

DEPARTMENT OF VETERANS AFFAIRS



Dear Veteran/Beneficiary:

The Department of Veterans Affairs (VA) is extending debt relief for Veterans through September 30, 2021 due to the COVID-19 pandemic. VA will suspend collection of all Veteran benefit overpayments incurred between April 6, 2020 and September 30, 2021. No adverse actions or collection attempts will occur during this suspension period. Veteran medical care and prescription charges incurred from April 6, 2020 through September 30, 2021 will be cancelled and any payments for this time period will be refunded.

VA is committed to keeping Veterans informed about their debt and the expansive relief options available. VA may send subsequent letters providing details of the benefit debt and patient statements regarding medical care copayment debts. These letters and patient statements are for information only, unless Veterans choose to act before the suspension period ends. No adverse action will occur at this time.

WHAT WILL HAPPEN NEXT

With regards to benefit overpayments, Veterans will receive a letter from the VA Debt Management Center (DMC) showing current debt amount as well as available options. Subsequent letters will be sent showing updates to Veterans' accounts.

VA will resume mailing patient statements for medical care and prescriptions received prior to April 6, 2020 once all charges for medical care and prescriptions on and/or after April 6, 2020 are cancelled. However, no payments are required until at least October 2021.

WHAT VETERANS CAN DO NOW

For benefit overpayments, no action is required through September 30, 2021. That said, if Veterans would like to resolve debts sooner, there are options they can exercise now. VA can work with Veterans to determine what option is best.

Options include:

- Make a payment
- Establish a repayment plan
- Submit a compromise offer
- Dispute the debt
- Request a waiver

For benefit debt, information is available online (<https://www.va.gov/manage-va-debt/>), by calling the DMC (800-827-0648), or visiting the DMC website (<https://iris.custhelp.va.gov/app/ask/>).

Charges for medical care and prescriptions incurred from April 6, 2020 through September 30, 2021 will be cancelled. VA will refund payments that Veterans have already made.

For medical care copayment questions, please review the information found on the following website:

https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp#Relief or call the Health Resource Center (866-400-1238).

WHOM TO CONTACT

- For questions about VA benefit debt, including information on how to make voluntary repayment arrangements or for information about how to request a waiver, how to dispute a debt, or how to submit a compromise offer; call the DMC (800-827-0648) from 6:30 a.m. to 6 p.m. CT Monday through Friday. Visit <https://iris.custhelp.va.gov/app/ask/> to submit your request online.
- For medical care copayment questions, please contact the Health Resource Center at (866-400-1238) from 7:00 a.m. to 7 p.m. CT Monday through Friday.
- If a Veteran's debt was referred to the U.S. Department of the Treasury (Treasury), the debt is suspended through September 30, 2021. For questions on debts referred to Treasury, contact the Treasury Cross-Servicing Program (888-826-3127) or the Treasury Offset Program (800-304-3107).

VA is here to help Veterans during the COVID-19 pandemic. Please follow national and local guidelines to stay healthy and safe.

Respectfully,

U.S. Department of Veterans Affairs