

VA Urgent Care Services

Many Veterans may not be aware of life-changing benefits they've earned—and deserve—through military service. This outreach kit about VA urgent care services includes flyers, social media graphics and suggested corresponding language, radio public service announcements (PSA), newsletter content and a sample blog post to help you spread the word. Please share this information broadly with your networks, family and friends.

Veterans enrolled in VA health care can use over 4,000 urgent care locations to treat non-life-threatening conditions.

VA covers urgent care services at VA medical centers and in network community providers,

- If you're a Veteran enrolled in VA health care and
- You received care at a VA or in-network provider sometime in the past 24 months.

Check your eligibility by contacting your local VA health facility. Or call 1-800-MyVA411 (1-800-698-2411) (TTY: 711). Select option 1, then option 3, then option 1. Family members can't use your urgent care benefit.

You can print a copy of the urgent care assistance card or show the card on your mobile device. [Download the VA urgent care billing information card.](#)

- What do to when you arrive at a community urgent care provider:
 - Confirm that the provider is in VA's network. Check for a posted sign or ask a staff member. If you go to an out-of-network urgent care provider, you may have to pay for the full cost of care. By law, VA can't pay claims for out-of-network providers.
 - Show your VA Health Identification Card and fill out the provider's intake form.
 - Tell the provider you want to use your VA urgent care benefit. Show the provider your urgent care assistance card if requested. The provider will call the phone number for your region listed on the card to check your eligibility.
- Find a VA-approved urgent care provider and pharmacy at [VA.gov/find-locations](https://www.va.gov/find-locations) before seeking care. Providers can change over time. Before seeking care, print this [VA Billing Information Guide](#) for you, your provider, and your pharmacy.
- If you need help using your VA urgent care benefit, call:
 - 1- [888-901-6609](tel:888-901-6609) if the provider is in Puerto Rico, Washington, D.C., or any of these states: AL, AR, CT, DE, FL, GA, IA, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, ND, NE, NH, NJ, NY, OH, OK, PA, RI, SC, SD, TN, VA, VI, VT, WI, or WV.
 - 1- [866-620-2071](tel:866-620-2071) if the provider is in any of these states: AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, or WY.

When to choose VA urgent care: VA and in-network urgent care providers can meet many of your health care needs. They may be able to provide some diagnostic tests, like certain blood and urine tests. You can often get care for minor illnesses or injuries much faster than in an emergency room.

When to call 911 or go to the emergency room: If you need emergency care, you don't need a VA referral or approval to go to a non-VA emergency room in your community.

Choosing VA means getting everything you need in one spot. Learn more about VA urgent care, eligibility requirements and examples of urgent care services by visiting [VA's dedicated urgent care benefit page.](#)