

# VA Community Healthcare

## The Mission Act of 2018

### Eligibility

- **Must receive approval from VA prior to obtaining care from a community provider.**
- **Must be enrolled in VA health care and have received VA care or community care within the last 24 months.**

### Criteria

- **Services not available through VA medical facility, VA cannot provide care within access standards, or best medical interest.**

Access Standards	Primary Care, Mental Health, Noninstitutional	Specialty Care
Drive Time	30 minutes	60 minutes
Wait Time	20 days	28 days

**REMEMBER: Community care must be PRE-AUTHORIZED and is TIME SENSITIVE. Monitor referral dates and review approval letters for detailed information.**



## Access to Urgent Care or Emergency Care

Find in-network urgent care facilities: [va.gov/find-locations](https://va.gov/find-locations)

- Urgent care facilities (must be in-network) - Non-life threatening
- Emergency facilities – Life threatening
  - Please make sure you or your emergency provider contacts the national call center within 72 hours of the start of your emergency care .
  - 1-(844) 724-7842 (844-72HRVHA)
  - [VHAEmergencyNotification@va.gov](mailto:VHAEmergencyNotification@va.gov)

