



Veteran Copayment Cancellations and Refunds, March 2021

Q1. Why is my copayment balance being canceled?

A1. With the passage of the American Rescue Plan (ARP) in March 2021, all Veteran copayments for medical care and pharmacy services provided April 6, 2020 through September 30, 2021 will be canceled.

Q2. I've already paid on my balance over the last few months. Will I get a refund? When?

A2. Yes. You will receive a refund. Due to the passage of the ARP, Veterans who have paid copayments for medical care and pharmacy services provided April 6, 2020 to present will receive a refund from VA. Our staff is working on a timeline for issuing those refunds.

Q3. When will I start to receive statements again?

A3. As soon as VA cancels copayments for medical care and pharmacy services incurred from April 6, 2020 to present, VA will resume mailing patient statements for informational purposes only. Veterans are not required to make payments on these statements. Collection will remain suspended until October 1, 2021.

Q4. I had collection actions taken prior to when statements stopped in April 2020. Will those go away?

A4. All collection actions have been suspended from April 6, 2020 and will resume until October 1, 2021. You will be notified prior to collection actions resuming.

Q5. I had a balance on my account prior to April 6, 2020. What if I can't pay that balance due to financial matters?

A5. Payments are not due or expected until after October 1, 2021. Veterans who are experiencing financial hardship are encouraged to enroll in one of VA's debt relief programs. For more information, visit https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp

If you have a balance for care received prior to April 6, 2020, you may voluntarily make payments on your account by doing one of the following:

- Mail: include the payment coupon from the patient statement.
- www.pay.gov (patient account number is needed)
- Telephone: 888-827-4817 (patient account number is needed)
- To locate an account number, check your statement, visit <https://eauth.va.gov/accessva/?cspSelectFor=vbs> or call 866-400-1238

Q6. Can I still receive my same medical care from VA even though there won't be copayments?

A6. The quality and availability of VA health care will not change during this time. You can schedule appointments and communicate with your providers in the same manner you are accustomed to.