



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

NON-VA EMERGENCY CARE

FACT SHEET FOR VETERANS ENROLLED IN VA MAINE HCS

- If you have a **medical emergency*** that threatens your life or health, and is the result of an injury or illness, you should seek medical attention immediately. If you believe your health or life is in danger you **DO NOT** need to get authorization from the VA first – call 9-1-1 or get to the nearest Emergency Room / Department as soon as possible.
- If the closest medical center is not a VA facility – don't worry – you will receive "NON-VA Emergency Care" and the VA will look to cover as much of the cost as possible. ****THIS IS DEPENDENT UPON YOUR VA ELIGIBILITY****

- As soon as you are able to do so, have the facility leave a message with the VA Maine Healthcare System's Inpatient Notification Line (within 72 hours from the time of admittance) at: **1-207-623-5390**

It is important that the VA is provided:

- your full name
- last-4 of SSN and date-of-birth
- name of facility where you are being treated
- date & time of your admit
- medical reason for admit
- any health insurance you have
- a call-back number for the facility

If it's after-hours and you would rather speak live with a VA rep, you can call:
1-207-623-8411, x5523

* A **medical emergency** is that which may result in: 1) placing the patient in serious jeopardy, 2) serious impairment of bodily functions, and/or 3) serious dysfunction of any bodily organs.

Each claim will be clinically evaluated to ensure it meets the above definition, as understood by a prudent layperson "who possesses an average knowledge of health and medicine."

- If the doctor wants to admit you as an inpatient:
 - ◆ and the admission is for an emergency – you **DO NOT** need advance approval
 - ◆ and the admission is not for an emergency – you must have advance approval
- If your emergency has been stabilized and you can be safely transported to an available VA bed you will be transferred to the VA; if you elect not to be transferred to an available bed the VA will not pay any further costs of that care.
- How much the VA will cover (pay for) your episode of care depends upon your VA eligibility and is guided by federal regulations and laws. The VA may be able to pay all, some, or none of the charges – this is dependent upon your VA eligibility.
- Veterans must file their claim with the nearest VA Medical Center as quickly as possible due to imposed federal regulations. Veterans should make every effort to have their claims submitted within 90 days.
- Consult your local VA Medical Center for more information or if you have any questions.

For more information on Non-VA Emergency Care, visit: <http://www.nonvacare.va.gov>

