit?

You, your family, friends or hospital staff should contact the nearest VAMC as soon as possible, preferably within 72 hours of your emergency, so you are better aware of what services VA may or may not cover.

### GCVHCS Points of Contact

PACT RN Care Manager	PACT Phone Number, Option 2
Telephone Advice Program (TAP) RN	(800) 929-7690
Billing	(228) 523-5000, Option 4
Utilization Review	(228) 523-5457

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## Emergency Care

**If I am admitted to the hospital as a result of an emergency, how much will VA pay? (cont.)**

You may contact the GCVHCS Community Care / Non-VA Care Office for additional eligibility guidance by dialing (228) 523-4190 during normal business hours.

You may also speak with a Utilization Review representative by dialing (228) 523-5457 during normal business hours.

Some of the eligibility criteria that must be met are listed on the next slide.

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## Emergency Care

**How long do I have to file a claim for reimbursement for emergency medical care?**

File your claim with the nearest VAMC quickly because time limits usually apply.

- For nonservice-connected care, the time limit is 90 days.

### **GCVHCS Points of Contact**

Billing	(228) 523-5000, Option 4
Utilization Review	(228) 523-5457

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## Emergency Care

### Will VA pay for emergency care received outside the United States?

VA will only pay for emergency care outside the U.S. if your emergency is related to a service-connected condition.

For more information about care provided outside the U.S., contact the Foreign Medical Program at

- (877) 345-8179 OR
- <http://www.va.gov/purchasedcare/>

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## Urgent Care Needs

When you call your PACT RN Care Manager or the TAP RN, he/she will assess your health care needs and determine what level of care you require at that time.

### **GCVHCS Points of Contact**

PACT RN Care Manager<sup>1</sup>Telephone Advice Program  
(TAP) RN<sup>2</sup>

PACT Phone Number, Option 2

(800) 929-7690

(1) VA Clinic Hours: Monday – Friday / 8:00 a.m. – 4:30 p.m.

(2) 24-hours

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## Non-VA Care Notification

You, your family, friends or hospital staff should contact the following GCVHCS departments within 72 hours of receiving non-VA health care:

### GCVHCS Points of Contact

PACT RN Care Manager	PACT phone number, Option 2
Telephone Advice Program (TAP) RN	(800) 929-7690
Billing	(228) 523-5000, Option 4
Utilization Review	(228) 523-5457

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## Non-VA Care Notification

You, your family, friends or hospital staff should contact the following GCVHCS departments within 72 hours of receiving non-VA health care:

### GCVHCS Points of Contact (cont.)

Transfer Clerk <sup>1</sup>	(228) 436-7494
Administrative Officer of the Day <sup>2</sup>	(228) 523-5342

(1) Monday-Friday / 8:00 a.m. – 3:30 p.m.

(2) Monday-Friday / 3:30 p.m. – 8:00 a.m. / Weekends / Holidays



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# Gulf Coast Veterans Health Care System: Media Sites



Facebook

<http://www.facebook.com/VAbiloxi>



Twitter

<http://twitter.com/vabiloxi>

Website

[www.biloxi.va.gov](http://www.biloxi.va.gov)