

VA Community Care

https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp

VA provides health care for Veterans from providers in your local community outside of VA. Veterans may be eligible to receive care from a community provider when VA cannot provide the care needed. This care is provided on behalf of and paid for by VA.

Community care is available to Veterans based on certain conditions and eligibility requirements, and in consideration of a Veteran's specific needs and circumstances. Community care must be first authorized by VA before a Veteran can receive care from a community provider.

Urgent Care

VA offers urgent care services to eligible Veterans at VA medical facilities or at in-network urgent care clinics closer to home. Texas is in **Region 4**.

BEFORE YOU GO!

Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles, and skin and ear infections.

To make sure you have a smooth experience, please review the information on this page to understand the requirements and limitations associated with this benefit.

To access an in-network urgent care provider, you must:

Be eligible.

Go to an in-network urgent care provider.

Take your VA healthcare photo id card.

Pay a VA copayment (if applicable) after the visit, which is billed separately by VA.

Find a Provider

To find an in-network urgent care provider: Use the VA Facility Locator:

<https://www.va.gov/find-locations/>

Put in your zip code then below using the drop-down arrow, select Urgent Care.

Bring a valid, government-issued photo ID to the in-network urgent care location/pharmacy.

When arriving at an in-network urgent care provider:

Inform the provider you would like to use your VA urgent care benefit to receive care.

NOTE: The urgent care provider will confirm your eligibility.

Ask and verify the urgent care provider is part of the VA contracted network. The urgent care provider may have a sign posted that indicates they are part of VA's contracted network.

DO NOT pay a copayment at the time of urgent care visit.

Prescription Medication

Same process as above but substitute Pharmacy instead of Urgent Care.

Pharmacy Limitations and Requirements

VA can pay for a 14-day supply (no refills) of prescription medication for urgent care.

Prescriptions can be filled at an in-network pharmacy, at VA, or at a non-network pharmacy.

If a non-network pharmacy is used, Veterans must pay for the prescription and then file a claim for reimbursement with their local VA medical facility.

Prescriptions must be filled in the same state as the Veteran's urgent care visit.

For a 14-day supply or greater, or for routine, non-urgent medications, the prescription must be submitted to VA to be filled.

Opiates are limited to seven days or less, consistent with state law covering the pharmacy's location.

Some Veterans may be required to pay a VA copayment after the urgent care visit for prescription medication, which is billed separately by VA.

All prescriptions must be listed on the VA Urgent/Emergent Formulary.

See this link for more information: **Remember Texas is in Region 4.**

<https://www.va.gov/COMMUNITYCARE/docs/programs/OCC-Billing-Information-Card.pdf>