

COMPACT Act

Veterans Affairs Community Care Network (VA CCN)

COMPACT is a benefit provided to a Veteran or individual determined to be eligible by Department of Veterans Affairs (VA) and in need of emergent suicidal crisis care.

An emergent suicide crisis is when an individual is determined to be at imminent risk of self-harm by a trained crisis responder or health care provider. Imminent risk may be determined if an individual states intent of self-harm as well as other knowledge of an individual's past or present behaviors that indicate a risk of self-harm, including past suicide attempts.

Key Points

- Provide Veterans and eligible individuals with the Suicide & Crisis Lifeline:
 - Dial **988** then press 1
 - Start a confidential chat by visiting <https://www.veteranscrisisline.net/get-help-now/chat>
 - Text 838255
 - If you have hearing loss, call TTY: 1-800-799-4889
- The COMPACT Act of 2020 (COMPACT) provides Veterans and eligible individuals emergent suicidal crisis care
- Eligible individuals include VA CCN Veterans and may include other former members of the armed forces as determined by VA
- VA will refer the Veteran and eligible individual for appropriate support care following the period of emergent suicide crisis, to include prescriptions, inpatient or residential care for up to thirty (30) days and up to ninety (90) days of outpatient care
- Extension of treatment would require a Request for Service (RFS) form to be completed by the VA CCN provider and sent to VA for approval

Emergency Department and Inpatient Psychiatric Hospital/Units

A Veteran or individual does not need to be enrolled in the VA health care system to receive emergent suicide care at an emergency department or inpatient psychiatric hospital/unit.

VA CCN providers must notify the Emergency Care Centralized Notification Center online or by phone as soon as possible but no later than seventy-two (72) hours to establish the Veteran's and individual eligibility for care:

- emergencycarereporting.communitycare.va.gov
- 1-844-72HRVHA (1-844-724-7842)

When VA determines a Veteran or individual is COMPACT eligible, VA will issue an approved referral with a COMPACT Act Standardized Episode of Care (SEOC).

If additional services are necessary outside of the approved referral, the CCN provider must complete a RFS form for additional care.

Additional information on the referral process is available at vacommunitycare.com/provider > Training & Guides > Medical Documentation and Referrals: [Referral Process](#).

Urgent Care Facilities

Veterans and individuals must be urgent care eligible to receive care at an urgent care facility. If the Veteran or individual is seeking care under the COMPACT Act and is not eligible, they are responsible for the initial cost of care.

To verify urgent care eligibility, contact the VA CCN call center at 1-888-901-6609. Upon verifying Veteran eligibility, the automated Interactive Voice Response (IVR) will provide an Urgent Care Eligibility Record Number (UCERN).

Additional information on the urgent care benefit is available at vacommunitycare.com/provider > Training & Guides > Benefits > [Urgent Care Benefits](#).

Veterans may also refer to the VA website for Veteran information <https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency-Care.asp> for additional information.

Transportation

Ambulance costs are billed to VA.

Claims

Claims are submitted to Optum when:

1. A Veteran is urgent care eligible and receives care at a CCN Urgent Care facility.
2. A Veteran or individual is determined eligible by VA and receives care from a CCN provider. The referral number must always be included on the claim.

Additional information on claims processing guidelines is available at vacommunitycare.com/provider > Training & Guides > Claims and Medical/Behavioral Portal Guides: [Claims Processing Guidelines](#).

If a Veteran or individual presents to an Urgent Care center and is not urgent care eligible the Veteran and individual is responsible for the initial cost of care. The provider or Veteran and individual may submit the claim to VA for possible reimbursement under the COMPACT Act. For more information on submitting claims to VA visit: <https://www.va.gov/COMMUNITYCARE/programs/veterans/File-a-Claim.asp>.

Veterans may also refer to the VA website for Veteran information <https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency-Care.asp> for additional information.

Medical Documentation

All providers must submit medical documentation directly to VA and to the referring provider.

Preferred Methods:

- HealthShare Referral Manager (HSRM) allows CCN providers to receive, process and track referrals as well as submit documentation to VA. (not available for Urgent Care)
- Veterans Health Information Exchange (VHIE) allows providers to electronically exchange information with VA (accessible through your practice's current Electronic Medical Record (EMR))

To learn more about HSRM and VHIE, and how they may benefit your practice, please [click here](#).

All medical documentation must include the approved referral number. For proper processing, place the referral number in the top right corner of the cover page.

Additional information on medical documentation requirements is available at vacommunitycare.com/provider > Training & Guides > Medical Documentation and Referrals > [Medical Documentation Requirements](#).

Prescriptions

VA CCN providers can write an urgent or emergent prescription to be filled at a VA CCN retail pharmacy for up to a fourteen (14) day supply without refills. Opioids may be filled for up to a seven (7) day supply or to state limits, whichever is less. When it is determined to be medically appropriate, a second prescription for opioids may be filled at a VA CCN retail pharmacy for up to a seven (7) day supply or state limits, whichever is less (up to a fourteen (14) day total supply). Buprenorphine may be filled for an initial fourteen (14) day supply and will allow for a second fill of up to a fourteen (14) day supply within thirty (30) days (up to a twenty-eight (28) day total supply). With the exception of Urgent Care, the prescription must be associated with an approved referral.

Additional information on prescribing medications is available at vacommunitycare.com/provider > Training & Guides > Benefits > [Prescribing Medications for Veterans](#).

More VA CCN Information

VA CCN providers can find additional training, guides and educational videos at: vacommunitycare.com/provider > Training & Guides.



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