

Helpful Web Links

Overview of Non-VA Medical

Care:

[http://www.va.gov/
PURCHASEDCARE/docs/pubfiles/
factsheets/FactSheet_20-01.pdf](http://www.va.gov/PURCHASEDCARE/docs/pubfiles/factsheets/FactSheet_20-01.pdf)

Claims Process for Emergency

Care:

[http://www.va.gov/
PURCHASEDCARE/docs/pubfiles/
factsheets/FactSheet_20-03.pdf](http://www.va.gov/PURCHASEDCARE/docs/pubfiles/factsheets/FactSheet_20-03.pdf)

Veterans Choice Program:

[http://www.va.gov/opa/
choiceact/](http://www.va.gov/opa/choiceact/)

South Texas Veterans Health

Care System:

[http://www.southtexas.va.gov/
index.asp](http://www.southtexas.va.gov/index.asp)

APPROVED
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PUBLIC AFFAIRS

Points of Contact

Veterans Choice Program (TRIWEST)

For Scheduling/Billing:
1-866-606-8198

STX Payment Center

For Non-VA Care:
San Antonio VA Fee
PO Box 460
Bonham, TX 75418
903-583-6363

STX Non-VA 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

South Texas Veterans Health Care System

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

**South Texas
Veterans
Health Care
System**

Department of Veterans Affairs



DOD Sharing Agreements

- 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:

- **Choice-First** - For service unavailable at VA (requires a consult from a VA provider)
- **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 UEXB** - For Veterans facing an unusual/excessive burden to accessing care (geographic, environmental, medical, etc.)

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

Non-VA Care

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...

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

****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.