

MISSION Act Urgent Care Benefit

CLINICAL CONTACT CENTERS

VAMC

Urgent Care Eligibility

Who is eligible for the Urgent Care benefit?

- Veterans enrolled in VHA who have received care through VA within the past 24 months

Where can I find Veteran eligibility information?

- CPRS or TRM – Patient Inquiry Tab

What do I do if a Veteran is NOT eligible?

- Transfer to Eligibility and Enrollment, or a Veteran may visit E&E in person or online at VA.gov

Veteran Seeking Urgent Care

There are multiple pathways a Veteran may take to access the Urgent Care benefit including:

Veteran seeks Urgent Care on their own



- A Veteran may use the Provider Locator tool on VA.gov to find an in-network Urgent Care facility
- Pre-authorization is not required, but the Urgent Care location must be an approved in-network provider

Veteran contacts Community Care



A Veteran may contact their local Community Care Office or the National Community Care Contact Center (i.e., C4) seeking more information on the Urgent Care benefit

Veteran contacts a Clinical Contact Center



A Veteran may call the VA Medical Center telephone tree and select one of the standard options, reaching an agent supporting one of the Clinical Contact Center roles (i.e., MSA, RN, LIP, Pharmacy)

Priority Group	Urgent Care Copayment Schedule
1-5	First three visits (per calendar year): \$0 Fourth and subsequent visits (per calendar year): \$30 per visit
6	If related to combat experience, special authority, or exposure: First three visits (per calendar year): \$0 Fourth and subsequent visits (per calendar year): \$30 per visit
	If <u>not</u> related to combat experience, special authority, or exposure: \$30 per visit
7-8	\$30 per visit
1-8	No copay for a flu-shot only visit

For other MISSION related questions call the Community Care Contact Center (C4) at 877-881-7618

Clinical Contact Center Workflow

For Urgent Care related inquiries, Clinical Contact Center staff may:

- ✓ Provide Urgent Care location information based on Veteran address (<https://www.va.gov/find-locations/>)
- ✓ Check Veteran eligibility
- ✓ Follow local call handling processes and scripting ([link](#) to KM) for addressing symptom-related issues
- ✓ If clinically appropriate, the Registered Nurse or Licensed Independent Practitioner (LIP) will provide these options:
 - Schedule an appointment with VA Primary Care physician
 - Seek care outside VA by an approved, in-network Urgent Care facility
 - Visit the Emergency Department (e.g., VA or non-VA) if the symptoms indicate the need