

# How to Access Urgent Care

VA offers urgent care services to eligible Veterans at VA medical facilities and in-network urgent care clinics closer to home. Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles, skin infections, ear infections, and more. Follow these steps to receive urgent care services.

VA



U.S. Department  
of Veterans Affairs



## 1. Check Eligibility

- You are eligible if you are enrolled in the VA healthcare system **and** received care through VA from either a VA or a VA authorized community provider within the past 24 months.
- Call 844-MyVA311 (844-698-2311) or contact your local VA medical facility to confirm eligibility.



## 3. Confirm Provider

- When you arrive, confirm that the provider is an in-network VA urgent care provider (a sign may be posted).
- Fill out the intake form and indicate you would like to use your VA urgent care benefit.
- If the provider is in CT, DC, DE, MA, MD, ME, NC, NH, NJ, NY, PA, RI, VA, VT, WV, they will call 888-901-6609 to confirm you are eligible. In all other states or territories, the provider will call 833-4VETNOW (833-483-8669).
- If you need help at an urgent care location in CT, DC, DE, MA, MD, ME, NC, NH, NJ, NY, PA, RI, VA, VT, WV, call 888-901-6609. In all other states or territories, call 866-620-2071.



## 5. Copayments

- You may be charged a \$30 copayment for using the urgent care benefit.
- Copayments are billed separately by VA. Do not pay a copayment during the visit.
- Copayments depend on your assigned priority group and how many times you use urgent care in a calendar year.



## 2. Find a Provider

- Use VA's Facility Locator at <https://www.va.gov/find-locations>. To find an urgent care location, select the "Urgent care" VA facility type and then "Community urgent care providers (in VA's network)" from the service type drop-down.
- You can search for the nearest urgent care provider by ZIP code or address.
- Once selected, go to the urgent care provider.



## 4. Get Urgent Care

- Receive needed care from the provider.
- If you need prescription medication, make sure the provider activates your pharmacy benefits under the VA urgent care benefit.
- VA will pay for a 14-day supply (no refills) of prescription medication for the condition for which you were provided care (Opiates will be limited to seven days or less, consistent with the pharmacy location's state law).
- Prescriptions must be filled by an authorized in-network pharmacy or by a VA pharmacy.
- To find an in-network pharmacy, visit [https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp).
- If you need help at a pharmacy location in CT, DC, DE, MA, MD, ME, NC, NH, NJ, NY, PA, RI, VA, VT, WV, call 888-901-6609. In all other states or territories, call 866-620-2071.



## 6. More Info

- Contact your local VA medical facility.
- Visit [www.va.gov/communitycare](http://www.va.gov/communitycare)