



DEPARTMENT OF VETERANS AFFAIRS
West Consolidated Patient Account Center
1085 Palms Airport Drive
Las Vegas, NV 89119

DATE

Mann-Grandstaff VA Medical Center (VAMC) in Spokane, Washington, its associated community-based outpatient clinics (CBOCs) and rural clinics are now using the new VA electronic health record (EHR) technology to streamline health care for Veterans.

Due to the passage of the American Rescue Plan (ARP) Act in 2021, all Veteran copayments for medical care and pharmacy services provided April 6, 2020, through Sept. 30, 2021, were canceled. Payments made by Veterans during that time have been refunded.

Please note: During the second quarter of 2022, Mann-Grandstaff VAMC will resume sending billing statements for health care, except for statements referencing pharmacy services, TRICARE and recurring visits related to a course of treatment (more information on the timeline for these exceptions will be forthcoming). Within this period, you may receive two separate statements, one generated by the new EHR that includes the sum of copayments for services rendered between Oct. 1, 2021, and the date of receipt, and one from the old system with charges incurred prior to April 6, 2020. Please treat both statements as valid charges and utilize the guidance within the statements to follow up on these charges. Also, due to the new EHR system, formatting and design may vary from your prior billing statements. While the formatting may look different, your financial information remains accurate.

Thank you for your patience as we continue to advance the mission of providing quality health care for our Veterans with the support of modernized technology.

If you have any questions about this matter, please call Spokane Facility Revenue staff at (509) 434-7000, option #5, Monday – Friday, 8 a.m. – 5 p.m. PT.

Tobey J. Cummings
Director, WCPAC