

Urgent Care Fact Sheet for Veterans

Visiting an urgent care or retail care clinic is now available to Veterans through the VA Community Care Network (VA CCN) in the following states and U.S. territories: Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, New Hampshire, New Jersey, New York, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, Tennessee, U.S. Virgin Islands, Vermont, Virginia, Washington, D.C., West Virginia, Wisconsin

To be eligible for urgent care, Veterans must be enrolled in the VA health care system and have received care through VA from either a VA Medical Center or an in-network community provider within the past 24 months.

1. Check for your eligibility.

Veterans who are eligible for the urgent care benefit do not need to get prior authorization from VA to visit an urgent care provider in VA's contracted network

To check eligibility, Veterans can contact their local VA medical facility by phone or in person or call MyVA311 at 844-MyVA311 (844-698-2311). Veterans who are eligible for the urgent care benefit do not need to get prior authorization from VA to visit an urgent care provider in VA's contracted network. If you believe you meet the eligibility criteria, but are not showing as eligible, please contact your local VA medical center at <https://www.va.gov/find-locations>.

You may also visit <https://www.vacommunitycare.com> >I am a Veteran>sign-in/register>enrollment to check on your urgent care eligibility status.

Once you have confirmed your eligibility on Optum's portal, you will be asked to print materials or have them available on your mobile device to present to the urgent care or retail clinic facility and pharmacy. Please have the 10-digit Member Identification (ID) number, located in the upper left-hand corner on the enrollment page, available when you visit the pharmacy after your retail clinic or urgent care appointment.

There are two types of urgent care network locations: **Retail Clinic** and **Urgent Care**.

- a. **Retail Clinic locations** are walk-in health clinics located within a retail operation, other than an office, urgent care facility, pharmacy, or independent clinic. Reasons why you might seek care at a retail location include treatment of an uncomplicated illness such as a sore throat or earache.
- b. **Urgent Care locations** include an office or a clinic (aside from emergency rooms), whose purpose is to diagnose and treat illness or injury for unscheduled, ambulatory patients seeking immediate medical attention. Reasons why you might seek care at an urgent care location include treatment of more pressing illnesses or injuries that are not life-threatening, like splinting, casting, lacerations, or wound treatment.

2. To find an urgent care provider in VA's contracted network, Veterans can use VA's facility locator at <https://www.va.gov/find-locations> or contact their VA medical facility. Prior to visiting the urgent care center, please call ahead to verify hours and wait times. In-network urgent care and retail clinic facilities will typically have a sign in their window that looks like this:



Copayments will be managed by the VA after you receive care at the urgent care or retail clinic. If you are required to pay a copayment, you will be billed separately by VA. Your provider will not collect a copayment at the time of the visit.

3. An urgent care or retail clinic provider may write a prescription for up to a 14-day supply with no refills. The prescription must be listed on the VA Urgent/Emergent formulary at <https://www.pbm.va.gov/PBM/NationalFormulary.asp>. Urgent care prescriptions may be filled at a VA medical facility or an in-network pharmacy. To find an in-network pharmacy, contact your VA medical facility or use VA's facility locator at <https://www.va.gov/find-locations>. You can also find an in-network pharmacy at <https://www.vacommunitycare.com>I am a Veteran >CCN Pharmacy Network Search>. Opioids will be limited to seven days or less, consistent with the pharmacy location's state law. **Note: Please have prescriptions filled in the same state as your urgent care visit.**

When visiting an in-network pharmacy, please have your Social Security number or Member ID number. You will find your Member ID number on the urgent care enrollment page in the top left-hand corner at <https://www.vacommunitycare.com>. You can also show the pharmacy your Veteran Health Identification (ID) Card, Veteran Identification Card or Department of Defense Identification Card. For information on obtaining one of these Veteran ID cards, please visit <https://www.va.gov/records/get-veteran-id-cards/>.

It is important to not use urgent care or a retail clinic in place of a primary care provider. If you need to be seen by a primary care provider, please contact your local VA Medical Center.

For information on urgent care and retail clinics in other states, please visit <https://www.va.gov/find-locations>.