

VA extends debt relief for Veterans



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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	
<i>for other VA benefits</i>	1-800-827-1000
Health Resource Center	
<i>for health care debts</i>	1-866-400-1238
VA Education Call Center	
<i>for education benefits</i>	1-888-442-4551

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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. Additionally, all copayments for medical care and pharmacy services incurred from April 6, 2020, through September 30, 2021, will be cancelled, along with any fees or interest. 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.

What will happen next

With regard 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.

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:

- Making a payment
- Establishing a repayment plan
- Submitting a compromise offer
- Disputing the debt
- Requesting a waiver

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

Your VA health care continues

There will be no change in the quality and availability of VA health care during this time. You can schedule appointments and communicate with your providers in the same manner you have been.

If you are concerned about copayments you owe for health care and pharmacy provided prior to April 6, 2020, you can apply for a debt relief program. For more information on financial relief, Veterans can visit https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp or call the Health Resource Center at 866-400-1238, Monday through Friday from 8 a.m. to 8 p.m. ET.

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).

VA will work with all Veterans who apply for debt relief to determine the best possible solution.

Contact information

- 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.

****This post was updated 3/25/21 with additional medical care and pharmacy services information.***

The VA Debt Management Center (DMC) provides Veterans and beneficiaries with compassionate counseling on their VA benefit debts. DMC manages the debt collection process and provides assistance with debt resolution options, such as payment plans and waivers.

The VHA Office of Community Care – Revenue Operations contributed to VHA medical and pharmacy services information.