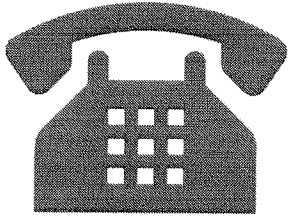


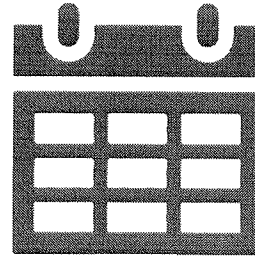
Referred to Community Care? Now what?



The Community Care Team will review your referral and contact you to discuss scheduling preferences

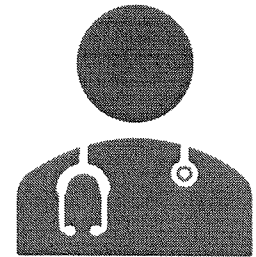


If unable to reach you by phone, a letter will be mailed asking you to contact the Community Care Team



An appointment will be scheduled for you with an in-network provider

- Information about your appointment and a copy of your authorization will be mailed to you



Attend Community Care Appointment

- If you reschedule your appointment with a community provider contact the Community Care office



- Keeping your contact information up to date during VA appointment check-in ensures that the Community Care Team has the correct information to contact you about your community care referral
- Do not attend a scheduled community care appointment without preauthorization.



- It is important to inform the community care team if you reschedule your appointment to ensure that your authorization is updated
- It is beneficial to take a copy of your authorization to community care appointment to ensure that the provider bills for your care appropriately.



- If you visit an Emergency Room or get admitted to a non-VA Hospital, you should notify the VA within 72 hours. Notification can be made by calling the Centralized Community Care Call Center at 1-844-72HRVHA or (844-724-7842)
- If you are subject to VA co-payments, they will be billed following the same process for your VA appointments.

For More Information

<https://www.va.gov/communitycare/>
NWVA Community Care: 402-996-3545

Beneficiary Travel Customer Service: 402-995-4200
All billing inquiries: 877-881-7618



U.S. Department of Veterans Affairs
Veterans Health Administration
Nebraska Western Iowa Health Care System