

# ERIE VA MEDICAL CENTER NON-VA HOSPITAL EMERGENCY NOTIFICATION

If you present to an in-network Emergency Room or are admitted to a community hospital, **you must notify the VA within 72 hours of arrival to be considered for payment.**

**Call 1-844-724-7842**  
to be considered for VA payment.



Erie VAMC does NOT have an emergency room. If you are experiencing a life-threatening emergency, call 911 or go to the nearest emergency room immediately. Veterans do not need to check with VA before going to an emergency room in the community or calling an ambulance. During a medical emergency VA encourages all Veterans to seek immediate medical attention without delay.

It is important to **notify VA within 72 hours of arrival** because it allows us to assist in coordinating care or transfer to a VA facility and helps ensure administrative and clinical requirements that allow VA to pay for the care are met.

Please note, VA payment is not guaranteed.

**\* The 72 hour time frame begins at the START of your visit or admission.**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Erie VA Medical Center



## CARE IN THE COMMUNITY RESOURCES

### *Who do I call?*

#### COMMUNITY CARE BILLING QUESTIONS

**1-877-881-7618**

Call the Centralized Community Care Call Center (C4) for billing issues, unpaid claims, adverse credit reporting, debt collection issues as a result of using Care in the Community previously.

#### 72-HOUR NON-VA EMERGENCY CARE NOTIFICATION

**1-844-724-7842** or email  
**VHAEmergencyNotification@va.gov**

Call within 72 hours of presenting to a non-VA emergency room or if you are admitted to a non-VA hospital.

#### ERIE VAMC CARE IN THE COMMUNITY TEAM

**814-860-2800**

Call the Erie VAMC Care in the Community team for any questions related to authorizations for care in the community services needing to be scheduled or to see what services the authorization covers.

Please note, Erie VAMC CITC team does not have access to view billing issues. All care in the community billing issues will need to be addressed through the C4 team at **1-877-881-7618**.

For more information, visit  
**[va.gov/communitycare](http://va.gov/communitycare)**