

# VETERANS COMMUNITY CARE

- Billing, Adverse Credit Reporting or Debt Collection Questions:

(877) 881-7618

Monday – Friday

8:00am to 9:00pm ET

Option #1 for Veterans

Option #2 for Providers

# VETERANS COMMUNITY CARE

- Referrals/Authorizations, Appointment Scheduling, or Care Coordinator Questions:

(877) 881-7618

Monday – Friday

8:00am to 4:00pm CT

Find a VA Facility Location → <https://www.va.gov/find-locations>

# EMERGENCY AND URGENT CARE

- 72 Hour Notification for Emergency Care:

(844-72HRVHA) / (844) 724-7842  
24 hours a day, 7 days a week

- Urgent Care Eligibility:

800-MYVA411 / (800) 698-2411  
Option #1, then Option #3

# EMERGENCY AND URGENT CARE

- In-network Urgent Care Providers and Pharmacies:

Find a VA Facility Location → <https://www.va.gov/find-locations>

# COMMUNITY CARE NETWORK (CCN) THIRD PARTY ADMINISTRATORS

## Regions 1, 2 and 3

- **Optum:**  
[VA Community Care Network](#)
- **General Phone Number (for Providers Only):**  
(888) 901-7407  
Monday–Friday, 7:00am –7:00pm local time
- **Urgent Care Phone Number (for Providers Only):**  
(888) 901-6609  
7:00 a.m.–12:00 a.m. local time

## Regions 4 and 5

- **TriWest:**  
[TriWest website](#)
- **Region 4 Phone Number:**  
(877) CCN-TRIW | (877) 226-8749  
Monday–Friday, 8:00am – 6:00pm local time
- **Corporate Office:**  
PO Box 42049  
Phoenix, AZ 85080-2049  
(602) 564-2000
- **Urgent Care Phone Number (for Providers Only):**  
(883) 483-8669  
7:00am –12:00am local time

# VA BILLING

- General questions:

(866) 400-1238

Monday – Friday, 8:00am – 8:00pm ET

Visit: [https://www.va.gov/COMMUNITYCARE/revenue\\_ops/billing.asp](https://www.va.gov/COMMUNITYCARE/revenue_ops/billing.asp)

- Make a payment:

Online → <https://www.pay.gov>

Phone → (888) 827-4817

In Person → Pay at your local VA Medical Center Agent Cashier's Office

Mail → Pay by check or money order made payable to "VA." Be sure to include the account number and payment stub and submit to Department of Veterans Affairs, P.O. Box 3978, Portland OR 97208-3978

# VA BILLING

- How to submit a dispute
  - Write a letter explaining why the copayment charge or balance may not be correct.
  - Write “Billing Dispute” on the envelope.
  - Submit your dispute in person or by mail to your local VA medical center
- For additional information about submitting a dispute, contact:

VA Health Resource Center

(866) 400-1238

Monday – Friday, 8:00am – 8:00pm EST

Visit the Facility Revenue Office at your local VA medical center.

# ELIGIBILITY FOR VA HEALTH CARE

- Am I eligible for VA health care benefits?
  - You may be eligible for VA health care benefits if you served in the active military, naval, or air service and didn't receive a dishonorable discharge.
    - If you enlisted after September 7, 1980, or entered active duty after October 16, 1981, you must have served 24 continuous months or the full period for which you were called to active duty, unless any of the descriptions below are true for you.
  - This minimum duty requirement may not apply if any of these are true. You:
    - Were discharged for a disability that was caused—or made worse—by your active-duty service, or
    - Were discharged for a hardship or “early out,” or
    - Served prior to September 7, 1980
  - If you're a current or former member of the Reserves or National Guard,
    - You must have been called to active duty by a federal order and completed the full period for which you were called or ordered to active duty. If you had or have active-duty status for training purposes only, you don't qualify for VA health care.

PRIORITY GROUP

P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Veterans with VA-rated <u>9) 8&lt;/' ) i' 544) ' .) (# 9\$&amp; 2/:/ ) 9</u> that are 50% or more disabling</li> <li>•Veterans determined by VA to be unemployable due to service-connected conditions</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Veterans with VA-rated service-connected disabilities that are 30% or 40% disabling</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Veterans who are Former Prisoners of War (POWs)</li> <li>•Veterans awarded a Purple Heart medal</li> <li>•Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty</li> <li>•Veterans with VA-rated service-connected disabilities 10% or 20% that is disabling</li> <li>•Veterans awarded special eligibility classification under Title 38, U.S.C., Section 1151, "benefits for individuals disabled by treatment or vocational rehabilitation"</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Veterans who are receiving Veterans who are receiving <u>\$/(#4 (# :;) 4 (\$4 ' ) or . 5; 9) &amp; 5; 4 (</u> benefits from VA</li> <li>•Veterans who have been determined by VA to be catastrophically disabled</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Non-service-connected veterans and non-compensable service-connected veterans rated as 0% disabled by VA and whose annual income and net worth are below the VA pension benefits national income threshold</li> <li>•Veterans receiving VA pension benefits</li> <li>•Veterans eligible for Medicaid programs</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•World War I veterans</li> <li>•Compensable 0% service-connected veterans</li> <li>•Veterans exposed to Ionizing Radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki</li> <li>•Project 112/SHAD participants</li> <li>•Veterans who served in a theater of combat operations after November 11, 1998, as follows:</li> <li>•Veterans discharged from active duty on or after January 28, 2003, who were enrolled as of January 28, 2008, and veterans who apply for enrollment after January 28, 2008, for 5 years post discharge</li> <li>•Veterans discharged from active duty before January 28, 2003, who apply for enrollment after January 28, 2008, until January 27, 2011</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Veterans with income and/or net worth above the VA national income threshold and income below the geographic income threshold who agree to pay co-pays</li> </ul>
P858/??# 5; 6# p	<ul style="list-style-type: none"> <li>•Veterans with income and/or net worth above the VA national income threshold and the geographic income threshold who agree to pay co-pays</li> <li>•Sub-priority a: Non-compensable 0% service-connected veterans enrolled as of January 16, 2003, and who have remained enrolled since that date</li> <li>•Sub-priority c: Non-service-connected veterans enrolled as of January 16, 2003, and who have remained enrolled since that date</li> <li>•Sub-priority e***: Non-compensable 0% service-connected veterans applying for enrollment after January 16, 2003</li> <li>•Sub-priority g***: Non-service-connected veterans applying for enrollment after January 16, 2003</li> </ul>

# TRICARE

- Am I eligible for Tricare?
  - You are an active duty or retired Uniformed Service member
  - You are the spouse or child of an active duty or retired Uniformed Service member
  - You are a National Guard or Reserve member
  - You are the spouse or child of a National Guard or Reserve member
  - You are the survivor of deceased military member
  - You are the former spouse of a military member
  - You are a Medal of Honor recipient
  - You are the spouse or child of a Medal of Honor recipient
  
- How to apply for Tricare
  - Register for the Defense Enrollment Eligibility Reporting System (DEERS)
  - Check your health benefit eligibility through DEERS
  - Select a TRICARE plan online that benefits your unique situation or family needs

# TRICARE

- The Department of Defense' TRICARE website
  - [www.tricare.mil](http://www.tricare.mil)
- Military Health System and the Defense Health Agency website
  - [www.health.mil](http://www.health.mil)

# CHAMPVA

- Am I eligible for health care through CHAMPVA?
  - You may only be eligible for health care through CHAMPVA **if you don't qualify for TRICARE** and at least one of the descriptions listed below is true for you:
    - ✓ CHAMPVA is for Family Members of Veterans rated 100% Permanent and Total and/or eligible for Dependent Education Assistance.
    - ✓ Children 18 – 23 if in school full time. Lifetime if permanently disabled and rated a Helpless Child by the VA Regional Office.
    - ✓ Spouse until divorced – NO EXPECTATIONS – If divorced, CHAMPVA coverage ends midnight the day the divorce decree is signed
    - ✓ Widow(er) until remarriage if remarried at age 55 or older, can keep CHAMPVA and remarried after 55, but before 57.

# CHAMPVA

## ■ Eligibility and Medicare

- If you are under age 65 and Medicare eligible, you must enroll in Parts A and B when you become Medicare eligible, there are no exceptions.

- ✓ 10-10D Application for ChampVA Benefits
- ✓ 10-7959C ChampVA Other Health Insurance (OHI)

➤ [Download the CHAMPVA Program Guide \(PDF\)](#)

➤ [Download fact sheets on CHAMPVA benefits](#)

## ■ Affordable Care Act

- Public Laws 93-82 and 107-14

# CHAMPVA Guide

*Helping you take an active  
role in your health care*



U.S. Department  
of Veterans Affairs

# CHAMPVA

## CONTACT AND MAILING INFORMATION

ChampVA Contact Center

Monday – Friday

6:00am – 6:00pm MST

(800) 733-8387

Correspondence can be mailed to:

CHAMPVA

PO Box 469064

Denver, CO 80246-9064

# TRAVEL PAY

- Am I eligible for this benefit as a Veteran?
  - **This must be true:**
    - You're traveling for care at a VA health facility or for VA-approved care at a facility in your community.
  - **And at least one of these must also be true. You:**
    - Have a [VA disability rating](#) of 30% or higher, **or**
    - Are traveling for treatment of a service-connected condition, even if your VA disability rating is less than 30%, **or**
    - Receive a [VA pension](#), **or**
    - Have an income that's below the [maximum annual VA pension rate](#), **or**
    - Are traveling for a scheduled [VA claim exam](#) (also called a compensation and pension, or C&P, exam), **or**
    - Are traveling to get a service dog, **or**
    - Can't afford to pay for your travel, as defined by our guidelines

# TRAVEL PAY

- Types of reimbursement VA Beneficiary Travel offers
  1. General health care travel:
    - ✓ This benefit covers regular transportation, like car, plane, train, bus, taxi, or light rail.
  2. Special mode transportation:
    - ✓ This benefit includes special types of transportation, like an ambulance, ambulette, or wheelchair van.

## 1. Go to our AccessVA website

[Go to the AccessVA website](#)

The page will ask you to select your category to find the applications you can sign in with. Select **I am a Veteran**. Then click on the **Veteran Travel Claim Entry** logo.

**Note:** Caregivers will also select **I am a Veteran**.

## 2. Sign into the travel claim entry portal

You can sign in with your **DS Logon**, **My HealtheVet**, **ID.me**, or **VA PIV** account. If you don't have one of these accounts, you can register for a sign-in partner account. Follow the instructions for your chosen account to sign in.

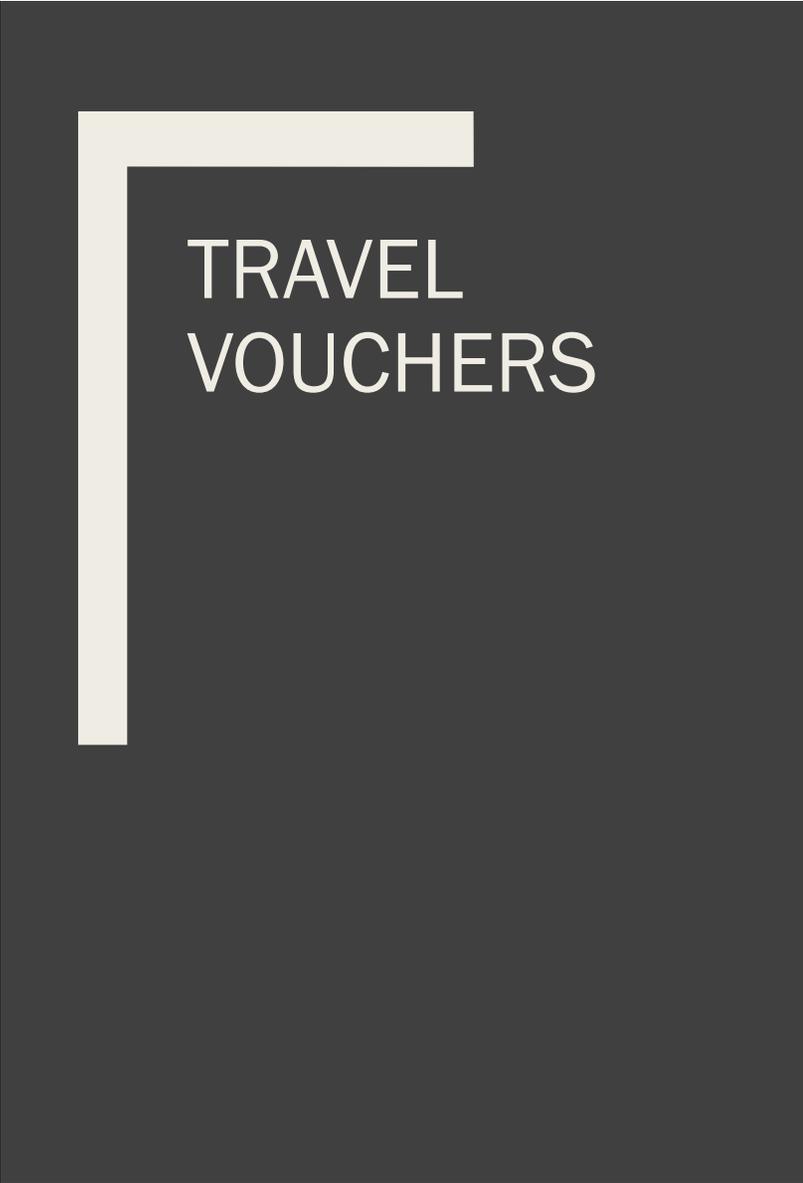
## 3. Go to your Beneficiary Travel profile

Once you sign in, you'll go to the portal welcome page. Check the box to agree to the Terms and Conditions. Then, click on the **Proceed to Profile Review** button.

**Note:** If the button doesn't work, make sure you've checked the Terms and Conditions box. Then wait a few seconds and try again.

## 4. Review your profile and go to your dashboard

Save any needed updates to your personal, contact, or financial information. When you're finished, click on the **Proceed to My Dashboard** button.



TRAVEL  
VOUCHERS

## 5. Create a claim

You can do this in either of these 2 ways:

1. Go to the "My Appointments" area. In the "Associated Appointments" column, click **Create Claim** for the appointment you're claiming travel pay for.
2. Or go to the "My Claims" area. Click **Create** in the upper right corner. Then, click **Create a Claim** for the appointment you're claiming travel pay for.

This will open the Initiate a Claim form. Confirm or update the address on the page. Then click **Create Claim and Add Expenses**.

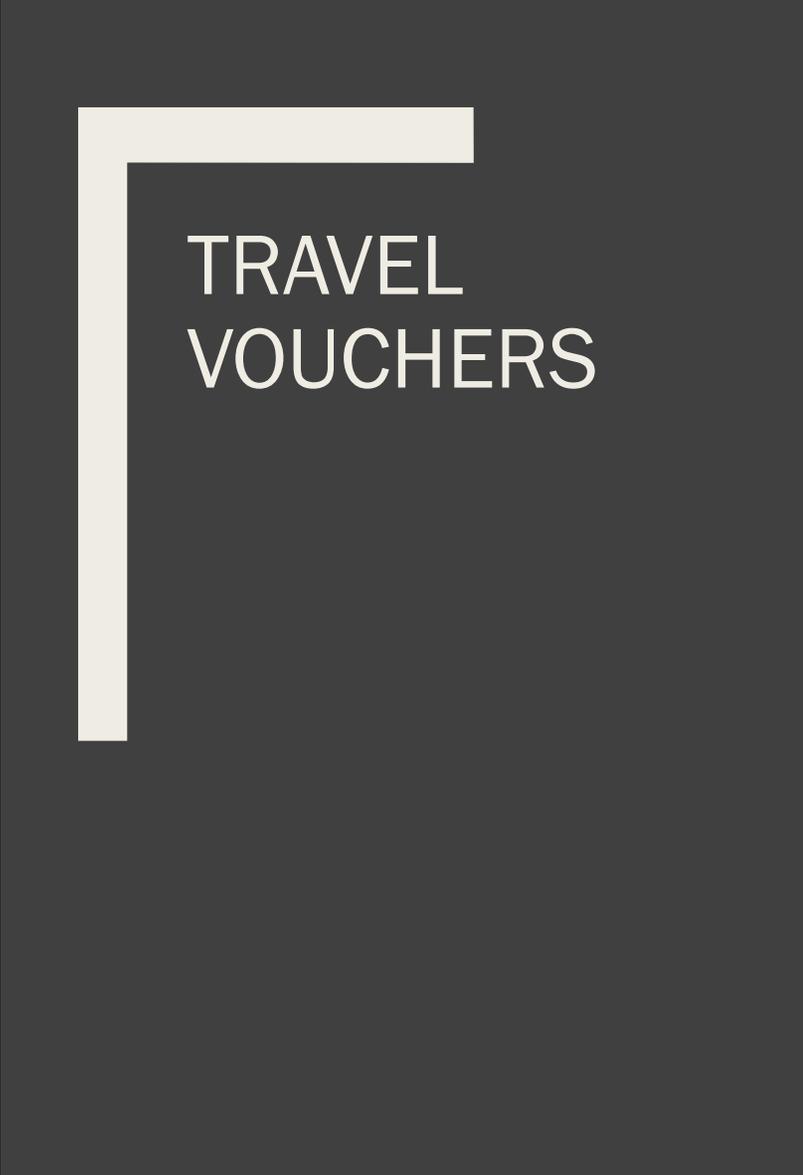
## 6. Add your expenses and receipts

On the Claim Expenses page, check the boxes to choose an expense type and follow the instructions to add information about your expenses. Click on the **Add Attachments** button to add copies of your expense receipts.

## 7. Submit your claim

Review the Beneficiary Travel Agreement Notice and check the box to show your agreement. Then click **Submit Claim**.

**Note:** If you need time to gather receipts or other information, you can choose to save your claim and come back later to edit it. But you'll still need to submit it within 30 days of your appointment.



TRAVEL  
VOUCHERS

# DEFENSE FINANCE ACCOUNTING SERVICE (DFAS)

- What is the purpose of the Defense Finance and Accounting Service?

DFAS R&A Pay is primarily a payroll office. We establish and maintain military retired pay, annuity accounts, and issue monthly payments to both military retirees and their eligible survivors, including the following: Regular and Reserve Retirement payments.

# DEFENSE FINANCE ACCOUNTING SERVICE (DFAS)

- Customer Service Information

	PHONE NUMBERS	HOURS OF OPERATION
Military Pay - Army/Navy/Air Force/Marines	888-332-7411, option 4, then option 3	8 a.m. to 5 p.m. ET
Travel Pay	888-332-7411, option 4, then option 1	8 a.m. to 5 p.m. ET
Retired Military and Annuitant Pay	888-332-7411, option 4, then option 2	8 a.m. to 5 p.m. ET
Self Service Options	888-332-7411, option 1	All hours
Report the Death of a Military Retiree	888-332-7411, option 2	8 a.m. to 5 p.m. ET
Garnishments	888-332-7411, option 3	8 a.m. to 5 p.m. ET
Pay Inquiries Military   Civilian Debts ( <i>Retiree; Annuitant; Military and Travel pay</i> )	888-332-7411, option 4	8 a.m. to 5 p.m. ET
myPay Assistance	888-332-7411, option 5	8 a.m. to 5 p.m. ET
Affordable Care Act Questions	888-332-7411, option 6	8 a.m. to 5 p.m. ET
Out of Service Debt	866-912-6488	7:30 a.m. to 4 p.m.

# PENSION MANAGEMENT CENTER (PMC)

Phone Number

(612) 713-8978

Rebekah Green, Coach

(612) 713-8920

[Rebekah.Greene@va.gov](mailto:Rebekah.Greene@va.gov)

Karin Coyne, Authorized Quality Review Specialist

(612) 725-4271

[Karin.Coyne@va.gov](mailto:Karin.Coyne@va.gov)

# DEBT MANAGEMENT CENTER (DMC)

Hours of Operation

Monday – Friday

6:00am – 6:00pm

Phone Number

(800) 827-0648

# CONTRACT MEDICAL PROVIDERS

QTC

(800) 682-9701

FAX (800) 253-1677

- ❑ If your veterans are having trouble with returning calls/letters from the contract exam companies
  - Phone: (210) 516-1300 OR (800) 545-9448
  
- ❑ Mailing Address
  - PO Box 310001
  - San Antonio, TX 78213

# CONTRACT MEDICAL PROVIDERS

LHI

(608) 783-7560

- ❑ If your veterans are having trouble with returning calls/letters from the contract exam companies
  - Phone: (608) 782-0404
  
- ❑ Mailing Address
  - 328 Front St S  
La Crosse, WI 54601

# CONTRACT MEDICAL PROVIDERS

VES

(877) 637-8387

- ❑ If your veterans are having trouble with returning calls/letters from the contract exam companies
  - Phone: (608) 782-0404
  
- ❑ Mailing Address
  - 328 Front St S  
La Crosse, WI 54601

**VERIFICATION OF VETERAN STATUS FOR  
VETERAN INDICATOR ON DRIVERS LICENSE**

SD Department of Veterans Affairs  
425 E. Capitol Pierre, SD 57501  
Phone: 605.773.3269 Fax: 605.773.5380

Veteran's Name: \_\_\_\_\_ Address: \_\_\_\_\_  
\_\_\_\_\_  
City: \_\_\_\_\_ State \_\_\_\_\_ Zip: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
Email: \_\_\_\_\_

I have reviewed the military discharge papers for this Veteran and am satisfied as to the documents authenticity and freedom from alteration. To the best of my knowledge, the above named individual qualifies as a Veteran under SDCL 33A-2-1.

Veterans Service Officer's Name: \_\_\_\_\_ Address: \_\_\_\_\_  
\_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_ Phone No.: \_\_\_\_\_  
\_\_\_\_\_  
Email: \_\_\_\_\_ CTVSO Signature: \_\_\_\_\_  
\_\_\_\_\_  
County/Tribe: \_\_\_\_\_  
\_\_\_\_\_  
Date: \_\_\_\_\_

This form must be signed by a South Dakota state, county, or tribal Veterans Service Officer prior to being accepted by the South Dakota Department of Public Safety for the purpose of providing a "Veteran Indicator" on a South Dakota driver's license or identification card. \*South Dakota Codified Law 32-12-17.15. Veteran Indicator on License. Upon request and with adequate documentation, the Director shall place an indicator on the face of an operator's license of a veteran. The veteran may make the request through the Department of Veterans Affairs.

\*Contact Veterans Service Officers at: <http://vetaffairs.sd.gov>  
SDDVA Form 6 Revised 12/6/17

# NEWLY DESIGNED LICENSE PLATES AVAILABLE FOR DISABLED VETERANS AND PERSONS



- Disabled veterans and disabled persons will receive newly designed license plates at renewal time, beginning January 1, 2021.
- At the time of renewal, there will be a \$5 per plate mailing fee per license plate set to receive the new license plate. A 45-day plate ordered permit will be issued to use until the new license plate set arrives in the mail.
- Disabled veteran plate owners will be reverified with the Veterans Administration at the time of renewal. A new disabled veteran plate application will have to be submitted to the veteran's local county treasurer's office.
- Applications are located at county treasurer offices and online.
  - ✓ Disabled Person Parking Permit and License Plate Application
  - ✓ Military License Plate Application [here](#).
- For more information, contact your local county treasurer's office.

# FIDUCIARY HUB

Contact Number:

(888) 407-0144

- Lincoln Fiduciary Hub (Option 3): KS, ND, NE, OK, SD, TX

[FIDINQUIRY.VBALIN@va.gov](mailto:FIDINQUIRY.VBALIN@va.gov)

- For general evidence or information related to your fiduciary records you may mail or fax information to:

VA Fiduciary Intake Center  
P.O. Box 95211  
Lakeland, FL 33804-5211

Fax 888-581-6826

# EDUCATION BENEFITS

- **Loan Types**
  - ✓ Learn how the GI Bill works and explore your options to pay for school or training.
- **Eligibility**
  - ✓ Find out if you're eligible for GI Bill or other VA education benefits.
- **How to Apply**
  - ✓ Learn how to prepare and apply for the GI Bill or other VA education and training benefits.
- **After you Apply**
  - ✓ Find out when to expect a decision from us on your application and what to do next.
- **Veteran Readiness and Employment (VR&E)**
  - ✓ Check if you qualify for help exploring employment options, any training you may need, and other vocational rehabilitation services.
- **Educational and Career Counseling (Chapter 36)**
  - ✓ Find out how to get free educational and career counseling if you are leaving active service soon, have been discharged within the past year, or are a Veteran or dependent who is eligible for VA education benefits.
- **VA Education Benefits for Dependents and Survivors**
  - ✓ Find out if you're eligible for Veteran dependent or survivor education benefits through a GI Bill program.
- **Other Education Assistance Programs**
  - ✓ Find out if you're eligible for programs that provide added GI Bill benefits. If you're not eligible for the Post-9/11 GI Bill, learn about other VA education benefit programs for Veterans and National Guard or Reserve members.

<https://www.va.gov/education/>

# EDUCATION BENEFITS

GI Bill Hotline:

888-GIBILL-1 (888-442-4551)

VA benefits hotline:

800-827-1000

# VA-BACK VETERANS HOME LOANS

- **Loan types**
  - ✓ Learn how VA direct and VA-backed home loans work—and find out which loan program may be right for you.
- **Eligibility**
  - ✓ Find out if you can get a Certificate of Eligibility (COE) for a VA direct or VA-backed home loan based on your service history and duty status.
- **How to apply for your COE**
  - ✓ Find out how to apply for a COE—and what to do next to get a VA direct or VA-backed home loan.
- **VA home loan programs for surviving spouses**
  - ✓ Find out if you're eligible and how to apply for a VA home loan COE as the surviving spouse of a Veteran or the spouse of a Veteran who is missing in action or being held as a prisoner of war.
- **Trouble making payments?**
  - ✓ Get help to avoid foreclosure if you're struggling to make your monthly mortgage payments.

<https://www.va.gov/housing-assistance/home-loans/>

# DIRECT – EXPRESS CARD

- The Department of Treasury requires all Federal benefit payments be made by electronic funds transfer (EFT), also called direct deposit. If you do not have a bank account, you must receive your payment through:
  - Direct Express Debit MasterCard.
    - ✓ Apply at [www.usdirectexpress.com](http://www.usdirectexpress.com)
    - ✓ Or by telephone at (800) 333-1795

# REFERENCES

- [https://www.va.gov/COMMUNITYCARE/about\\_us/contacts.asp](https://www.va.gov/COMMUNITYCARE/about_us/contacts.asp)
- [https://www.va.gov/COMMUNITYCARE/revenue\\_ops/billing.asp](https://www.va.gov/COMMUNITYCARE/revenue_ops/billing.asp)
- <https://www.va.gov/health-care/eligibility/>
- [https://www.payingforseniorcare.com/veterans/veterans\\_priority\\_groups](https://www.payingforseniorcare.com/veterans/veterans_priority_groups)
- <https://www.va.gov/health-care/family-caregiver-benefits/champva/>
- <https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>
- <https://www.dfas.mil/customerservice/Customer-Service-2/>
- <https://www.dfas>
- <https://www.naavets.org/dev/wp-content/uploads/2017/06/Pension-Management-Centers.pdf>
- <https://www.pay.va.gov/>
- DMC Overview:  
<https://dvs.ohio.gov/wps/wcm/connect/gov/87211d4b-0c9b-44be-acc7-2a9905cdcf60/DMC.pdf?MOD=AJPERES&CVID=n6EFtj5>
- <https://www.benefits.gov/benefit/284>
- <https://dor.sd.gov/newsroom/newly-designed-license-plates-available-for-disabled-veterans-and-persons/>
- <https://www.benefits.va.gov/fiduciary/contact-us.asp>