

Veterans Affairs (VA) Care Options

VA Health Care Overview

- **All Veterans receive coverage for most health care services** such as regular checkups with your primary care provider, appointments with specialists, medical equipment, prosthetics, and prescriptions, **but only some will qualify for added benefits like dental care.** The full list of your covered benefits depends on:
 - Your priority group, and
 - The advice of your VA primary care provider, and
 - The medical standards for treating any health conditions you may have

 For more information on VA eligibility and priority groups visit:

<https://www.va.gov/health-care/eligibility/>

Where to Receive Care

VA Health Care provides medical care and services for veterans in two main ways:

VA Care Locations

May also be referred to as Veterans Health Administration (VHA)

1

- When you sign up for VA health care, you become part of the country's largest integrated health care system – with more than 1,200 care locations serving nearly 9 million Veterans each year.
- VA care locations in this network may include **VA medical centers, VA community-based outpatient clinics, vet centers, VA community living Centers, or your own home** (if needed).

Community Care Network

2

- Community Care is a VA program that provides care for veterans from providers in their local community, outside of the Veterans Health Administration care locations.
- There are a few steps to get started before receiving care from a community provider to avoid being billed for the care, which are covered in more detail on the next page.



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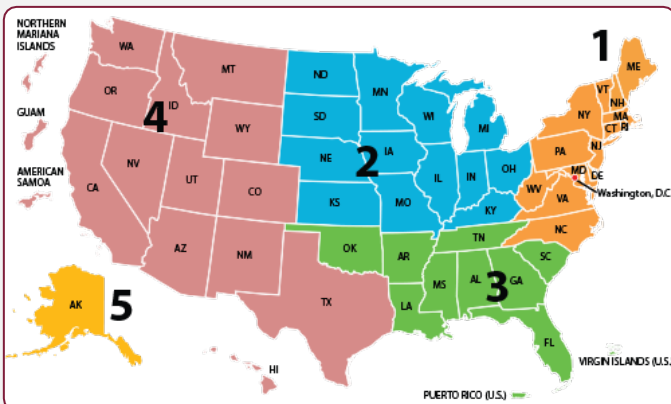
Community Care Deeper Dive

The first step is to meet with your VA physician and discuss your care and treatment options. In order for a veteran **to receive care through the VA Community Care Network**, a VA staff member must determine if **at least one of the following criteria** is met:

- ☐ It is in the **Veteran's best medical interest**, as determined by the VA provider.
- ☐ A service is needed that is **not available at a VA medical facility**.
- ☐ Veteran lives in a US **state or territory without a full-service VA medical facility**.
- ☐ Veteran qualifies under the "Grandfather" provision related to **distance eligibility** for the Veterans Choice Program.
- ☐ **VA cannot provide care within certain designated access standards.**
 - For average drive time to a specific VA medical facility, the access standards are 30-minute average drive time for primary care, mental health care, and noninstitutional extended care services or a 60-minute drive for specialty care.
 - For appointment wait times at a specific VA medical facility, the access standards are 20 days for primary and mental health care, and noninstitutional extended care services or 28 days for specialty care.
- ☐ Veteran **needs care from a VA medical service** that **VA determines is not providing care that complies with VA's quality standards**.

The Next Step if You Qualify:

- Your **VA Physician will refer your care to the appropriate provider**, either TriWest or Optum (*see the map below to determine coverage based on your location*).
- The **provider will make your appointments and contact you**. You may also be eligible for self-service appointment scheduling.
- **If you have a referral and have not heard from either provider, contact the VA** to ensure your referral is correct and has been issued.



Optum Covers regions 1, 2, and 3

<https://vacommunitycare.com/>

TRIWEST Covers regions 4 and 5

<https://www.triwest.com/>



VA Community Care Contact Center:
1-877-881-7618



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Community Care Deeper Dive Continued

Example of a Veteran's journey through the VA Community Care Network

Eligibility

1 Veteran seeks care from VA.

2 VA determines, based on specified community care criteria, that veteran receives care from a facility in the community care network

Appointments

3 VA engages community care provider to accept referral and method of delivery (referral packet includes medical record)

4 Once referral is accepted, either VA schedules appointment with community care provider or veteran schedules appointment

Getting Care

5 Veteran receives care from community care provider

6 Provider sends medical record to VA.

Billing

7 Provider bills Optum or TriWest for the care.

What About Prescription Medicine?

- For prescription medication, the prescription should be sent to and filled by the nearest VA pharmacy
- Immediate need prescriptions** may be filled (up to a 14-day supply with no refills) at a VA pharmacy OR a retail pharmacy participating in the network.
 - For a list of prescriptions this applies to, go to: <https://www.va.gov/formularyadvisor/urgent-emergent-formulary/>
 - To find participating pharmacies, go to: <https://www.va.gov/find-locations/>
- A prescription for more than a 14-day supply must be filled by VA

More support

Visit <https://www.va.gov/COMMUNITYCARE/about-us/support.asp> or call the Office of Integrated Veteran Care (IVC) at **877-881-7618**

