

# Simplified Medical Debt Relief Application Process For Veterans

# Frequently Asked Questions

**Q1: What type of changes have been made to the application process for medical debt relief? Why were these changes made?**

**A1:** In early March 2022, the White House announced an effort to reduce financial hardship for Veterans by simplifying the process by which Veterans can apply for medical debt relief. In June 2022, the Veterans Health Administration (VHA) launched a simplified application process, meant to allow Veterans easier access to the debt relief they might need.

Veterans may continue to apply for medical debt relief through a Facility Revenue Office or the Health Resource Center (HRC). Objective income threshold criteria will now be used for the processing and consideration of debt relief. Supplemental documents to support requests will no longer be recommended for submission of applications

**Q2: Is it still necessary to fill out VA Form 5655 for medical debt relief?**

**A2:** Yes. A VA Form 5655 must be used to apply for medical debt relief. You can access the form online at [https://www.va.gov/COMMUNITYCARE/revenue\\_ops/Financial\\_Hardship.asp#Relief](https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp#Relief) or <https://www.va.gov/find-forms/about-form-5655/>. You can also pick up the form at your facility revenue office. You can submit the completed forms to a facility revenue office or by calling the HRC.

**Q3: Where can Veterans access their statement?**

**A3:** Patient statements are mailed monthly. Veterans can also view them online:

<https://eauth.va.gov/accessva/> or <https://www.va.gov/manage-va-debt/>

**Q4: Will there be more changes to the application process in the future?**

**A4:** Yes. Veterans and their financial well-being are top priorities for VA. VA teams continue to work on modernizing the debt relief application process. A future state will include the addition of an online automated approval process for medical debt relief.

## You have options

Veterans with financial stress always have access to debt relief options, which include waivers, write-offs, payment plans and compromises. You can get more information on these programs by contacting:



Your VA medical center facility revenue office



Health Resource Center (HRC): 866-400-1238, Monday through Friday, 8 a.m. to 8 p.m. ET



<https://www.va.gov/manage-va-debt/>

OR

[https://www.va.gov/COMMUNITYCARE/revenue\\_ops/Financial\\_Hardship.asp#Relief](https://www.va.gov/COMMUNITYCARE/revenue_ops/Financial_Hardship.asp#Relief)



**Repayment plans | Waivers | Debt forgiveness | Compromises**  
**All these options can be explored.**

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration

 **Veterans  
Crisis Line**  
1-800-273-8255 **PRESS 1**