



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

Reference Sheet

Veteran Copayment Cancellations and Refunds, March 2021

Throughout the last year, the financial well-being and the effects the COVID-19 pandemic is having on Veterans has been one of VA's top concerns. With passage of the American Rescue Plan, clear and lasting relief is available to Veterans.

Key facts on the cancellation of Veteran copayments incurred April 6, 2020 through September 30, 2021

- In April 2020, with passage of the CARES Act, the Department of Veterans Affairs (VA) stopped sending monthly patient statements for health care and pharmacy copayments out of concern for how COVID-19 was affecting Veterans and their financial well-being. Veterans continued to receive their health care, and while copayments were still being accrued, Veterans were not required to make payments; interest and fees also stopped, along with any collection actions.
- In November 2020, an "information only" letter was sent to nearly 2.5 million Veterans, informing them of their copayment balance, how account numbers could be obtained and that payment prior to the restarting of patient statements was voluntary.
- In January 2021, patient statements resumed, and contained both current and past (prior to April 6, 2020) copayment charges.
- In February 2021, VA halted patient statements due to an Executive Order signed by President Biden.
- In March 2021, with the passage of the American Rescue Plan (ARP) all Veteran copayments for medical care and pharmacy services provided April 6, 2020 through September 30, 2021 were canceled, along with any fees or interest. Statements will continue to be sent for information only, and collection on copayments for health care and pharmacy copayments will resume on October 1, 2021. Refunds for payments made for care received April 6, 2020 to present will be issued by VA.
- VA has an expansive debt relief program and Veterans with copayment balances for care incurred prior to April 6, 2020 are encouraged to explore their options.

Resources for Veterans:

- https://www.va.gov/COMMUNITYCARE/revenue_ops/copays.asp
- https://www.va.gov/COMMUNITYCARE/revenue_ops/billing.asp
- https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp

For more information on charges owed for health care and pharmacy services prior to April 6, 2020, debt relief options and/or account number information, Veterans can call the VHA Health Resource Center at 1-866-400-1238.