

Understanding your Veteran Affairs (VA) benefits

MD Anderson works closely with hospitals operated by the Department of Veterans Affairs to coordinate services for our shared patients. Here are a few things you need to know about your VA benefits at MD Anderson:

Emergency care

The VA covers the cost of some emergency situations. However, it is important to note that VA typically does not cover services in the MD Anderson Emergency Center since the VA Medical Center is located so close in proximity. If you are treated by MD Anderson for emergent care services, please contact the Michael E. DeBakey VA Medical Center Transfer Center at 713-791-1414 ext 27109 as soon as possible (preferably within 72 hours of your emergency) to confirm what charges may or may not be covered.

Financial clearance is worth the wait

You can avoid getting unexpected bills by obtaining authorization from the VA prior to treatment at MD Anderson. Authorization typically takes just a few days. Without prior authorization, you could be billed for services received at hospitals other than the VA. The extent of what is covered by the VA depends on your VA eligibility; VA may pay all, some or none of the charges based on VA guidelines.

Coordination of benefits

Let us know if you have other health insurance (OHI), such as Medicare or a private insurance. That way, in the event the VA denies your hospital claim, your insurance can be billed in a timely manner. Failure to provide this information may result in personal responsibility for your hospital and doctor bills.

Questions? Call our Financial Clearance Center at 713-792-4322.