



SOUTH DAKOTA VETERANS COUNCIL

We want to proactively reach out considering some recent changes in VA policy. We've attached a press release discussing the COMPACT Act that went into effect January 17th. Essentially, Veterans in acute suicidal crisis are now able to go to any VA or non-VA health care facility for emergency health care at no cost – including inpatient or crisis residential care for up to 30 days and outpatient care for up to 90 days. Veterans do not need to be enrolled in the VA system to use this benefit.

This rollout is incredible news for Veterans in fighting the 22-a-Day statistics. There are possibilities of problems, however, if not billed correctly.

Properly billing the VA will be imperative for this benefit to operate smoothly. One strong suggestion to start, if not already in place, is to have "Are you a Veteran?" on your ER Admission paperwork.

If a Veteran comes into a facility and is registered with the VA, billing will go through OPTUM:

1. Call the 72-Hour Notification Hotline: (844-724-7842) WITHIN 72 hours. This can be done by the Veteran or by the hospital. There is also an online portal for notification:
<https://emergencycarereporting.communitycare.va.gov/#/request>
2. A Notification ID will be issued from that number. This is *not* an authorization. An Authorization Number will come separately.
3. Document care thoroughly.
4. If your hospital bills separately for labs, imaging, durable medical equipment, etc., be sure to share billing information for all coordinated care within the episode of care.
5. The physical mailing address for OPTUM and claims is:
VACCN OPTUM
PO Box 202117
Florence, SC 29502

If a Veteran comes into a facility and is NOT registered with the VA, billing will go through the VA:

1. Call the 72-Hour Notification Hotline: (844-724-7842) WITHIN 72 hours. This can be done by the Veteran or by the hospital. There is also an online portal for notification:
<https://emergencycarereporting.communitycare.va.gov/#/request>

2. A Notification ID will be issued from that number. This is *not* an authorization. An Authorization Number will come separately.
3. Document care thoroughly.
4. If your hospital bills separately for labs, imaging, durable medical equipment, etc., be sure to share billing information for all coordinated care within the episode of care.
5. The physical mailing address for VA and Claims is:
VA Office of Community Care
PO Box 307808
Tampa, FL 33630

There are Healthcare Systems in South Dakota who navigate the VA Care in the Community system well and are willing to share best practices. Thank you again for all that you do for our Veterans.

