



Updated May 14, 2020

## Services for Non-Veterans Available at Select VA Medical Centers

*The following information has been provided by the State of Illinois:*

The state, through its Emergency Management Agency, has entered into an engagement with the Veterans Administration (VA) that allows for maximal utilization of resources at VA Medical Centers (VAMCs) during the COVID-19 pandemic.

One dimension of this is the ability for a limited number of non-veteran Medicaid enrollees to receive long-term care services following a hospital stay at one of three Veterans Administration Medical Centers (VAMCs):

- Hines VAMC (Maywood)
- Lovell Federal Health Care Center (North Chicago)
- VA Illiana (Danville)

In addition, three VAMCs are offering care for non-veterans needing medical/surgical ward-level care or Intensive Care Unit-level care:

- Hines VAMC (Maywood)
- Jesse Brown VAMC (Illinois Medical District)
- Marion VAMC (Marion County, Southern Illinois)

There are general inclusion/exclusion criteria regarding acute medical and ICU beds; also, these particular beds are not for low acuity (sub-acute, observation), mental health or long term care.

The availability of the services for non-veterans is on a first-come, first-served basis when an individual meets criteria for the services these centers can offer. The VA Triage team will make sure the patient is appropriate for the VA LTC setting, then find the most appropriate site, and work with the discharging facility to manage the transfer. Transportation costs will be covered by the individual's Medicaid insurance. Referrals are by email only, via the VISN 12 Triage Team ([VISN12TriageTeam@va.gov](mailto:VISN12TriageTeam@va.gov)).

Process:

1. Send a request to the VA triage team at [VISN12triageteam@va.gov](mailto:VISN12triageteam@va.gov)
2. In this request, include the following:
  - a. # patients considering transfer
  - b. Level of care requested
  - c. If known, COVID positive or negative
  - d. If COVID testing is pending
  - e. Facility Point of Contact to conduct transfer discussion with regarding medical details
3. The VA triage team will make determination of which VA facility is most appropriate.
4. Patient transfer between 7:00 a.m. and 5:00 p.m.
5. VA triage team will connect medical leads and transfer coordinators from community hospitals and VA facilities.

The regional/national contact for general questions related to this activity (not specific to an individual patient transfer request) for VISN 12 is Christopher Roe ([Christopher.Roe@va.gov](mailto:Christopher.Roe@va.gov)). The medical director for this COVID pandemic strategic collaboration is Alan J. Bridges, MD, Medical Incident Commander, VA Great Lakes Region, VISN 12 ([Alan.Bridges@va.gov](mailto:Alan.Bridges@va.gov)).

Please share this information with your discharge planning and care management teams. There are beds available now, so let's make the best use of this effort by the state and the Veterans Administration.