VA | **U.S. Department of Veterans Affairs**
Veterans Health Administration
Office of Community Care

Community Emergency Treatment Reporting and Care Coordination
Information for Veterans

During a medical or mental health emergency, the Department of Veterans Affairs (VA) encourages Veterans to seek immediate medical attention without delay. Veterans do not need to check with VA before calling for an ambulance or going to an emergency department. In most instances eligible Veterans are able to receive VA-authorized emergency care at an in-network facility if VA is notified of the emergent event within 72 hours of the start of care.

It is important that your visit to a community emergency room be reported to VA as soon as possible because it allows VA to assist in coordinating your care or transfer, and it helps ensure that administrative and clinical requirements for VA to pay for the care are met.

Inform your Emergency Provider to Report Your Emergency Treatment to VA

- Providers should report your emergency treatment through VA's Emergency Care Reporting (ECR) portal, https://EmergencyCareReporting.CommunityCare.va.gov, or by calling 844-72HRVHA (844-724-7842).

- They also need to contact the local VA medical center (VAMC) to coordinate follow-on care and transfer activities, if necessary.

  - Phone numbers and email addresses to local VAMCs are available at https://www.va.gov/COMMUNITYCARE/docs/providers/Care-Coordination_Facility-Contacts.pdf#.

Veterans, someone acting on the covered Veteran's behalf, or the eligible entity or provider can also report episodes of emergency care to the appropriate VA official at the nearest VA facility. However, VA should only be notified once and ideally that notification is from community facility staff where the Veteran is being treated.

For more information, visit https://www.va.gov/communitycare/programs/veterans/emergency_care.asp.

VA Facility Name

POC Name

POC Phone/FAX

POC Email