



Bloodwork (labs) or imaging follow-ups may be ordered by a community provider. These must be done at a facility in the VA network. Patient should bring authorization letter for coverage.

Medical devices or durable medical equipment (DME) received through ER or Urgent Care is covered by Optum. Other orders from community providers must be sent to the VA.



I-REACH
Improving Veterans Access
to Healthcare

COMPACT Act: no cost emergent suicide care.

PACT Act: a new law, and the most significant expansion and extension of Veteran benefits, eligibility, and care in 30+ years. Those previously denied for benefits should reapply. **Contact your County VA Office and Veteran Service Officers.** They provide accredited claims services (Health Care and other benefits) for Veterans and their families, at **no charge**.

Find your County VA Office and Veteran Service Officers at michigan.gov/mvaa and select "Find a Veteran Service Officer", or scan this QR code:



Or dial 1-800-MICH-VET

mcrh.msu.edu/programs/Veterans-Care



VA COMMUNITY CARE PROVIDER AND VETERAN INFORMATION



- Eligibility
- Emergency Care
- Urgent Care
- Referrals
- Billing and Copays
- Pharmacies and Prescriptions
- Bloodwork (labs) and Imaging
- Medical Devices and DME

Most Veterans receive health care at a non-VA facility.

Community providers play a vital role in ensuring Veterans receive the care they've earned.



Referrals

Emergency Care: referral is not needed; the provider does not need to be in the VA network, preferably they are for ambulance billing. The visit **must be reported to VA within 72 hours** at **844-724-7842** or

emergencycarereporting.communitycare.va.gov/request

Urgent Care: referral is not needed; the provider must be in the VA Network.

Appointments made as follow-on care from the ER or Urgent Care must have a referral.

Scheduled Care:

Community care must be pre-authorized and is time sensitive. Monitor referral dates and review approval letters for details.

1. Due to distance, wait times, or other circumstances, a Veteran's VA provider may refer the Veteran to community care.

2. If the Veteran is eligible, VA will reach out to schedule an appointment.

3. The Veteran will receive an authorization letter in the mail with date(s) and location(s) of appointment(s). **Bring this to appointment(s)!**

5. Copays will be the same as VA, **but they will not pay at their appointment.** VA will send the Veteran a bill if they owe a copay.

6. If community care is still needed after the dates in the authorization letter, the community provider must request an extension at least 4 weeks before expiration.

Urgent Care

Veterans are eligible if they 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 the local VA or call 800-MyVA411, select option 1, then option 3, and then option 1 again.

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

Urgent Care is intended for non-life-threatening illnesses or injuries, such as a wrist sprain.

Call **911** or go to the ER for life-threatening symptoms, such as chest pain, shortness of breath, and sudden weakness or numbness.

Find an urgent care provider in VA's network at va.gov/find-locations and select *Urgent Care* as facility type. Verify by calling the local VA. Upon arrival, verify the urgent care provider is in VA's network. Bring ID. There will not be a copay at the visit, but a \$30 copay may apply. If so, VA will bill the patient.

Find a pharmacy in VA's network at va.gov/find-locations and select *Community Pharmacies* as facility type. If an urgent care referral, the patient must go to a pharmacy in the same state as their urgent care provider. A community provider may write an urgent prescription (14 days maximum, 7 for opioids).

Urgent Care (Cont.)

Upon arrival, verify the pharmacy is in the VA network. If a patient accidentally goes to a pharmacy not in the VA network, they can seek reimbursement from their local VA Community Care, but they may incur the cost.

Call 1-888-901-6609 for difficulties receiving urgent care or filling urgent care prescriptions.

Provider Urgent Care Information

- Call 888-901-6609 to confirm eligibility
- Do not charge a copay
- Submit documentation within 30 days
- **File claims within 180 days** with Optum Serve

Pharmacists Urgent Care Information

- Call 888-901-6609 to confirm eligibility, activate pharmacy benefit
- Check medication on VA Urgent/Emergent formulary
pbm.va.gov/pbm/NationalFormulary.asp
- Do not charge a copay
- For VA pharmacy information:
 - BIN: 004336
 - PCN: ADV
 - Rx Group: Rx3839, for claims: Rx4136
 - Enter SSN or Veteran ID number
 - Enter DOB as YYMMDD

Non-urgent/routine prescriptions must be filled by a VA pharmacy.

Need help? Call the CVS Caremark Help Desk 1-800-364-6331 (24/7)

VA Urgent Care:

va.gov/communitycare/programs/veterans/Urgent_Care.asp