

**VA**



U.S. Department  
of Veterans Affairs

# News Release

FOR IMMEDIATE RELEASE

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Aleda E. Lutz VA Medical Center  
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Saginaw, MI 48602

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**We invite any media interested in interviewing our VA staff to learn more about care and services to contact our Public Affairs Officer at 989-497-2500, extension 13020 or e-mail [tara.scheuer@va.gov](mailto:tara.scheuer@va.gov)**

## **Optum VA Community Care Network (CCN) Billing and Payment Questions**

Many Veterans have been receiving bills and/or may have questions regarding billing and payment information through the Optum VA CCN. Please see the links below to help navigate these concerns. To speak to someone directly, please call 1-877-881-7618.

Please keep in mind, as with other VA care, under the MISSION Act, Veterans may need to pay a copayment for care for nonservice-connected conditions when receiving care from a community provider.

For Optum VA CCN Customer Service contact information and hours of operation, visit [https://vastaff.vacommunitycare.com/oss/cms/styles/desktop/global/vaccn/global/global/css/documents/PDF-UA\\_Portal\\_Content\\_for\\_Customer\\_Service.pdf](https://vastaff.vacommunitycare.com/oss/cms/styles/desktop/global/vaccn/global/global/css/documents/PDF-UA_Portal_Content_for_Customer_Service.pdf)

For the Veteran Community Care Billing and Payment Fact Sheet visit, [https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/VA-FS\\_Billing-and-Payment-MISSION.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/VA-FS_Billing-and-Payment-MISSION.pdf)

The Aleda E. Lutz VAMC in Saginaw, Michigan operates an 81-bed skilled nursing and rehabilitation Community Living Center. It provides care to over 37,400 Veterans in a 35-county geographic area, from mid-Michigan to the Mackinac Bridge. Veterans also receive care at one of our nine VA Community Based Outpatient Clinics located throughout Michigan. More information about this VA can be found at [www.saginaw.va.gov](http://www.saginaw.va.gov).

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