

## 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 community care provider in the last two years.

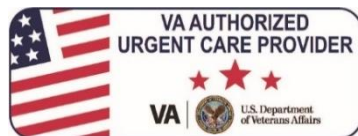
#### Same-Day Services at Your VA

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](http://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](http://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?

**You can get your flu shot from any authorized VA urgent care clinic or provider.**

**This will not count as an urgent care visit.**



**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](http://VA.gov/CommunityCare) or call your local VA facility.