VA MISSION Act

Your Care is Our Mission

Urgent Care & Same-Day Services

The Care and Services You Need – When and Where You Need Them

VA now offers urgent care at the VA or participating urgent care clinics closer to home

If you have a minor injury or illness, such as a cough, cold, earache, skin irritation, or other condition that is not life-threatening, you now have more choices about when and where you receive urgent care services.

Urgent Care Services

In addition to the urgent care and walk-in services already available at many VA medical centers (VAMCs) and Community-Based Outpatient Clinics (CBOCs), you now have the option to use VA's new urgent care benefit to be seen at an urgent care clinic within VA's contracted network for covered services. You can take advantage of this benefit, which does not require preauthorization, if you are enrolled in VA health care and have received care from a VA or a VA-authorized community provider in the last two years.

Same-Day Services at Your VA

VA also offers Same-Day Services for primary care and mental health at all VAMCs and CBOCs if you have concerns that need to be addressed before your next appointment. Same-day services at your VA could include a face-to-face or virtual appointment, phone call, or secure messaging to answer your health concerns or refill a prescription. You may also be able to schedule a future appointment if appropriate.

If you call after business hours to request general primary care, your concern will be addressed the next business day. However, if you require mental health services, you will receive immediate attention. Visit www.VA.gov/SameDayServices to learn more.

Getting Care at Urgent Care Clinics in Your Community

To find a participating urgent care clinic or provider, use VA's online facility locator page at www.VA.gov/Find-Locations and click the link for VA-approved urgent care locations and pharmacies.

If you need a prescription:

VA will pay for prescriptions from your urgent care visit for a maximum supply of 14 days. The prescription can be filled at a VA pharmacy, a contracted VA pharmacy, or a non-contracted pharmacy.

If you use a non-contracted pharmacy, you will have to pay for it up-front and submit a claim for reimbursement to your local VA medical facility. For more than a 14-day supply of prescription medication, it must be sent to VA to be filled. VA copayments for prescriptions may apply.

If you choose to visit a non-VA urgent care clinic:

- You **must** be enrolled in VA healthcare **and** have received care from a VA or VA-authorized community provider in the last 24 months.
- You **must** tell clinic staff that you would like to use your VA urgent care benefit and confirm that they are part of VA's network. **If the clinic is not a part of VA's contracted network, you will be responsible for the bill.**
- You will not have to pay anything at the time of the visit. If you owe a copayment, VA will send you a bill. Copayments are $30 and depend on your assigned priority group and the number of urgent care visits you have used.

Need a Flu Shot?

Check with your community urgent care clinic to see if they offer flu shots at no-cost under this new benefit. You may also receive a free flu shot at your local Walgreens pharmacy.

Choose VA

Need Help? *If you need assistance using the VA urgent care benefit, call 1-833-4VETNOW (1-833-483-8669) or your local VA. For more information on VA urgent care benefits, visit VA.gov/CommunityCare or call your local VA facility.*