

February 4, 2005

CANCEL OR DECLINE ENROLLMENT REQUEST

1. PURPOSE: This Veterans Health Administration (VHA) Directive describes the policy, procedures, and requirements for processing a request from a veteran to cancel or decline enrollment in the Department of Veterans Affairs (VA) Health Care System.

2. BACKGROUND: Public Law 104-262, The Veterans Eligibility Reform Act of 1996, required VA to establish and maintain a patient enrollment system in order to manage the provision of VA hospital and medical services authorized under Title 38 United States Code (U.S.C.) Section 1710, Eligibility for hospital, nursing home, and domiciliary care. Provisions of enrollment for the VA Health Care System (VAHCS) are regulated in Title 38 Code of Federal Regulations (CFR) 17.36 through 17.38, and require certain veterans to enroll into the system in order to receive VA health care. Title 38 CFR 17.36(d)(5)(i) provides authority for veterans who choose to decline or cancel enrollment in the VAHCS to do so by providing VA with a signed and dated, written statement requesting disenrollment. These veterans may reapply for enrollment at any time; however, they will be considered as “new” applicants and enrollment will be based upon the enrollment and eligibility criteria in place at that time. Veterans who are required to be enrolled in the VAHCS in order to receive VA health care and who cancel or decline enrollment will not be eligible for care of their non-service connected conditions at any VA medical facility except for emergency treatment; they will be billed at the humanitarian rate.

3. POLICY: It is VHA policy that veterans enrolled in the VA health care system can cancel or decline enrollment at anytime by submitting a signed and dated written statement to such effect.

4. ACTION

a. **Facility Director.** The facility Director is responsible for ensuring that:

(1) When a veteran requests to cancel or decline enrollment in the VAHCS they are fully informed of the possible consequences of their decision in relation to current and possible future VA health care.

(2) A veteran’s request to cancel or decline enrollment is completed in written format and is signed and dated by the veteran.

(3) The signed document is faxed to the Health Eligibility Center (HEC) at (404) 982-3060 or mailed to the:

Health Eligibility Center,
2957 Clairmont Road, NE, Suite 200
Atlanta, GA 30329-1647.

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(4) All future appointments for the veteran are cancelled.

b. **HEC. NOTE:** *If the veteran's signature is not on the document, HEC will take no action on the request.* The HEC is responsible for:

(1) Updating the veteran's record to reflect the veteran's request to cancel or decline enrollment.

(2) Assigning the appropriate enrollment status.

(3) Transmitting the verified cancelled or declined enrollment status back to the VA medical centers of record.

(4) Generating a cancelled or declined letter to the veteran.

5. REFERENCES

a. Public Law 104-262.

b. Title 38 U.S.C. Section 1710.

c. Title 38 CFR 17.36 through 17.38.

6. FOLLOW-UP RESPONSIBILITY: The Director, Chief Business Office (16), is responsible for the contents of this Directive. Questions are to be addressed to Business Policy at 202-254-0329.

7. RESCISSIONS: VHA Directive 99-057, dated November 24, 1999, is rescinded. This VHA Directive expires February 28, 2010.

S/ Jonathan B. Perlin, MD, PhD, MSHA, FACP
Acting Under Secretary for Health

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