



VA Co-pays to start again in January

In April 2020 the VA suspended collection actions and extended the terms of current repayment agreements until December 31, 2020. VA also stopped printing and mailing monthly patient statements for medical care and prescriptions.

Printing and mailing of monthly patient statements is expected to resume in January 2021.

This month, a letter will be mailed to all Veterans with account balances the includes the amount owed to date. The letter reiterates that payment is voluntary at the time of receipt. An outgoing call campaign will also start this month with Revenue Operations staff reaching out to Veterans with a co-payment balance greater than \$2,000, accrued since April.

What the Veteran needs to know for January

He or she doesn't have to make any payments until January 2021. In January, he or she will receive a patient statement that may include the total amount of any:

- New copay charges for medical care and prescriptions received from April 6, 2020, through December 31, 2020.
- Unpaid copay charges for medical care and prescriptions received before April 2020.

If there are any questions about when to make payments to use your Health Savings Account (HSA) funds for 2020, please contact your HSA plan manager.

Debt relief programs are available at <https://www.va.gov/health-care/pay-copay-bill/financial-hardship/>

More information is available at <https://www.myhealth.va.gov/mhv-portal-web/ss20200921-copayments-pandemic>

CAVHS drive-through flu clinics ending

The CAVHS drive-through flu clinics in Little Rock and North Little Rock will be closed at the end of the day December 8, 2020.

Veterans can still get their recommended flu shot at either the clinic at John L. McClellan Memorial Veterans Hospital in Little Rock -- Monday through Friday from 7:30 a.m. to 3:00 p.m. -- or the clinic at the Eugene J. Towbin VA Medical Center in North Little Rock -- Monday through Friday from 7:00 a.m. to 3:30 p.m.

Veterans can also get their flu shot at any of our eight Community Based Outpatient Clinics.



Contact us to make arrangements for outstanding VA benefits debts

FOR HELP contact Debt Management Center,
Call or submit your request online

 **1-800-827-0648**

 **<https://iris.custhelp.va.gov>**

If you have questions about your VA benefits or the status of your claim

VA Regional Office

for other VA benefits

1-800-827-1000

Health Resource Center

for health care debts

1-888-827-4817

VA Education Call Center

for education benefits

1-888-442-4551



Monday, November 18, 2020 4:00 pm Benefits, Top Stories Vantage Point Contributor 4 comments 17k views

Please look for forthcoming information on CAVHS flu clinic wrap-up dates. There's still time to get your flu shot this season.

CAVHS has administered more than 11,000 flu shots so far this season.

Colonial Dames bring donations to CAVHS

Elizabeth Ivory and Mary Katherine Hastings Colonial Dames 17th Century members dropped by Central Arkansas Veterans Healthcare System Voluntary Services with generous donation for Veterans. CAVHS Chief of Voluntary Services Michael Dobbs accepted the donations of hygiene items for Veterans. Thanks Ladies and members, we appreciate the support. Anyone interested in donating or Volunteering may contact Voluntary Services at 501-257-3288 to learn more.



Little Rock VA on priority list for a Fisher House

Central Arkansas Veterans Healthcare System was identified on December 2 by Secretary of VA Wilkie as one of 12 new priorities for future Fisher House construction. VA Fisher Houses provide temporary accommodations ("a home away from home") at no cost for the family members/caregivers of hospitalized Veterans and Active Duty Service members.

An orientation call with the National VA Fisher House program office in January will discuss next steps. VA needs to acquire land within close proximity of the medical center to support Fisher House construction, and will work with VA Office of Construction and Facilities Management (OCFM) to initiate this process in 2022.

Timelines for construction are contingent on land acquisition and other competing Fisher House project priorities.

VA knows how to safely operate in a pandemic.
While you're here, make an appointment.



Contact your care team to make your appointment today for:

- Flu vaccines
- Cervical cancer screenings
- Lung cancer screenings
- Colonoscopy
- Overdue lab work
- Diabetes care
- Mental health care
- Mammograms
- Prescriptions refills
- Regular check-ups

MOVING FORWARD TOGETHER:

Safe Care is Our Mission



How we are
keeping you
safe while here
video



SCAN ME

VA



U.S. Department of Veterans Affairs

Veterans Health Administration

Central Arkansas Veterans Healthcare System

Keep updated & let us know how we're doing.



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