

La Plata County Veterans Services
By: Richard S Schleeter

March 6, 2016

The main objective of the Veterans Service Office is to provide prevention, protection, advocacy and support services to veterans and their families so they can maximize their quality of life, well-being and potential. The La Plata County Veterans Service Office (CVSO) provides information and assistance to veterans and their families. There is a wide range of benefits available for our nation's veterans. Every veteran is encouraged to contact the CVSO to find out more about their VA benefits. Your CVSO can assist you in any matter pertaining to the Department of Veterans Affairs. These services are free of charge. Please visit the La Plata County web site at <http://www.co.laplata.co.us/> for more information about what the La Plata County Veterans Service Office can do for you.

The La Plata County Veterans Service Office is co-located with the Durango VA Clinic at 1970 E. 3rd Avenue, Suite 102, Durango, CO. 81301. For clinic appointments, call 970-247-2214. The Veterans Service Office phone number is 970-759-0117. Office hours are 8am to 12pm and 1pm to 5 pm, Monday – Friday, except holidays, and appointments are encouraged. Call (970) 382-6150 to schedule an appointment with the Veterans Service Office

VA Announces Community Care Call Center to Help Veterans with Choice Program Billing Issues.

WASHINGTON – Veterans can now work directly with the Department of Veterans Affairs (VA) to resolve debt collection issues resulting from inappropriate or delayed Choice Program billing. In step with MyVA's efforts to modernize VA's customer-focused, Veteran-centered services capabilities, a Community Care Call Center has been set up for Veterans experiencing adverse credit reporting or debt collection resulting from inappropriately billed Choice Program claims. Veterans experiencing these problems can call 1-877-881-7618 for assistance.

As a result of the Veterans Choice Program, community providers have seen thousands of Veterans. We continue to work to make the program more Veteran-friendly," said Dr. David Shulkin, Under Secretary for Health. "There should be no bureaucratic burden that stands in the way of Veterans getting care.

The new call center will work to resolve instances of improper Veteran billing and assist community care medical providers with delayed payments. VA staff are also trained and ready to work with the medical providers to expunge adverse credit reporting on Veterans resulting from delayed payments to providers. VA is urging Veterans to continue working with their VA primary care team to obtain necessary health care services regardless of adverse credit reporting or debt collection activity.

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VA acknowledges that delayed payments and inappropriately billed claims are unacceptable and have caused stress for Veterans and providers alike. The new call center is the first step in addressing these issues. VA presented The Plan to Consolidate Community Care in October of 2015 that outlines additional solutions to streamline processes and improve timely provider payment.

For more details about the Veterans Choice Program and VA's progress, visit: www.va.gov/opa/choiceact . Veterans seeking to use the Veterans Choice Program can call 1-866-606-8198 to find out more about the program, confirm their eligibility and schedule an appointment.