

VA Suspension of Monthly Statements/Collection Actions October/November 2020

Frequently Asked Questions

Why are Veterans currently not receiving monthly patient statements from the Department of Veterans Affairs (VA)?

Due to the potential impact COVID-19 may have on Veterans' financial well-being, VA is not printing and mailing patient statements for health-care-associated costs from **April 6, 2020, through December 31, 2020**. This means Veterans will not receive a monthly bill for any copays incurred during this time. VA will not be adding late charges or interest to accounts or take any collection action on medical care debt until after December 31, 2020.

When will the printing and mailing of statements resume?

Patient statements are expected to resume mail delivery in January 2021. Those patient statements will include unpaid charges incurred prior to April 2020 and charges for services and medications received from April 2020 through December 31, 2020.

How can Veterans find their current balances?

Veterans can obtain balances by calling 866-400-1238 or their local VA medical center's revenue office. In November 2020, Veterans will receive a letter citing a current balance owed on accounts, with information on how payments may be voluntarily made. An outgoing call campaign will commence on November 6, 2020 and will include Office of Community Care Revenue Operations staff calling Veterans with a greater than \$2,000 copayment balance.

What happens in January 2021 when statements resume? Will Veterans be required to pay the full statement balance?

In January 2021, Veterans will have the option to pay their charges in full or arrange a payment plan to make smaller monthly payments. VA continues to consider Veterans who experienced changes to income and are struggling to make copayments due to COVID-19. Financial Hardship arrangements can also be requested at this time or earlier.

How do Veterans make payments on their accounts if they are not receiving monthly patient statements?

Veterans can make payments to accounts during this time. Veterans or other payers must have their account number.

- An account balance can be obtained by:
 - Calling 866-400-1238
 - Calling the local VA medical center's facility revenue office
 - Consulting the November letter containing their account balance and additional details on the halt in patient statement printing and mailing (Appendix A)
- Methods by which a Veteran can pay on a balance

- www.pay.gov
- Calling a VA medical center facility revenue office
- By mail:
 - Department of Veterans Affairs
 - PO Box 3978
 - Portland, OR 97208-3978
- By phone at 888-827-4817

What debt relief options are available to Veterans?

Debt relief options are always available to Veterans. They include:

- Set up a repayment plan
- Request a waiver, write off or compromise of your debt
- Request a VA Hardship Determination

To learn more, please visit <https://www.va.gov/health-care/pay-copay-bill/financial-hardship/>



Appendix A

VA MONTANA HEALTHCARE SYSTEM
PO BOX 1500
FORT HARRISON MT 59636-9999



U.S. Department
of Veterans Affairs

QUESTIONS OR ADDRESS CHANGE?
Call 1-866-393-1846

11/23/2020

TESTFIRST W TESTLAST000000081814
1717 38TH AVE NE
HAYRE MT 59501-6513

VA would like to provide you with important information about your VA health care, community care, and prescription copays.

We know that the COVID-19 pandemic has caused financial hardship for some Veterans. That's why we put our monthly patient statements on hold starting on April 6, 2020. We'll begin sending patient statements again in January 2021, and we want to make sure you have the information you need to prepare.

Here's what you need to know for January

In January 2021, you will receive a patient statement that may include the total amount of any:

- New charges for medical care and prescriptions you received from April 6, 2020 through December 31, 2020.
- Unpaid charges for medical care and prescriptions you received before April 2020.

You don't have to make any payments until January 2021. But you can choose to make early payments before January if you'd like.

Your current balance is \$265.00 AS OF NOVEMBER 20, 2020.

If you would like to make a payment at any time between now and January 2021

You can pay in any of the ways listed below. Please have your account number ready when making a payment.

- o Online: www.pay.gov
- o By mail:
Department of Veterans Affairs
PO Box 3978
Portland, OR 97208-3978
- o In person: At a VA medical center agent cashier's office
- o By phone: 888-827-4817

If you can't make your payments when billing starts again:

Please contact VA at 866-400-1238 or 844-698-2311. We can work with you to determine your debt relief options. These may include:

- Establishing a repayment plan
- Requesting a waiver, write off or compromise of your debt
- Requesting a VA Hardship Determination

For more information:

- Visit <https://www.va.gov/health-care/pay-copay-bill/financial-hardship/>
- Or contact your nearest VA health care facility's business office. Find a VA location at <https://www.va.gov/find-locations>.