



# Centralized Community Emergency Treatment Reporting and Care Coordination

It is important to report instances of a Veteran presenting to a community emergency room to VA as soon as possible because it allows VA to assist in coordinating care or transfer and it helps ensure that administrative and clinical requirements for VA to pay for the care are met.

Failure to report timely may impact a Veteran's eligibility for VA to cover the cost of emergency treatment. VA's Emergency Care Reporting (ECR) portal, <https://EmergencyCareReporting.CommunityCare.va.gov> allows community providers to electronically report Veteran emergency care instances

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

## 72-Hour Notification

In-network providers should report instances of a Veteran presenting to their community emergency department to VA's Emergency Care Centralized Notification Center within 72 hours of the start of emergent care by:

- Using VA's Emergency Care Reporting portal, <https://EmergencyCareReporting.CommunityCare.va.gov>, **OR**
- Calling 844-72HRVHA (844-724-7842) **AND**
- Coordinating care and transfer activities with the local VA medical center (VAMC).

Out-of-network providers are encouraged to notify VA as soon as possible using these methods to enable VA eligibility determinations.

Veterans or representatives can also report episodes of emergency care to VA. However, VA should only be notified once and ideally that notification is from community facility staff where the Veteran is being treated.

## Emergency Care Reporting Portal use

For security purposes, users will need to complete an email authentication process before being granted access to report emergency services on the portal. The Emergency Care Reporting portal enhances accuracy of information, allows for faster data processing and helps minimize vulnerabilities to Veterans' personal protected information.

## Care Coordination and Transfer Activity

Care coordination and transfer activity for a Veteran who receives emergency treatment at a community emergency department should be conducted directly between providers and the local VAMC.

- Phone numbers and email addresses to coordinate care directly with a local VAMC are available at [https://www.va.gov/COMMUNITYCARE/docs/providers/Care-Coordination\\_Facility-Contacts.pdf#](https://www.va.gov/COMMUNITYCARE/docs/providers/Care-Coordination_Facility-Contacts.pdf#).



**Reporting Requirements**

The person notifying VA should be prepared to supply the following case-specific information for care coordination and eligibility determination:

Veteran Information	Treating Facility Information
Name	National Provider Identifier (NPI)
Gender	Name
Social Security Number	Address
Date of Birth	Point of Contact (POC) Name
Veteran Address	POC Phone #
Date Presenting to Facility	POC Fax #
Date of Discharge	POC Email
Admitted? (Yes/No)	Note: POC will receive VA authorization decision info
Chief Complaint/Admission DX and/or Discharge DX	
Originating Location (address where the emergency event occurred)	
Mode of Arrival	
Other Health Insurance	

VA will contact appropriate parties to attempt to collect the information if the caller is unable to supply it all.

**Correspondence**

After notification processing, providers will receive authorization decision information via email if required contact information is provided during notification. In-network providers seeking authorization numbers may also refer to their Third-Party Administrator (TPA) portal,

<https://provider.vacommunitycare.com> for Optum and <http://www.triwest.com/provider> for TriWest. Providers may also call the centralized call center at 844-72HRVHA (844-724-7842) to check the status of the notification.