

## Frequently Asked Questions

### *Will VA pay for me to see any community provider I want?*

You must receive care from a provider in VA's community care network for services VA has authorized, or you will be responsible for payment.

### *Will VA pay for care I have already received outside of VA?*

Except for emergency and urgent care, you must be authorized for community care *before* receiving care from a provider outside VA.

### *Does VA pay for beneficiary travel to community care visits?*

If you are eligible for VA beneficiary travel benefits, your visits to community care providers for services authorized by VA are also eligible.

### *Where can I get up to date information on VA Community Care benefits?*

Scan the QR code to be taken to VA's Community Care information at [www.va.gov/communitycare/](http://www.va.gov/communitycare/)



## Referrals are never needed for Emergency Care!



For medical emergencies, call **911** or go the nearest emergency room. A referral is not needed, but you must report emergency care to VA within 72 hours at **844-724-7842** or <https://emergencycarereporting.communitycare.va.gov>

## Referrals are also not needed for Urgent Care!



For non-emergency symptoms that need attention, go to an urgent care provider in VA's network. For up to date information on Urgent Care eligibility and copays, go to [www.va.gov/communitycare/programs/veterans/Urgent\\_Care.asp](http://www.va.gov/communitycare/programs/veterans/Urgent_Care.asp)

## Veterans Crisis Line

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



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

## Using VA Community Care



For questions about Community Care, contact your local VA community care office at **[ADD NUMBER]** or **1-877-881-7618** (M-F 8a-9p ET)



VA



U.S. Department of Veterans Affairs

## How to Use Your VA Community Care Benefits



1. Due to distance, wait times, or other circumstances, your VA provider may refer you to community care.
2. If you are eligible, VA will reach out to schedule an appointment.

3. You will receive an authorization letter in the mail with the date(s) and location of your appointment(s). **Keep it and bring it to your appointment(s)!**



4. Go to your appointment!

5. Copays will be the same as VA, **but you won't pay at your appointment.** VA will send you a bill later if you owe a copay.

6. If you still need community care after the dates in your authorization letter, your community provider must request an extension at least 4 weeks in advance of expiration.

## Bloodwork (labs) and Imaging



Your community provider may order follow-up bloodwork (labs) or imaging. These must be done at a facility in VA's community care network.

Use [www.va.gov/find-locations](http://www.va.gov/find-locations) to find a facility in VA's community care network. Bring your authorization letter for coverage.



## Medical Devices and DME



Your community care provider may order medical devices or durable medical equipment (DME).

These orders must be filled by VA, not a community care provider. Your community provider must send the orders to your VA primary care team.

## Prescriptions



Your community care provider may write an urgent prescription (14 days maximum, 7 for opioids) to fill through a pharmacy in VA's community care network.

Use [www.va.gov/find-locations](http://www.va.gov/find-locations) to find a pharmacy in VA's community care network.



*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.*



Give this information to the community pharmacy:

**BIN: 004336**

**PCN: ADV**

**Group: Rx3839**

Non-urgent/routine prescriptions must be filled by the VA pharmacy. If your community provider asks for the pharmacy name for orders, it is **LOCAL VA PHARMACY NAME.**