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Veterans Health Administration

**KNOW YOUR VA | New Patient Orientation**

## **Know Your VA**

# **Accessing Programs and Services at the Gulf Coast Veterans Health Care System (GCVHCS)**

## **Emergency and Urgent Care Services**

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## Health Benefits Copay Rates: Welcome

Welcome to the Gulf Coast Veterans Health Care System and thank you for your military service to the United States of America.

We are truly honored you have chosen to entrust the VA with your health care service needs.

We want to help you “Know Your VA.”

The purpose of this presentation is to help our Veteran clients learn more about emergency and urgent care services.

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## Emergency Care

**If you have a medical or behavioral health emergency:**

- **Call 911 OR**
- **Go to the nearest ER.**

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## Emergency Care-Medical

A medical emergency is generally defined as a condition of such a nature that a prudent layperson would reasonably expect a delay in seeking immediate medical attention to be hazardous to life or health.

Source: VHA Community of Care Website

[https://www.va.gov/COMMUNITYCARE/programs/veterans/nvc\\_for\\_vets.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/nvc_for_vets.asp)

(Retrieved 22 JUN 2017)

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### Emergency Care-Medical

In the event of an emergency, when a VA facility is not the nearest medical facility, do not delay treatment by attempting to request VA payment authorization first.

Instead, proceed to the nearest emergency room to get the care you need.

Source: VHA Community of Care Website

[https://www.va.gov/COMMUNITYCARE/programs/veterans/nvc\\_for\\_vets.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/nvc_for_vets.asp)

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## Emergency Care-Behavioral Health

A behavioral health emergency may be defined by the following signs:

- Thinking about hurting or killing yourself/others
- Looking for ways to kill yourself/others
- Talking about death, dying, or suicide
- Behaviors that are harmful to you/others
- Having a plan to harm yourself/others

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## Emergency Care-Behavioral Health

In the event of an emergency, when a VA facility is not the nearest medical facility, do not delay treatment by attempting to request VA payment authorization first.

Instead, proceed to the nearest emergency room to get the care you need.

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## 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 the doctor then wants to admit me to the hospital, must I obtain advance approval from the VA?**

If the admission is an emergency, advance approval is not required although prompt notification to the VA is necessary (within 72 hours).

If the admission is *not* an emergency, then you must obtain advance approval from the VA.

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## Emergency Care

**If a VA bed is available and I can be safely transferred, do I have to move to the VA hospital?**

Yes, if you want VA to continue to pay for your care. If you refuse to be transferred, VA will not pay for any further care.

**Will I have to pay for transportation to a VA facility?**

VA will assist with transportation arrangements and may be able to pay for such expenses.

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## Emergency Care

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

Depending on your VA eligibility, VA may pay all, some or none of the charges.

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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

**For service-connected conditions, some of the criteria that must be met are:**

- Care or services were provided in a medical emergency, *AND*
- VA or another federal facility were not feasibly available, *AND*
- VA was notified within 72 hours of the admission.

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## Emergency Care

**For nonservice-connected conditions, some of the criteria that must be met are:**

- Veteran is enrolled in the VA health care system, *AND*
- Veteran has received health care services from VA within the previous 24 months, *AND*
- Veteran has no other health insurance coverage.

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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

PACT RN Care Managers and Telephone Advice Program (TAP) RNs are trained to perform triage assessments and provide health care guidance based upon evidence-based triage procedures.

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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>	PACT Phone Number, Option 2
Telephone Advice Program (TAP) RN <sup>2</sup>	(800) 929-7690

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

(2) 24-hours

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## Urgent Care Needs: Behavioral Health

The following behaviors are warning signs for suicide:

- Feeling helpless, hopeless or like there is no way out
- Anxiety, tension, not sleeping, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Taking part in risky activities without thinking
- Drinking more alcohol or drug abuse
- Pulling away from family and friends

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## Veterans Crisis Line

The Veterans Crisis Line, text-messaging services, and online chat offer free, confidential support, 24 hours a day, seven days a week, 365 days a year, to Veterans, their families and friends—even if they are not registered with VA or enrolled in VA health care.

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## Veterans Crisis Line

The Veterans Crisis Line can be accessed (3) easy ways:

- Call (800) 273-8255 and Press 1
- Text 838255
- Chat online at [www.veteranscrisisline.net/](http://www.veteranscrisisline.net/)
  - Click on the **Confidential Veterans** Chat button

All Veterans Crisis Line resources are optimized for mobile devices.

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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:

<b>GCVHCS Points of Contact (cont.)</b>	
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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## Resources: Emergency Care

For more information regarding emergency and urgent care services, please refer to the following websites:

VHA Community of Care Website

[https://www.va.gov/COMMUNITYCARE/programs/veterans/nvc\\_for\\_vets.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/nvc_for_vets.asp)

Fact Sheet 20-02: Non-VA Emergency Care

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-02.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-02.pdf)

Fact Sheet 20-05: Ambulance Transport at VA Expense – A Guide for Veterans

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-05.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-05.pdf)



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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)