

## Helpful Web Links

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### Overview of Non-VA Medical Care:

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-01.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-01.pdf)

### Emergency Care for Veterans:

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-02.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-02.pdf)

### Claims Process Emergency Medical

#### Services:

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-03.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-03.pdf)

### Ambulance Transport at VA Expense:

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-05.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-05.pdf)

### VA Community Care—Choice Billing

#### Issues:

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-08.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-08.pdf)

### Veterans Choice Program (VCP)

#### Overview:

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-09.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-09.pdf)

### South Texas Veterans Health Care System:

<http://www.southtexas.va.gov/index.asp>



## Points of Contact

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### Veterans Choice Program (TRIWEST)

1-866-606-8198

### Patient-Centered Care Contract (TRIWEST)

1-855-722-2838

### VISN 17 Payment Center for Non- VA Care:

San Antonio VA Fee  
PO Box 460  
Bonham, TX 75418  
903-583-6363

### STX Community Care Office:

210-617-5300 ext 13850

AUDIE L. MURPHY VA HOSPITAL  
7400 Merton Minter  
San Antonio, TX 78229  
210-617-5300 | 877-469-5300

KERRVILLE VA HOSPITAL  
3600 Memorial Blvd  
Kerrville, TX 78028  
866-487-1653

# VA Care in the Community

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*South Texas Veterans Health Care System*

- DOD Sharing Agreements
- Veterans Choice Program
- Community Care Contracts
- Non-VA Community Care
- Unauthorized Care/Mill Bill

**South Texas  
Veterans  
Health Care  
System**

Department of Veterans Affairs



## DOD Sharing Agreements

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- Limited services are available through DOD Sharing Agreements at the San Antonio Military Medical Center (SAMMC) and Wilford Hall Medical Center (WHMC)
- A consult for care is required by a VA provider. VA creates the authorization for care and sends to the DOD partner.
- DOD schedules the appointment or procedure with the Veteran directly.
- DOD submits the claim to the VA through the STX Payment Center in Bonham.



## VETERANS CHOICE PROGRAM



### Choice Programs:

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- **Choice 30** - For Veterans waiting >30 days from the clinically indicated date for a VA appointment
- **Choice 40** - For Veterans whose primary residence is >40 miles driving distance from the nearest VA with one full-time PCP
- **Choice Unusual/Excessive Burden** - For Veterans with:
  - (aa) Geographic Challenges
  - (bb) Environmental factors
  - (cc) Medical condition  
(A VA Consult is required.)

**For all questions about Choice or to schedule/reschedule an appointment, call TriWest at 1-866-606-8198.**

## Non-VA Care

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A preauthorization for treatment in the community is required for non-VA medical care, unless the medical event is an emergency.

### In the event of an emergency/ hospital admission...

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Veterans *do not* need authorization from a VA facility for emergency treatment. However, VA must be notified within 72 hours of Admission/ER visit.

The Veteran can call:

- Veteran's Primary Care Provider/PACT
- Telecare @ 210-949-3994 or 1-888-686-6350
- Transfer Coordinator (during normal hours) @ 210-617-5184
- AOD (after hours) @ 210-617-5300 ext 15162 or 15940

*\*\*\*Hospital notification does **NOT** guarantee VA payment, but it is a necessary piece of the billing and claims process.\*\*\**

If applicable, the VA pays the community provider through the STX Payment Center in Bonham, TX at (903) 583-6363.

If treatment is available at a VA facility Veteran will be required to transfer at the point of stabilization.