



# VISN 9 Business Operations

John Griffin, MHA, MBA, Business Implementation Manager



**VA**



U.S. Department  
of Veterans Affairs

# Topics

- Eligibility
  - COMPACT Act
  - PACT Act
- Accessing VA Services Electronically
- How Do I Obtain My Medical Records?  
(Release of Information)
- Beneficiary Travel
- Community Care



# **ELIGIBILITY & ENROLLMENT**

# VA Health Care Eligibility FAQs

## What are the minimum active-duty service requirements for VA health care?

In general, Veterans must have served 24 months of continuous active duty or the full period for which they were called or ordered to active duty.

Former members of the Reserves or National Guard are eligible for VA health care if they have qualifying service (as described above) **and** meet one of the health care eligibility requirements in the PACT Act. Former members of the Reserves or National Guard who only served for training purposes may not be able to establish Veteran status if they did not incur a qualifying disability during such training.

Some exceptions apply. Please visit [www.va.gov/health-care/eligibility](http://www.va.gov/health-care/eligibility) for more information.

## What are the exceptions to the minimum active-duty service requirements for VA health care?

The minimum active-duty service requirement for VA health care may not apply if any of these are true:

- The Veteran was discharged or released for a qualifying reason (e.g., early discharge, hardship, medical discharge).
- The Veteran was discharged for a disability that was caused—or made worse—by active-duty service.
- The Veteran served prior to the early 1980s.

VA encourages all Veterans to apply to determine their enrollment eligibility. Please visit [www.va.gov/health-care/eligibility](http://www.va.gov/health-care/eligibility) for more information.

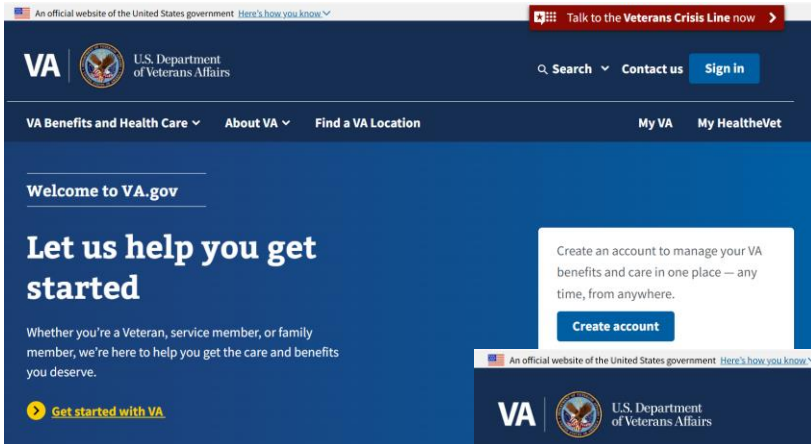


# Apply for VA Health Care in 4 Easy Ways

1. Online: <https://www.va.gov/health-care/apply/application/introduction>.
2. By calling the toll-free hotline: 877-222-8387.
3. By mailing VA Form 10-10EZ to:  
Health Eligibility Center  
2957 Clairmont Rd., Suite 200  
Atlanta, GA 30329
4. In person at the nearest VA medical center or clinic



# Getting Started for VA Health Care



An official website of the United States government. [Here's how you know](#)

Talk to the Veterans Crisis Line now

VA U.S. Department of Veterans Affairs

Search Contact us Sign in

VA Benefits and Health Care About VA Find a VA Location My VA My HealthVet

Welcome to VA.gov

## Let us help you get started

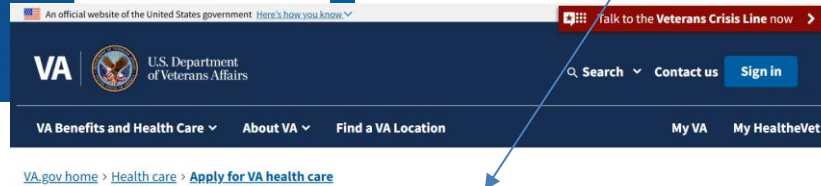
Whether you're a Veteran, service member, or family member, we're here to help you get the care and benefits you deserve.

[Get started with VA](#)

Create an account to manage your VA benefits and care in one place — any time, from anywhere.

[Create account](#)

Online form



An official website of the United States government. [Here's how you know](#)

Talk to the Veterans Crisis Line now

VA U.S. Department of Veterans Affairs

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VA Benefits and Health Care About VA Find a VA Location My VA My HealthVet

[VA.gov/home](#) > [Health care](#) > [Apply for VA health care](#)

## Apply for VA health care

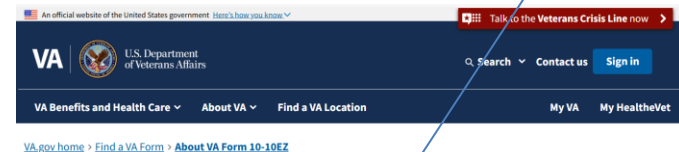
Enrollment Application for Health Benefits (VA Form 10-10EZ)

VA health care covers care for your physical and mental health. This includes a range of services from checkups to surgeries to home health care. It also includes prescriptions and medical equipment. Apply online now.

**Have you applied for VA health care before?**

[Sign in to check your application status](#)

I want the paper form...  
<https://www.va.gov/find-forms/about-form-10-10ez/>



An official website of the United States government. [Here's how you know](#)

Talk to the Veterans Crisis Line now

VA U.S. Department of Veterans Affairs

Search Contact us Sign in

VA Benefits and Health Care About VA Find a VA Location My VA My HealthVet

[VA.gov/home](#) > [Find a VA Form](#) > [About VA Form 10-10EZ](#)

## About VA Form 10-10EZ

Instructions and Enrollment Application for Health Benefits

Form revision date: February 2025

Related to: Health care

### When to use this form

Use VA Form 10-10EZ if you're a Veteran and want to apply for VA health care. You must be enrolled in VA health care to get care at VA health facilities or to have us cover your care at a community care provider (an approved non-VA provider).

#### Downloadable PDF

[Download VA Form 10-10EZ \(PDF\)](#)



# I Need Help: New to VA / Help w/Enrollment

- Memphis (Lt. Col. Luke Weathers, Jr. VAMC):  
[VHAMEMCBOHASEligibilityUnit@va.gov](mailto:VHAMEMCBOHASEligibilityUnit@va.gov)
- Mountain Home (James H. Quillen VAMC):  
[vhamoupublicaffairs2@va.gov](mailto:vhamoupublicaffairs2@va.gov)
- TN Valley Healthcare System  
(Nashville/Murfreesboro):  
[TVHSVAVeteranEnrollmentQuestions@va.gov](mailto:TVHSVAVeteranEnrollmentQuestions@va.gov)



# I Need Help: General Eligibility Issues

- Memphis (Lt. Col. Luke Weathers, Jr. VAMC):
  - Latrisha Mccauley, Deputy Chief, Business Office, [Latrisha.Mccauley@va.gov](mailto:Latrisha.Mccauley@va.gov)
  - Netco Henderson, Lead Medical Support Assistant, [Netco.Henderson@va.gov](mailto:Netco.Henderson@va.gov)
- Mountain Home (James H. Quillen VAMC):
  - Brian Crawford, Acting Enrollment Coordinator, [Brian.Crawford2@va.gov](mailto:Brian.Crawford2@va.gov)
  - Elisabeth Hilbert, Eligibility & Enrollment Lead, [Elisabeth.Hilbert@va.gov](mailto:Elisabeth.Hilbert@va.gov)
- TN Valley Healthcare System (Nashville/Murfreesboro):
  - Stephanie Dorris, Enrollment Coordinator, [Stephanie.Dorris@va.gov](mailto:Stephanie.Dorris@va.gov)
  - James Studer, Health Benefits Assistant, [James.Studer@va.gov](mailto:James.Studer@va.gov)



# COMPACT ACT

# COMPACT Act

**We want all Veterans and former service members to know that they can get free, emergency suicide care when they need it, no matter where they are.**

## **What it is:**

- Any Veteran – whether enrolled in VA or not – can go to a VA or non-VA emergency room for emergent suicidal care.
- We strongly recommend Veterans in suicidal crisis call 911 or visit their nearest emergency room for expedited care.
- VA will provide the treatment or cover the costs for treatment including transportation, inpatient or crisis residential care for up to 30 days, and outpatient care for up to 90 days.

## **Who is eligible for COMPACT Act related services?**

- Regardless of VA enrollment status, COMPACT-eligible individuals are:
  - Former members of the armed forces who were discharged or released from active duty after more than 24 months of active service under conditions other than dishonorable.
  - Former members of the armed forces, including reserve service members, who served more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location who were discharged under conditions other than dishonorable.
  - Former members of the armed forces who were the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment while serving in the armed forces.



Refresher & Where Are We Now?

**PACT ACT**

# 2024 PACT Act Health Care Eligibility: What Changed?

- Under the PACT Act, all toxic exposed Veterans were supposed to become eligible for VA care – in increments – between now and 2032.
- VA eliminated the phased-in approach – meaning that three new cohorts of Veterans are now eligible to enroll in VA health care as of March 5, 2024.

*Veterans must first meet the minimum active-duty service and discharge requirements to qualify for VA health care under PACT Act authorities.*



# Newly Eligible Veteran Cohorts

- Veterans who participated in a toxic exposure risk activity (TERA), as defined by law, while serving on active duty, active duty for training, or inactive duty training.
- Veterans who were assigned to a duty station in (including airspace above) certain locations during specific periods of time:
  - On or after August 2, 1990, in the following countries: Bahrain, Iraq, Kuwait, Oman, Qatar, Saudi Arabia, Somalia, or the United Arab Emirates
  - On or after September 11, 2001, in the following countries: Afghanistan, Djibouti, Egypt, Jordan, Lebanon, Syria, Yemen, Uzbekistan, or any other country determined relevant by VA. (**Note:** VA has not determined any other country relevant at this time.)
- Veterans who were deployed in support of Operation Enduring Freedom, Operation Freedom's Sentinel, Operation Iraqi Freedom, Operation New Dawn, Operation Inherent Resolve, and Resolute Support Mission.



# What Is Considered a TERA?

VA has determined that Veterans who were exposed to one or more of the following hazards or conditions during active duty, active duty for training, or inactive duty training participated in a TERA:

- Air pollutants (burn pits, sand, dust, particulates, oil well fires, sulfur fires).
- Chemicals (pesticides, herbicides, depleted uranium with embedded shrapnel, contaminated water).
- Occupational hazards (asbestos, industrial solvents, lead, paints including chemical agent resistant coating, firefighting foams).
- Radiation (nuclear weapons handling, maintenance and detonation, radioactive material, calibration and measurement sources, X-rays, nuclear weapon technicians and dental technicians, served on nuclear submarine and other nuclear ships or in shipyards, or were involved in nuclear weapons handling and maintenance, including clean-up after accidents).
- Warfare agents (nerve agents, chemical and biological weapons).

This is not a comprehensive list, and there's no timeline. Veterans can view additional military exposure categories on VA's Public Health website at

<https://www.publichealth.va.gov/exposures/>.



# Vietnam Era Veteran VA Health Care Eligibility

Veterans who served in the following locations and time periods are also eligible to enroll in VA health care effective on enactment (August 10, 2022):

- Republic of Vietnam (between January 9, 1962, and May 7, 1975),
- Thailand at any U.S. or Royal Thai base (between January 9, 1962, and June 30, 1976)
- Laos (between December 1, 1965, and September 30, 1969)
- Certain Provinces in Cambodia (between April 16, 1969, and April 30, 1969)
- Guam or American Samoa or their territorial waters (between January 9, 1962, and July 31, 1980)
- Johnston Atoll, or a ship that called there, between January 1, 1972, and September 30, 1977



# Expanding Presumptions of Service Connection

The PACT Act establishes presumptions of service connection for more than 20 presumptive disease categories related to toxic exposures.

## For Gulf War and Post-9/11 Veterans

Asthma diagnosed after service	Interstitial lung disease (ILD)
Brain cancer	Kidney cancer
Chronic bronchitis	Lymphoma of any type
Chronic obstructive pulmonary disease (COPD)	Melanoma
Chronic rhinitis	Neck cancer
Chronic sinusitis	Pancreatic cancer
Constrictive bronchiolitis or obliterative bronchiolitis	Pleuritis
Emphysema	Pulmonary fibrosis
Gastrointestinal cancer of any type	Reproductive cancer of any type
Glioblastoma	Respiratory cancer of any type
Granulomatous disease	Sarcoidosis
Head cancer of any type	

## For Vietnam Veterans and other Veterans exposed to tactical herbicides

Monoclonal gammopathy of undetermined significance (MGUS)
High blood pressure (also called hypertension)



# Filing and Processing Claims Associated with the PACT Act



VA will contact Veterans when a presumption of service connection is established or changed. Veterans can learn more at [www.va.gov/PACT](http://www.va.gov/PACT).



However, Veterans who were previously denied a toxic-exposure-related claim are encouraged to file a **supplemental claim** using VA Form 20-0995, Decision Review Request: Supplemental Claim. Most claims that were previously denied will not be automatically reviewed under the PACT Act. Survivors who were previously denied dependency and indemnity compensation (DIC), related to any of the new presumptive conditions, are likewise encouraged to re-file a claim.



Veterans who have not previously filed a claim and are diagnosed with one of the new presumptive conditions and meet eligibility requirements should **submit a new claim** on VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits. Survivors who have not previously filed a claim and meet eligibility requirements should **submit a new claim** on VA Form 21P-534EZ, Application for DIC, Survivors Pension, and/or Accrued Benefits.



Veterans should be prepared to submit any supportive medical and lay evidence along with their claims.



# VA Toxic Exposure Screening

- **Who:** All Veterans enrolled in VA health care.
- **What:** A brief screening averaging 5–10 minutes to identify and document any potential exposures to toxins during military service.
- **When:** At least once every 5 years.
- **Where:** At VA medical centers/clinics, including virtual encounters.
- **Why:** To support the long-term health plan of the Veteran—ensuring they receive informed, whole-health care—and connect them with follow-up resources as requested.

## TOXIC EXPOSURE SCREENING AT A GLANCE

### WHAT IT IS



#### A CONVERSATION STARTER

The screening asks Veterans if they believe they experienced toxic exposures while serving in the U.S. Armed Forces.



#### A CONNECTION

Veterans will be offered connections and information on benefits, registry exams, and clinical resources, as appropriate.



#### A RECORD

Veterans' responses are added to the VA medical record to be included as part of their care.



#### EXPOSURE-INFORMED CARE

This approach includes exposure concerns as a cornerstone of Veteran care across their lifetime.



### WHAT IT IS NOT



#### A COMPREHENSIVE EXAM

No specific diagnostic tests or physical exams are indicated to screen for illness based solely on self-reported exposure to toxins.



#### A PATH TO BENEFITS

The screening does not play a role in determining disability compensation, but Veterans who report exposures will receive information about [filing a claim](#).



#### A VERIFICATION OF EXPOSURE

The screening provides no legal or medical verification.



#### A REGISTRY EVALUATION

The screening is not part of VA's [environmental health registries](#) and does not serve as a registry evaluation.



# PACT Act Progress as of 9/19/2025

## VA PACT ACT PERFORMANCE DASHBOARD

Data as of 9/19/2025

Home

Care

Benefits

Web & Phone

Stewardship

Geographical...

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VETERANS AND SURVIVORS TRUST VA TO DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE



VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA's success in delivering outstanding and timely support and in earning the Veteran's and Survivor's trust.



### Care Experience



6,444,395

Total Toxic Exposure Screenings  
(8/10/2022 - 9/4/2025)



3,026,300 ( 46.96% )

Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure



650,860 ( 10.10% )

Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure



2,375,440 ( 36.86% )

Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure



501,148

New Enrollments in the PACT Act Planning Population  
(8/10/2022 - 9/4/2025)



74.0%

New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)



243,548

Total New Enrollees Under a PACT ACT Enrollment Authority since 8/10/2022



4,198,786

Current Enrollees in the PACT Act Planning Population  
As of 9/4/2025

### Priority Group (PG) Change Increases for All VHA Enrollees

(10/1/2022 - 9/4/2025)



445,915

PG 4-8 to PG 1-3



485,540

PG 1-3



151,979

PG 7-8 to PG 6

For more information on Priority Groups, [Code of Federal Regulations](#)

<https://department.va.gov/pactdata/interactive-dashboard/>



# PACT Act Progress as of 9/19/2025

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In this VA PACT Act Performance Dashboard, we are meeting our commitment to transparency by sharing with all stakeholders – internal to VA and externally – the performance metrics and data we are using to assess our success in implementing the PACT Act.

### PACT ACT & VA BENEFITS CONTACT

If you, a Veteran, family member, or survivor would like more information about the PACT Act and your VA benefits, please start here:



VA.GOV

[VA.gov/PACTask.VA.gov](https://va.gov/PACTask.VA.gov)



CALL

1-800-MyVA411  
24/7/365



WALK-IN

[VA.gov/find-locations](https://va.gov/find-locations)



VETERANS SERVICE ORGANIZATION

[VA.gov/disability/get-help-filing-claim](https://va.gov/disability/get-help-filing-claim)



NEW HEALTH CARE & BENEFITS MAP

[Download Map Here](#)

Help Spread the word - [download PACT Act Outreach Materials!](#)

### BENEFITS AND CARE

The PACT Act is perhaps the largest health care and benefit expansion in VA history. In this section, we are measuring the overall impact of PACT Act in terms of its expansion of health care and benefits.

Expanding Benefits

Expanding Care



2,711,942

Cumulative Total PACT Related Claims Completed  
(8/10/2022 - 9/6/2025)



1,991,320

Total PACT Act Claims Approved  
(8/10/2022 - 9/6/2025)



501,148

New Enrollees from the PACT Act Planning Population  
(8/10/2022 - 9/4/2025)



92.8%

VHA Health Care 90-Day Trust Score  
(6/9/2025 - 9/7/2025)



1,979,120

Total Veterans with Completed PACT Act Related Claims

34,993

Total Survivors with Completed PACT Act Related Claims

(8/10/2022 - 9/6/2025)



73.4%

Approval Rate for PACT Act Related Claims  
As of 9/6/2025



159.8

Average Days for PACT Act Related Claim Completion  
As of 9/6/2025



41.3%

PACT Act Related Claims Completed <= 125 days  
As of 9/6/2025



Total New VHA Enrollees:

09/04/2023 to 09/03/2024

408,299

09/04/2024 to 09/03/2025

360,921

-47,378



# **ACCESSING VA SERVICES ELECTRONICALLY**

# Health & Benefits App

iOS or Android With the official VA: Health & Benefits app, you can manage your VA health care, benefits, and payments from your mobile phone or tablet.

Features include:

## Biometric sign-in

- Use your phone's built-in security features—like fingerprint and face recognition—to securely access your information.

## Health care tools

- Refill and track your VA prescriptions.
- Send and receive secure messages from your VA health care team.
- Review appointments and add them to your calendar.
- Get your records for VA vaccines, such as COVID-19.

## Benefits tools

- Check your disability rating.
- Review your claim or appeal status.
- Submit evidence for your claim or appeal.
- Download common VA letters.

## Payments tools

- Review payments we've sent you.
- Update your direct deposit information.

## Facility locator

- Find VA facilities and services near you.

## Veterans Crisis Line

- Get quick access to the VA Crisis Line.

## Proof of Veteran status

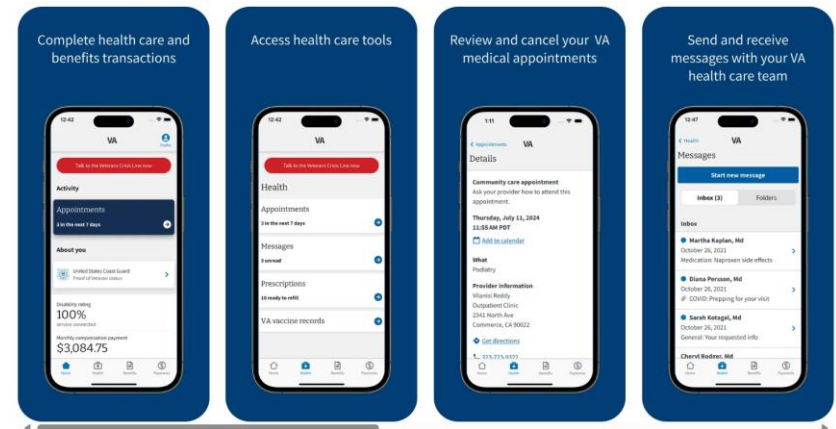
- Show proof of your Veteran status.

Need help with this app? Call us at 800-698-2411 (TTY: 711). We're here 24/7.



**VA: Health and Benefits** (16+)  
US Dept. of Veterans Affairs  
US Department of Veterans Affairs (VA)  
Designed for iPad  
#45 in Medical  
★★★★★ 4.8 • 249.2K Ratings  
Free

Screenshots iPad iPhone



# Patient Check-In on Your Mobile Device

- You can still check in at the counter with a clerk, but we now offer an automated method
- See explanation here:  
<https://www.va.gov/resources/how-to-check-in-with-your-smartphone-for-some-va-appointments/>
- You receive a pre-check-in text message
- Complete your check-in when you arrive
  - The easiest way to submit a claim for travel reimbursement
- **Note:** If you wait more than 15 minutes, or if you haven't been called back by your scheduled appointment time, tell a staff member.



# The “new” MyHealthVet

- Now integrated into VA.GOV. Explanation of changes can be found here:  
<https://www.va.gov/resources/my-healthvet-on-vagov-what-to-know/>
- Works on all devices – mobile & PC.
- You can access specific parts of your medical record without doing the “Blue Button” report.
- Better appointment, medication, and travel claim management capabilities.



# If You Need Help...

- **We know that creating a Login.gov or ID.me account can sometimes be challenging.** If you access your Social Security account electronically, you may already have a Login.gov account.
  - Login.gov: <https://www.va.gov/resources/how-to-create-a-loggingov-account-for-va>
  - ID.me: <https://www.va.gov/resources/how-to-create-an-idme-account-for-va>
- **For My HealtheVet:** Call us at [877-327-0022](tel:877-327-0022) (TTY: [800-877-8339](tel:800-877-8339)). We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET. [Or contact our My HealtheVet help desk staff online](#)
- **For other questions about VA online services:** Call us at [800-698-2411](tel:800-698-2411) (TTY: 711). We're here 24/7.
- Locally, you can also call and ask the operator for the MyHealtheVet Coordinator at a VA Medical Center.



When MyHealthVet is not enough...

# **HOW DO I OBTAIN MY MEDICAL RECORDS?**

# Release of Information

- **How to submit a medical records request**

- You'll need to fill out an Individuals' Request for a Copy of Their Own Health Information (VA Form 10-5345a).
- [Get VA Form 10-5345a to download](#)
- Submit your completed form to your VA health facility's medical records office. This office is also called a Release of Information Office. You can submit your form by mail, by fax, or in person.
- If you go in person, bring your Veterans Health Identification Card or driver's license.

- **How long it takes to get your records**

- The time it takes us to provide your records depends on how we're storing them:
- If your records are in an online system, it may take up to 30 calendar days.
- If your records are on paper, it may take up to 60 calendar days. This usually applies to records created before 1998.
- Please allow time for us to process your request. If your request will take us longer than expected, we'll send you a letter in the mail. If you don't get a letter within 20 calendar days, you can contact us. Contacting us before then may cause a delay.



# **BENEFICIARY TRAVEL**

# Moving to Improve the Online Claims Experience

VA.gov

## Past in-person appointment

### Appointment tasks

[File a travel reimbursement claim](#)

Days left to file: 28

### After visit summary

An after-visit summary is not available at this time.

### When

Thursday, April 10, 2025  
11:30 a.m. MT

### Where to attend

[Cheyenne VA Medical Center](#)  
2360 East Pershing Boulevard  
Cheyenne, WY 82001-5356

[Directions](#)

Clinic: FRIENDLY NAME FOR THIS CLINIC

Location: Not available

Clinic phone: [234-567-8910](tel:234-567-8910)

### Details you shared with your provider

Reason: Not available

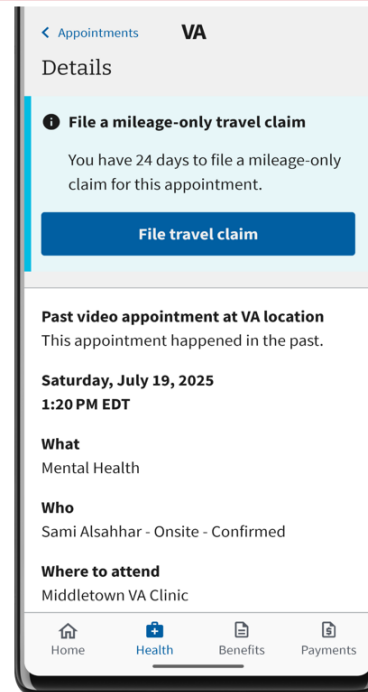
Other details: Not available

### Travel reimbursement

Days left to file: 28

[File a travel reimbursement claim](#)

VA Health and Benefits



Enhancements planned for 2026:

- Ability to submit claims that require documentation, such as community care appointments.
- Caregiver can submit claims on behalf of a Veteran.
- And more...



# Electronic Payment Mandate

- Why?
  - 31 USC 208.1 (October 2013)
    - *This part applies to all Federal payments made by an agency. Except as specified in § 208.4, this part requires payments, other than payments made under the Internal Revenue Code of 1986, to be made by electronic funds transfer.* <https://www.ecfr.gov/current/title-31/subtitle-B/chapter-II/subchapter-A/part-20>
  - Executive Order 14247
    - President Trump's Executive Order 14247, signed on March 25, 2025, mandates that the federal government will cease issuing paper checks for all disbursements effective September 30, 2025. This order aims to modernize payment systems by transitioning to electronic funds transfer (EFT) methods, such as direct deposit and digital wallets, to enhance efficiency and reduce costs associated with paper-based payments. The order also includes exceptions for certain situations, such as individuals without access to banking services or emergency payments.
- How?
  - VA public affairs campaigns for the last several years.
  - VBA shared account information with VHA.
  - As of July 2025, VISN 9 was below 3% of all payments made by paper check
  - Besides providing banking information for direct deposit, Veterans generally have two options:
    - Veterans can have payments deposited to a Direct Express® Debit Mastercard® or to a Bank or Credit Union account using <https://godirect.gov/gpw/>.
    - If Veterans or Caregivers don't have a Bank or Credit Union account, they can apply for one using the Veterans Benefits Unbanked Program. <https://veteransbenefitsbanking.org/>



# COMMUNITY CARE

# Emergency Care

- **We must get notified of your care within 72 hours**
  - Ask the provider to notify us right away in either of these ways:
    - [Through our VA emergency care reporting portal](#), or
    - By calling us at [844-724-7842](tel:844-724-7842) ([TTY: 711](tel:711))
  - We must get the notification within **72 hours** of when your emergency care starts. We prefer that the provider notify us. But if they don't, you or someone acting on your behalf can notify us instead.
- **We can only cover emergency care when you meet certain requirements**
  - We covered the Mental Health eligibility on the earlier CHOICE Act slides.



# Emergency Care

- **Eligibility for emergency mental health care**
- In most cases, we will provide or cover the cost of your emergency mental health care and up to 90 days of related services—even if you're not enrolled in VA health care.
- If a health care provider or a trained crisis responder determines you're at risk of immediate self-harm, we can provide or cover the cost of your care if you meet at least one of these requirements:
  - You were sexually assaulted, battered, or harassed while serving in the Armed Forces, **or**
  - You served on active duty for more than 24 months and didn't get a dishonorable discharge, **or**
  - You served more than 100 days under a combat exclusion or in support of a contingency operation (including as a member of the Reserve) and didn't get a dishonorable discharge. You meet this requirement if you served directly or if you operated an unmanned aerial vehicle from another location.
- If you go to a non-VA emergency department for help, tell the staff you're a Veteran. Ask them to contact us right away.



# Emergency Care

- **General eligibility requirements**
- By law, we can only cover the cost of your care at a non-VA emergency department if you meet all of these requirements:
  - You're enrolled in VA health care or you have a qualifying exemption from enrollment, **and**
  - A VA health care facility or other federal facility that could provide the needed care wasn't "feasibly available" (meaning it was too far away for you to get there fast enough to get the emergency care you needed), **and**
  - A person with an average knowledge of health and medicine (called a "prudent layperson") would reasonably believe that a delay in seeking care would have put your life or health in danger, **and**
  - You meet our other requirements based on your specific situation—including the time limit for us to receive your claim. Keep reading to learn more about requirements for different situations.
- **Note:** We only cover non-VA emergency care until we can safely transfer you to a VA or other federal facility. The only time this rule doesn't apply is if the community provider contacts us and we can't accept your transfer.



# Emergency Care

- If your Emergency Care is not considered pre-authorized (notified with 72 hours), we may still cover the costs under other authorities. It is important you contact us, so we can make that assessment:
  - Was it for a Service-Connected condition?
  - If it was not service connected, have you been seen by VA in the last 24 months?
  - More specifics: <https://www.va.gov/resources/getting-emergency-care-at-non-va-facilities/>
- If you have other health insurance, we have limits to what we can cover.
  - If your insurance doesn't fully cover the cost of your emergency care, we may cover certain costs that you must pay yourself.
  - But we can't cover those costs if the insurance won't pay because you or the provider didn't follow the rules of the insurance company. For example, we can't cover the cost if you or the provider failed to submit a bill or medical records within the company's time limits or if you haven't already tried all ways to appeal the payment denial.
  - **Note:** If your other insurance charges copays, we can't reimburse you for the copays.
- If you get a bill for emergency care at a non-VA facility and you think we should cover the cost, we can help.
  - Call us at [877-881-7618](tel:877-881-7618) ([TTY: 711](tel:711)). We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.
  - We'll go over the charges with you and help figure out who should cover the cost of your care. We can also help resolve billing issues with community providers.
- Is it an Emergency or is it Urgent Care? How to tell the difference:  
<https://www.va.gov/resources/choosing-between-urgent-and-emergency-care/>



# Urgent Care

<https://www.va.gov/COMMUNITYCARE/docs/programs/OCC-Billing-Information-Card.pdf>

## Billing Information: Regions 1-3

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration

To determine which region a Veteran resides, click here:

<https://www.va.gov/communitycare/programs/veterans/CCN-Veterans.asp>

### INFORMATION FOR VETERANS

**\*\*Please provide this billing information when you visit an in-network retail pharmacy or urgent care location to (1) fill a prescription and/or (2) receive a flu or COVID-19 vaccine\*\***

#### Eligibility

- You MUST verify your eligibility before using pharmacy benefits or receiving a flu or COVID-19 vaccine. Visit: <https://www.va.gov/communitycare/>
- **DISCLAIMER:** This card does not guarantee authorization of service. You MUST meet VA eligibility requirements and be enrolled in VA health care to use this benefit.

#### Choosing a Pharmacy

- You must visit an in-network pharmacy location in the same CCN region as your community provider visit to avoid any issues filling your prescription.
- Use the VA Facility Locator to find an in-network pharmacy or urgent care provider at: <https://www.va.gov/find-locations/>

#### When you arrive at the pharmacy

- Present a valid government-issued ID (i.e. Veterans Health ID Card, DoD ID Card or other valid government ID).
- You SHOULD NOT have to pay a copayment at the time you receive your prescriptions, flu and/or COVID-19 vaccine.

To view this billing information on your mobile device, scan the QR code at right.


<https://www.va.gov/communitycare/docs/programs/OCC-Billing-Information-Card.pdf>



# Urgent Care

<https://www.va.gov/COMMUNITYCARE/docs/programs/OCC-Billing-Information-Card.pdf>

## INFORMATION FOR PHARMACIES

**VA**  U.S. Department of Veterans Affairs  
Veterans Health Administration

**CCN Regions 1-3**  
**Payer ID: VACCN**

**BIN#: 004336**      **Veteran ID: 10-digit Veteran ID or SSN**

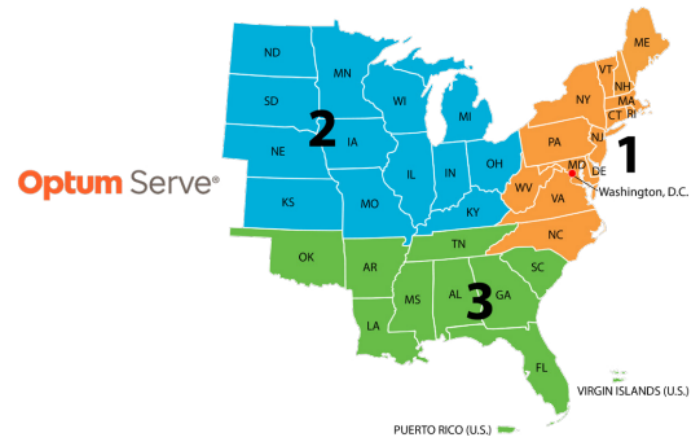
**PCN: ADV**      **Veteran DOB: YYMMDD format**

**Rx Group:**      **24/7 CVS Caremark Pharmacy Help Desk:**  
800-364-6331

- **Referred Care: Rx3839**
- **Urgent Care/VA Provider: Rx4136**
- **Flu Shot or COVID-19 Vaccine: Rx3841**

- Maximum day supply for a Veteran's initial fill is 14 days (7 days or fewer, or state limits for opioids). No refills. There is an exception for pre-packaged items (EG: inhalers and eye drops may be permissible).
- Medication must be on VA Urgent/Emergent Formularies ([U/E formulary](#) and [VA Formulary Advisor](#)).
- Instruct Veteran/pharmacist to fill prescriptions in the **same CCN region** as their community provider visit.
- For questions, please call the CVS Caremark™ Pharmacy Help Desk at 800-364-6331 (24/7).

### Community Care Network Regions 1-3



**Billing information for network providers in these states or U.S. territories above:** Enter Community Care Network/Veteran's pharmacy claims using the information in the sample card.

## INFORMATION FOR URGENT CARE PROVIDERS

**Call 888-901-6609** to confirm Veteran's eligibility for urgent care services.

Updated July 17, 2023



# Urgent Care - Copays

There's no limit to how many times you can use urgent care. To be eligible for urgent care benefits, including through our network of approved community providers, both of these must be true:

- You must be enrolled in the VA health care system, **and**
- You must have received care from us within the past 24 months (2 years)

If you're only getting a flu shot at your visit, you won't have to pay any copays, no matter your priority group.

## 2025 urgent care copay rates

Priority group	Copay amount for first 3 visits in each calendar year	Copay amount for each additional visit in the same year
1 to 5	\$0 (no copay)	\$30
6	<b>If related to a condition that's covered by a special authority:</b> \$0 (no copay) <b>If not related to a condition covered by a special authority:</b> \$30 each visit	\$30
7 to 8	\$30	\$30

**Note:** Special authorities include conditions related to combat service and exposures (like Agent Orange, active duty at Camp Lejeune, ionizing radiation, Project Shipboard Hazard and Defense (SHAD/Project 112), Southwest Asia Conditions) as well as military sexual trauma, and presumptions applicable to certain Veterans with psychosis and other mental illness.



# Urgent Care & Retail Pharmacies – Flu Shots

To find a VA medical facility, in-network urgent care or retail pharmacy near you, use our VA locator and:

- Enter the city, state, or postal ZIP code for your location
- Choose a Facility Type from the drop down menu
- **Select VA health for VA medical center locations**
- **Select Urgent Care, for “All in-network urgent care”**
- **Select Community pharmacies (in VA’s network)**
- Click search
- Choose a provider

## Visiting the location/provider

There is no cost or copay to you if your visit is only for a flu shot. For assistance with in-network community flu shots, call 877-881-7618 or your local VA medical facility.

Before you go:

- Call to ensure the urgent care provider or retail pharmacy offers the no-cost flu shot to Veterans
- Ask about the vaccine type you are seeking (some flu vaccines are for people aged 65 and older).
- Bring the billing information located here (print it or take a screenshot on your phone)

## When you arrive:

- Tell the provider you are a Veteran enrolled in VA health care.
- Tell them you would like to receive the flu shot paid for by VA.
- Show your government-issued ID and the billing information located here.

Eligible Veterans can get a no-cost flu shot from a nearby VA clinic or within your community from one of nearly 65,000 in-network pharmacies or urgent care locations. Flu vaccines are usually available September through April.

## BEFORE YOU GO

Bring the billing information below to your retail pharmacy or urgent care flu shot visit



Use your phone camera to scan the billing information QR code above.



# Community Care Overview

<https://www.va.gov/COMMUNITYCARE/docs/programs/Community-Care-Customer-Service-Guide.pdf#>

## 1

### CONSULT CREATION AND REVIEW

A consult is a request from your VA doctor to refer you for medical and/or behavioral care from a VA community provider. When your VA provider recommends you seek additional care, they create the consult and VA staff review it for accuracy.

Do not schedule an appointment until VA contacts you with the approved consult information.

**Want to know more about community care?**  
Visit: [www.va.gov/communitycare](http://www.va.gov/communitycare)

**Questions about the care you are referred for?**  
Contact your VA referring provider or your local VA's community care office.

**Questions about the timeline for consult review?**  
Contact your local VA's community care office.

## 2

### SCHEDULING

Once VA has contacted you with the approved consult information, you may proceed to schedule your appointment. If you prefer, VA can schedule the appointment for you. Otherwise, you may self-schedule by calling a VA community provider directly, or use VA Online Scheduling\*, [mobile.va.gov/app/va-online-scheduling](http://mobile.va.gov/app/va-online-scheduling).

If you decide to self-schedule, VA will call you up to three times to verify that your appointment is scheduled. If you do not schedule your appointment within **14 business days**, you will have to request a new consult from the referring VA provider.

**To find a VA community provider:** visit [www.va.gov/find-locations](http://www.va.gov/find-locations).

**Questions about scheduling or need assistance?** Contact your local VA community care office.

**\* Note:** Eligible Veterans can request certain routine and specialty community care appointments using VA Online Scheduling.

### Key Concepts:

- Eligibility
  - Wait Time
  - Distance
  - Best Medical Interest
- Referral Coordination
  - Veteran Choice
  - Best Modality
- Scheduling
  - Direct Coordination
  - Self-Scheduling
  - External Provider Scheduling (EPS)



# Community Care Overview

<https://www.va.gov/COMMUNITYCARE/docs/programs/Community-Care-Service-Guide.pdf#>

## 3

### AUTHORIZATION

After your appointment is scheduled, your authorization is created. An authorization is approval from VA for you to receive care from a community provider.

You will receive a letter in the mail\* with:

- Your authorization number.
- The in-network community provider you are approved to visit.
- A description of the care you are approved to receive.
- The time period you are authorized to receive care.

Bring the authorization letter with you to your appointment with the community provider.

**Questions about the care you are authorized for?** Contact your local VA community care office.

**\* Note:** Please ensure VA has your current mailing address on file.

## 4

### COMMUNITY CARE VISIT

At the scheduled day and time, you will attend your community care appointment. The VA will send any relevant medical records to your community provider. However, if instructed by the community provider, you may need to bring copies of diagnostic imaging (CT or MRI) with you.

**Questions about your visit or what information your community provider needs?** Contact your community provider's office.

**Remember, you are responsible for your VA copayment amount, as applicable, whether you receive care in VA or the community. You will be billed for this separately by VA. Do not pay a copayment to your provider.**

**Questions about VA copayment?** Contact 866-400-1238, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

### VA Acronyms:

- SEOCs
- REFDOC

### Key Concepts:

- Expanding scope/increasing time intervals to make the process easier.
- You should never have to pay copays or charges directly to Community Care providers.



# Community Care Overview

<https://www.va.gov/COMMUNITYCARE/docs/programs/Community-Care-Service-Guide.pdf#>

## 5

### SCHEDULING ADDITIONAL APPOINTMENTS

If you are authorized for ongoing care from a VA community provider, you may schedule recurring appointments directly with their office.

Keep track of how many appointments you attend and when they are authorized. **The VA will not cover services beyond what is described in your authorization.**

**Questions about scheduling your next visit?** Contact your community care provider's office.

**Questions about how many appointments are left on your authorization?** Contact your local VA community care office.

## 6

### REAUTHORIZATION

If you require care beyond the limits of your authorization, you will need to be re-authorized.

You or your community provider may submit a new referral request to VA. VA will review the referral request and, if appropriate, issue a new authorization for this care. However, in some circumstances, VA may determine that you should return to VA to receive this care.

**Questions about your reauthorization?** Contact your VA medical center or your community care provider's office.

### VA Acronyms:

- RFS

### Key Concepts:

- After the initial appointment scheduled by VA, you will directly schedule future ones with your Community Care provider.
- We may text you to confirm you attended the initial appointment.
- Community Care providers have to ask, and we must approve, to extend or exceed the scope and length of the original SEOC.



# Community Care Overview

<https://www.va.gov/COMMUNITYCARE/docs/programs/Community-Care-Service-Guide.pdf#>

## 7

### PRESCRIPTION AND DURABLE MEDICAL EQUIPMENT (DME) PICK-UP

#### Medications:

You may fill a **prescription for 14-day\* (or fewer) supply** written by your community provider at:

- A VA medical facility pharmacy.
- A participating in-network pharmacy with no out-of-pocket payment at the pharmacy.
- An out-of-network pharmacy, but you must pay at the pharmacy and submit a reimbursement claim at your local VA facility.

**For prescriptions that exceed the 14-day\* supply limit**, or are not urgently needed, the community provider must send the prescription to the local VAMC pharmacy to be filled.

#### DME:

If your provider identifies an immediate need for DME, orthotics or prosthetic items, the provider may provide the DME to you and submit a bill to the Third Party Administrator (TPA).

For routine DME, orthotics, and prosthetic items your community provider will submit a Request for Service (RFS) to your local VA medical facility to request the item from the VA Prosthetics and Sensory Aids Service (PSAS) unit.

**Need help locating an in-network pharmacy?** Visit [www.va.gov/find-locations](http://www.va.gov/find-locations), select Facility Type: Community pharmacies.

**Questions about DME?** Contact your local VA PSAS unit or your referring VA provider.

\* Opioid medications limited to a 7-day supply or state limits, whichever is less.

## 8

### RECEIVING AND PAYING YOUR BILL

Depending on your disability rating and private insurance (including Medicare and Medicaid), you may receive a bill from VA for the services you received. **If you owe a copay, send payment to VA at the address on your bill. You should never pay a community provider directly.**

**For more information about Veteran health benefit copayments**, visit [www.va.gov/health-care/pay-copay-bill/](http://www.va.gov/health-care/pay-copay-bill/)

**If you receive a bill from your community provider**, contact the national VA Community Care Contact Center at **877-881-7618**, Monday through Friday, 8 a.m. to 9 p.m. Eastern time.

**Questions about your VA bill?** Contact 866-400-1238, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

**To find out more information about your priority group, disability rating, or copay information:** sign into My HealtheVet at [www.myhealth.va.gov](http://www.myhealth.va.gov) using your DS Login or ID.me.

Date Updated: March 9, 2023



# I Need Help - Community Care

- Memphis (Lt. Col. Luke Weathers, Jr. VAMC):
  - Community Care Customer Service: 901-523-8990 ext 13401
- Mountain Home (James H. Quillen VAMC):
  - Community Care Customer Service: 423-926-1171 ext 2000
- TN Valley Healthcare System (Nashville/Murfreesboro):
  - Call main hospital line 615-867-6000. Operator will direct the call:
    - If administrative need / scheduling, operator transfers directly to clerk (they have the contact list).
    - If clinical need, they have one voicemail for all calls and have dedicated staff returning calls.



John F. Griffin  
Business Implementation Manager  
VA MidSouth Healthcare Network  
Nashville, TN

[John.Griffin@va.gov](mailto:John.Griffin@va.gov)

