



Scheduling VHA Medical Appointments for Transitioning Service Members

Fact Sheet

Department of Veterans Affairs (VA) health facility staff will take action to schedule appointments for a transitioning Service Member or Veteran (SM/V) when requested by a VA Liaison for Healthcare. VA Liaisons are responsible for aiding a transitioning SM/V in scheduling VHA medical appointments and informing the SM/V and Military Treatment Facility (MTF) provider of the appointment dates and times prior to the SM/V leaving the MTF. VA Medical Centers need to make these appointments timely and provide them to the VAMC OEF/OIF/OND Program Manager who will communicate the information to the VA Liaison for Healthcare.

Appointments will be scheduled based on the medical need of the SM/V as indicated by the VA Liaison for Healthcare. If the SM/V needs to be seen while still on active duty, an appointment will be created immediately and a TRICARE authorization obtained by the appointment date. If the SM/V desires an appointment after discharge from active duty status, appointments will be created immediately for a future date to correspond with the desired date and medical needs of the SM/V.

Of note: *It is no longer necessary to exclude wait times for the initial appointments for Service Members/Veterans transitioning through a VA Liaison. The VA Liaison will provide a Clinically Indicated Date (CID) for the patient's 1st appointment. Each facility must ensure that their initial appointments are scheduled in a timely manner, and in accordance with the CID of the SM/Vs, often after their discharge from active duty status. The appointments for these transitioning Service Members will also be measured via Care Management and Social Work Services' metric to ensure the appointments were scheduled prior to the Service Member leaving the MTF.*

How to Schedule a VA Medical Appointment for Transitioning SM/V

VHA Medical facilities are receiving VA Form 10-10EZ(s), Application for Health Benefits, as well as VA Form 10-0454, Military Treatment Facility Referral Form to VA Liaison, as referrals for VHA health care for Active Duty Service Members (ADSM), prior to their official discharge date from the military. The ADSM can be on regular or transition leave (formerly called terminal leave) or on medical hold status with an established "future" date of discharge from active duty.

If a SM/V requires urgent or emergent care, always provide medical treatment first, then seek appropriate authorization.

While on active duty, ADSMs are not eligible for enrollment in the VHA health care system; however, staff should establish their record in VistA by using the Register a Patient Option in VistA and scheduling appointments for medical care in accordance with [Fact Sheet 164-12](#).

References:

- [VHA Fact Sheet 164-12](#)
- [VHA Directive 2010-051](#), Treatment of Active Duty Service Members in VA Health Care Facilities
- VHA Handbook 1010.02, VA Liaison for Health Care Stationed at Military Treatment Facilities
- VHA Handbook 1010.01, Care Management of Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) Veterans

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