



How to Refer Veteran Patients

Why Choose Vertava Health

At Vertava Health, we are qualified providers and have experience treating Veterans. We are not a hospital; we have residential and outpatient treatment locations that create a safe and comfortable environment for Veterans to work through their substance abuse and mental health challenges.

Our treatments programs:

- ★ Are in-network with Optum and TriWest
- ★ Offer 24/7 care 365 days a year
- ★ Have specialty programming for Veterans
- ★ Use experiential therapy for comprehensive care
- ★ Connect Veterans with other Veterans facing similar struggles
- ★ Can admit within 48 hours (pending approval of authorization)

Contact us to find out how to get Veterans the help they need.

PHONE
FAX
24/7 HELP
EMAIL



How Can I Refer A Veteran to Vertava Health?

Getting a Veteran referred to a community care partner is easier than many people realize and can be completed with a few simple steps through the Community Care Network (CCN). The CCN is a list of vetted and approved community partners where Veterans can get the care they need.



STEP 1 | Consultation

The Veteran should meet with their team about their care needs. At this point their VJO, PCP, or a social worker from any unit can submit the consult and refer the patient.



STEP 2 | Finding the Right Services

The consult will be sent to the Community Care Office. They will check the Community Care Network for approved providers and make a treatment referral based on the Veteran's individual needs.



STEP 3 | Authorization

Once the Community Care Office determines that Vertava Health may be a good match for the Veteran in question, the authorization will be approved. This will determine the level of care and days of coverage approved for services for the Veteran.



STEP 4 | Send Medical Records

If Vertava Health is the right fit, the Veteran's medical records should be sent over via fax (888) 885-9797 or email VASupport@vertavahealth.com.



STEP 5 | Prescreen

With the Veteran present, call 1-877-VERTAVA to complete the prescreen. We will take care of the rest including scheduling treatment and coordinating transportation.