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News Release

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VA Announces Community Care Call Center to Help Veterans with Choice Program Billing Issues

WASHINGTON – Veterans can now work directly with the Department of Veterans Affairs (VA) to resolve debt collection issues resulting from inappropriate or delayed Choice Program billing. In step with MyVA's efforts to modernize VA's customer-focused, Veteran-centered services capabilities, a Community Care Call Center has been set up for Veterans experiencing adverse credit reporting or debt collection resulting from inappropriately billed Choice Program claims. Veterans experiencing these problems can call 1-877-881-7618 (9 a.m. to 5 p.m. Eastern Time) for assistance.

"As a result of the Veterans Choice Program, community providers have seen thousands of Veterans. We continue to work to make the program more Veteran-friendly," said Dr. David Shulkin, Under Secretary for Health. "There should be no bureaucratic burden that stands in the way of Veterans getting care."

The new call center will work to resolve instances of improper Veteran billing and assist community care medical providers with delayed payments. VA staff are also trained and ready to work with the medical providers to expunge adverse credit reporting on Veterans resulting from delayed payments to providers.VA is urging Veterans to continue working with their VA primary care team to obtain necessary health care services regardless of adverse credit reporting or debt collection activity.

VA acknowledges that delayed payments and inappropriately billed claims are unacceptable and have caused stress for Veterans and providers alike. The new call center is the first step in addressing these issues. VA presented *The Plan to Consolidate Community Care* in October of 2015 that outlines additional solutions to streamline processes and improve timely provider payment.

For more details about the Veterans Choice Program and VA's progress, visit: www.va.gov/opa/choiceact . Veterans seeking to use the Veterans Choice Program can call1-866-606-8198 (9 a.m. to 5 p.m.Eastern Time) to find out more about the program, confirm their eligibility and schedule an appointment.

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