

Frequently Asked Questions

Am I eligible for VA Urgent Care benefits?

You are eligible if you 1) are enrolled in VA and 2) have received care through VA or VA Community Care in the last 24 months. To check eligibility, contact your local VA at **[ADD NUMBER]** OR call 800-MyVA411, select option 1, then option 3, and then option 1 again.

Is there a copay for Urgent Care?

Copays for Urgent Care are different from other kinds of VA care. For many patients there is no copay. Depending on your priority group or number of Urgent Care visits this calendar year, a \$30 copay may apply.

Where can I get the most up to date information on my VA Urgent Care benefits?



Scan the QR code to be taken to VA's Urgent Care information at https://www.va.gov/communitycare/programs/veterans/Urgent_Care.asp

Information for Providers

1. Call 888-901-6609 to confirm eligibility
2. Do not charge a copay
3. Submit documentation within 30 days to
4. Veteran's home VA www.va.gov/find-locations
5. **File claims within 180 days** with Optum Serve



Information for Pharmacists

1. Call 888-901-6609 to confirm eligibility, activate pharmacy benefit
2. Check medication on VA Urgent/Emergent formulary www.pbm.va.gov/pbm/NationalFormulary.asp
3. Do not charge a copay
4. For VA pharmacy claims:
BIN: 004336
PCN: ADV
Rx Group: Rx4136
Enter SSN or Veteran ID number
Enter DOB as YYMMDD
6. Need help? Call the CVS Caremark Help Desk 1-800-364-6331 (24/7)



VA Urgent Care Benefits



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[ADD NUMBER]

OR call

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select option 1,
then option 3,
then option 1



VA



U.S. Department of Veterans Affairs

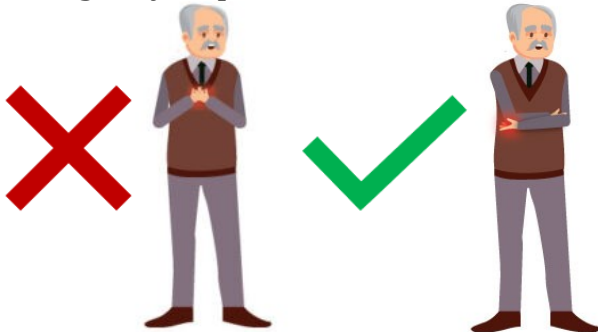
How to Use Your VA Urgent Care Benefits

1. Determine if you can use Urgent Care to address your issue.

Urgent Care is intended for non-life-threatening illnesses or injuries.

For potentially life-threatening symptoms, such as:

- Chest pain,
 - Shortness of breath, or
 - Sudden weakness or numbness,
- you must seek emergency care by calling **911** or going to the nearest emergency department.



Chest pain: **NO** Wrist sprain: **YES**

If you are having thoughts of harming yourself or others, help is available.



DIAL 988 then PRESS 1

You can also text 838255 or chat online at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net)



2. Find an urgent care provider in VA's network by going to www.va.gov/find-locations and choosing **Urgent Care** as facility type, or by calling **[ADD LOCAL CALL CENTER NUMBER]**.



3. Go to the urgent care clinic. Bring ID!

4. When you arrive, verify that the urgent care provider is in VA's network.

5. At the visit, show the provider the back of this pamphlet.



6. You will not pay a copay at the visit, but a \$30 copay may apply. VA will send you a bill later if you owe a copay.

7. If your urgent care provider gives you a prescription, find a pharmacy in VA's network by going to www.va.gov/find-locations and choosing **Community Pharmacies** as facility type. You



must go to a pharmacy in the same state as your urgent care provider.



8. When you arrive, verify that the pharmacy is in VA's network.

9. Show the pharmacist the back of this pamphlet.

If you accidentally go to a pharmacy that is not in VA's network, you can seek reimbursement from your local VA Office of Community Care, but you may be responsible for the cost.



Call
1-888-901-6609
if you have difficulty receiving urgent care or filling your urgent care prescription.