

# How to Access Urgent Care

VA offers urgent care services to eligible Veterans at VA or at 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 health care system **and** received care through VA from either a VA or community provider within the past 24 months.
- Contact your local VA medical facility to confirm eligibility or call 1-833-4VETNOW (1-833-483-8669).



## 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.
- The provider will call 1-833-4VETNOW (1-833-483-8669) to confirm you are eligible for the urgent care benefit and prescription medication, if needed.
- If you need help, call 1-866-620-2071.



## 5. Copayments

- You may be charged a copayment, \$30, 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 Provider

- Find an in-network urgent care provider by going to <https://www.va.gov/find-locations> and clicking the link for **VA-approved urgent care locations and pharmacies**.
- You can search for the nearest urgent care provider by ZIP code, address, or VA facility.
- 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.
- Prescriptions must be filled by an authorized in-network pharmacy or by VA.
- Find an in-network pharmacy by going to <https://www.va.gov/find-locations> and clicking the link for **VA-approved urgent care locations and pharmacies**.
- If you need help, call 1-866-620-2071.



## 6. More Info

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