

Frequently Asked Questions

Q: What happens if an eligible Veteran has an additional suicidal crisis?

A: A new and separate 30/90 day period for providing medical and mental health care begins with each new suicidal crisis.

Q: What happens if an eligible Veteran continues to require care beyond the 30/90 days?

A: Either period of care can be extended for one period of 30 days by the local VA medical center.

Q: Can a Veteran appeal decisions made regarding COMPACT Act Care?

A: Clinical administrative appeals by the Veteran will follow the policy outlined in Directive 1041 (Appeal of Veterans Health Administration Clinical Decisions). Please refer Veterans to the local VA medical center patient advocate to file an appeal related to COMPACT Act.

Q: How long does a community provider have to submit COMPACT Act claims to the VA?

A: Community providers have 180 days to submit Veteran claims under the COMPACT Act. It is recommended to notify the VA upon the Veteran's ED admission to 1-844-724-7842



White River Junction VA Medical Center

163 Veterans Drive
White River Junction, VT 05009

Emergency Room open 24/7

Phone Numbers:

Main phone:
(802) 295-9363

Mental Health Care:
(802) 295-9363, Ext. 6961

*Suicide Prevention is everyone's business.
#REACHOUT*

www.veteranscrisisline.net
 **Veterans
Crisis Line**
DIAL 988 then **PRESS 1**
or **TEXT 838255**



Veterans Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act

Information for
Community Providers

VA



U.S. Department
of Veterans Affairs



What is COMPACT Act?

Under the Veterans Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act, Veterans with acute suicidal crisis can go immediately to any VA or non-VA healthcare facility for emergency health care services at no cost to them.

What is an Acute Suicidal Crisis?

Acute suicidal crisis means an individual was determined to be at imminent risk of self-harm by a trained crisis responder, or health care provider.

What is Emergent Suicidal Care?

For an individual in acute suicidal crisis, care that ensures to the extent practicable, immediate safety and reduces: severity of distress; the need for urgent care; or the likelihood that the severity of distress or need for urgent care will increase during the transfer of that individual from a facility that care was provided for the acute suicidal crisis.

What Services are Available?

COMPACT Act covers the following:

- Up to 30 days of inpatient care, and up to 90 days of outpatient care (local VA medical centers can extend coverage up to 30 days for inpatient and outpatient care).
- VA will make appropriate referrals for care following the period of emergent suicidal care.
- VA will determine eligibility for other VA services.
- VA will refer eligible Veterans for appropriate VA programs and benefits

Who is Eligible?

Regardless of VA enrollment status, COMPACT Act Eligible Veterans are:

- Former members of the Armed Forces (enrolled or not enrolled) who are discharged or released from active duty after 24 months of active service under conditions other than dishonorable.
- Former members of the Armed Forces, including the reserve components, who served in the Armed Forces for more than 100 cumulative days and was deployed in theater of combat operations, in support of a contingency operation, or in an area at a time during which hostilities are occurring in that area during service, including by controlling an unmanned aerial vehicle from a location other than such theater arena.
- Former members of the armed forces who were the victim of physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment.

How it Works

In the event of a mental health crisis, Veterans and their loved ones should do the following:

- Call 911 for all emergencies; or
- Present to their nearest VA or non-VA emergency room; or
- Call the Veterans Crisis Line at 988 option 1, text 838255, or start a confidential chat at <https://www.veteranscrisisline.net/get-help-now/chat>

VA Notification

Community providers have up to 180 days to submit COMPACT Act related care claims to the VA. Providers should report claims to the VA's Emergency Care Centralized Notification Center using:

- VA's Emergency Care Reporting Portal <https://EmergencyCareReporting.CommunityCare.va.gov>
- Or by calling 1-844-72HRVHA (1-844-724-7842)

Notification Requirements:

- Name, Address, Gender, Date of Birth
- Social Security Number
- Date presenting and date of discharge
- Admission (yes/no)
- Chief complaint/admission diagnosis and/or discharge diagnosis
- Originating address (where event occurred)
- Mode of arrival
- Other health insurance
- Facility NPI, name, address, point of contact information