



## VA Transitions Urgent Care in 13 States to Enhance Veteran Access

VA is making it even easier for thousands of eligible Veterans in the 13 western states to find an in-network urgent care provider as it transitions to the new Community Care Network (CCN) in Region 4 today, **September 30, 2020**.

If you experience non-life threatening minor injuries – such as skin infections, a sore throat or a cold – you can receive [urgent care](#) at the right time and place for you with the right provider. Read below for details on eligibility and how to find an in-network provider.



Use our [Quick Start Guide](#) for a step-by-step process how to access urgent care.

To be eligible for urgent care, Veterans must:

- Be enrolled in VA health care, **AND**
- Have received care through VA from either a VA medical facility or a community provider with an approved referral within the past 24 months.

[LEARN MORE](#)



### **IMPORTANT: Urgent Care is Not a Replacement for Preventive or Emergency Care**

VA's goal is for the transition to be seamless for Veterans. Although urgent care benefits available to eligible Veterans are not changing with CCN, you may have enhanced in-network access since new community providers may be added to the contracted network while a small number may be removed.

VA can only pay for urgent care if the provider is part of our contracted network. Veterans should always confirm an urgent care community provider is in VA's network prior to receiving care.

Veterans should use VA's facility locator or contact their local VA medical facility for help to identify in-network urgent care providers.

**REMEMBER: It is also important to conduct a new search using the VA locator each time prior to seeking urgent care services or pharmacies**

Urgent care prescriptions must be filled in the same state where you received urgent care services. Search for an approved pharmacy in the same state where you receive urgent care to ensure your prescription is filled and claims processes correctly.

**HELLO.**

Welcome to VA.  
Let's get started.

**Not sure where to start?**

VA WELCOME KIT

***No Veteran Should Be Without a Place to Call Home***

**Free Help for Homeless Veterans** Dial 1-877-4AID-VET (1-877-424-3838) for 24/7 access VA's services for homeless and at-risk Veterans

[Homeless Veteran Chat](#) Confidential, 24/7 online support for homeless Veterans and friends

<https://www.va.gov/homeless> for more information

***Are you a Veteran in crisis or concerned about one?***

*Did you know that VA offers same day services in Primary Care and Mental Health at 172 VA Medical Centers across the country? [Make the Connection Resource Locator](#)*

***Contact the Veterans Crisis Line (1-800-273-8255 and press 1, Chat, or Text 838255.)***

*Also, learn about no-cost [PTS treatment programs](#).*

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