How to Access Urgent Care

VA offers urgent care services to eligible Veterans at VA or at in-network urgent care clinics closer to home. Use VA’s urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles, skin infections, ear infections, and more. Follow these steps to receive urgent care services.

1. Check Eligibility
   - You are eligible if you are enrolled in the VA health care system and received care through VA from either a VA or community provider within the past 24 months.
   - Contact your local VA medical facility to confirm eligibility or call 1-833-4VETNOW (1-833-483-8669).

2. Find Provider
   - Find an in-network urgent care provider by going to https://www.va.gov/find-locations/ and clicking the link for VA-approved urgent care locations and pharmacies.
   - You can search for the nearest urgent care provider by ZIP code, address, or VA facility.
   - Once selected, go to the urgent care provider.

3. Confirm Provider
   - When you arrive, confirm that the provider is an in-network VA urgent care provider (a sign may be posted).
   - Fill out the intake form and indicate you would like to use your VA urgent care benefit.
   - The provider will call 1-833-4VETNOW (1-833-483-8669) to confirm you are eligible for the urgent care benefit and prescription medication, if needed.
   - If you need help, call 1-866-620-2071.

4. Get Urgent Care
   - Receive needed care from the provider.
   - If you need prescription medication, make sure the provider activates your pharmacy benefits under the VA urgent care benefit.
   - VA will pay for a 14-day supply (no refills) of prescription medication for the condition for which you were provided care.
   - Prescriptions must be filled by an authorized in-network pharmacy or by VA.
   - Find an in-network pharmacy by going to https://www.va.gov/find-locations/ and clicking the link for VA-approved urgent care locations and pharmacies.
   - If you need help, call 1-866-620-2071.

5. Copayments
   - You may be charged a copayment, $30, for using the urgent care benefit.
   - Copayments are billed separately by VA. Do not pay a copayment during the visit.
   - Copayments depend on your assigned priority group and how many times you use urgent care in a calendar year.

6. More Info
   - Contact your local VA medical facility
   - Visit www.va.gov/communitycare