

Urgent Care Benefit

As of June 6, 2019, VA offers eligible Veterans an urgent care benefit in the community. This new benefit provides another option for the treatment of minor injuries and illnesses.

Under VA's urgent care benefit, Veterans must seek care from VA's contracted network of urgent care/retail locations.

IMPORTANT:

Before seeking care, **READ THIS** important notice.

[Click Here for an Important Notice](#)

- As part of implementing the VA MISSION Act of 2018, VA will start offering urgent care services to provide Veterans with greater choice and access to timely, high-quality care.
- Urgent care providers treat injuries and illnesses that require immediate attention but are not life-threatening, such as influenza, minor burns, and skin infections.
- There are two types of urgent care network locations: **Retail** and **Urgent**.
 - **Retail locations** include a walk-in health clinic, other than an office, urgent care facility, pharmacy, or independent clinic located within a retail operation. Reasons why you would seek care at a retail location include treatment of an uncomplicated illness such as a sore throat or earache.
 - **Urgent locations** include an office or a clinic, whose purpose is to diagnose and treat illness or injury for unscheduled, ambulatory patients seeking immediate medical attention (aside from emergency rooms). Reasons why you would seek care at an urgent location include treatment of more pressing illnesses or injuries that are not life-threatening, like splinting, casting, lacerations, or wound treatment.
- This benefit is considered open access, allowing Veterans to access urgent care within VA's community care network and receive care without prior authorization from VA. The benefit started in June 2019.
- VA will pay for or fill prescriptions resulting from your urgent care visit. The urgent care provider may write a medically necessary prescription for up to a 14-day supply. Veterans will be able to fill their prescription at any in-network pharmacy with Express Scripts.
- The construction of the urgent care network is nearing completion. We continue to add sites wherever possible to allow the vast majority of Veterans to be within a 30 minute drive time from their home to a network urgent care/retail location. To ensure the most optimal user experience, you will continue to see refinements to this tool.
- To check eligibility, call **1-833-4VETNOW** (1-833-483-8669).
- For a complete list of services that are covered, please visit [**https://missionact.va.gov**](https://missionact.va.gov).
- **Click here** for a helpful document you can print about accessing urgent care.
- **Call for urgent care or pharmacy hours of operation before seeking care.**

Remember:

Before seeking care, **READ THIS** important notice.



For Veteran

***** PRINT THIS PAGE *****
(or have accessible on your smart phone)

VA Urgent Care Benefit

PRINT and take these 3 pages to your urgent care visit and to get your urgent care prescription filled. See below for helpful tips for you, your provider, and your pharmacy.

Check Eligibility

- You do not have an insurance card for this benefit.
- Call 1-833-4VETNOW (1-833-483-8669) to verify you are eligible for urgent care services.

Do NOT Pay a Copayment at Time of Visit

Eligible Veterans will be billed separately by VA for any copayment that is applicable.

Receive Prescription, If Needed

A network urgent care/retail location provider may write you a prescription for up to a 14-day supply with no refills. The medicine must be listed on VA's Urgent Care Formulary. Urgent prescriptions may be filled at a VA facility or pharmacy in the Express Scripts network (as "VAPC3RX"). Opiates will be limited to seven days or less, consistent with state law.

If you encounter any challenges at the urgent care visit or pharmacy, call 1-866-620-2071.

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For Provider

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VA Urgent Care Benefit

As a TriWest network urgent care provider, you are authorized to care for eligible Veterans.

Check Eligibility

- Veterans do NOT have an insurance card for this benefit.
- No prior authorization is required for eligible Veterans.
- Call 1-833-4VETNOW (1-833-483-8669) to verify if the Veteran is eligible for urgent care services and to ensure your timely payment of claims.

Do NOT Collect a Copayment at Time of Visit

Eligible Veterans will be billed separately by VA for any copayment that is applicable.

Write Prescription, If Needed

You may write the Veteran a prescription for up to a 14-day supply with no refills. Opiates will be limited to seven days or less, consistent with state law. The medicine must be listed on VA's Urgent Care Formulary. Urgent prescriptions may be filled at a VA facility or pharmacy in the Express Scripts network (as "VAPC3RX").

Submit Claim Within 30 Days

For claims submission questions, call 1-866-651-4977 between 8 am - 4:30 pm CST.

- Paper Claims, Mail to:
WPS MVH
PO Box 7926, Madison, WI 53707-7926

Send In Medical Documentation

After the visit, submit medical documentation to the Veteran's home VA medical center (VAMC). Find a VAMC at www.va.gov/directory/guide/home.asp.

Unsure if you're in the network? Visit <https://vaurgentcarelocator.triwest.com/Locator> or call 1-866-620-2071.

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For Pharmacy

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VA Urgent Care Benefit

As part of the Express Scripts network, you are authorized to fill prescriptions for eligible Veterans.

- Maximum day supply for a Veteran's initial fill is 14 days (7 days for opioids).
- Please use the Veteran's 9-digit SSN as their member ID number.
- No copayments are to be charged to Veterans for approved medications.
- No refills are allowed at retail; note that a prescription for the same drug within 30 days will reject as a refill.
- Excludes compound medications.

Submit VA pharmacy claims using the following information:

Step 1 Enter BIN: 003858

Step 2 Person Code: 01

Step 3 Enter PCN: A4

Step 4 Enter Rx Group: VAPC3RX

Step 5 Enter 9 digit member ID: Patient SSN

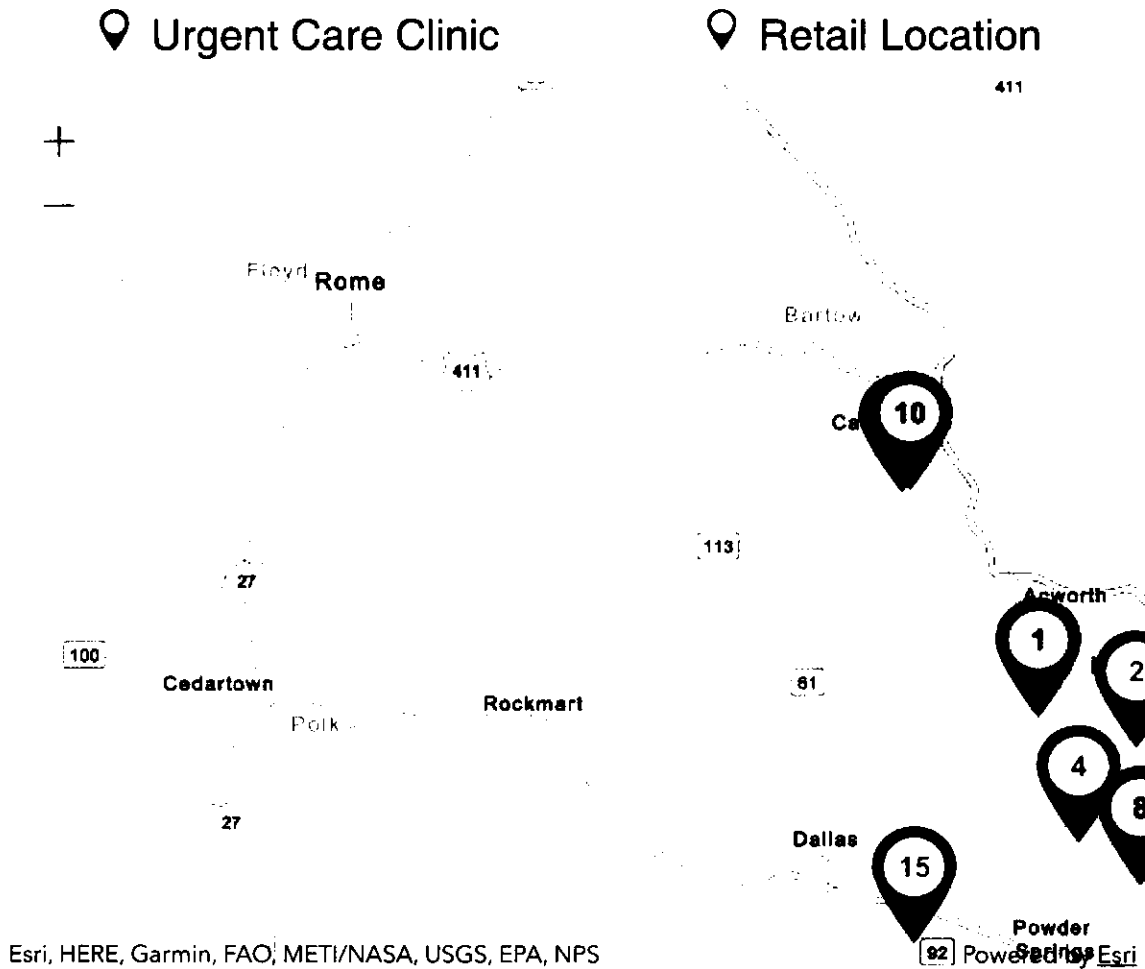
Step 6 Enter member's date of birth (CCYYMMDD format)

If the Veteran does not have eligibility and prescription is related to an urgent care visit please advise him/her to call TriWest at 1-866-620-2071.

For questions, please call Express Scripts Pharmacy Helpdesk at 1-800-922-1557.

Hours: 24hrs a day, 7 days a week

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① PEACHTREE IMMEDIATE CARE ACWORTH

3540 Cobb Pkwy NW Acworth, GA30101 ☎ 770-974-3911

Distance 2.03 miles

② MINUTECLINIC

2782 Cobb Pkwy NW Kennesaw, GA30152 ☎ 866-389-2727

Distance 3.23 miles

**③ AFC PHYSICIANS OF GEORGIA PC
WOODSTOCK**

6440 Bells Ferry Rd Woodstock, GA30189 ☎ 770-200-1220

Distance 6.11 miles

- ④ MINUTECLINIC**
3905 Due West Rd NWMarietta, GA30064 ☎ 866-389-2727
Distance 6.13 miles
- ⑤ PEACHTREE IMMEDIATE CARE COBB**
2481 George Busbee Pkwy NWKennesaw, GA30144
☎ 770-423-0000 Distance 6.46 miles
- ⑥ MINUTECLINIC**
100 Piedmont RdMarietta, GA30066 ☎ 866-389-2727 Distance
7.32 miles
- ⑦ MINUTECLINIC**
1600 Towne Lake PkwyWoodstock, GA30189
☎ 866-389-2727 Distance 7.63 miles
- ⑧ AFC PHYSICIANS OF GEORGIA PC MARIETTA**
3481 Ernest W Barrett Pkwy SWMarietta, GA30064
☎ 678-348-5119 Distance 8.11 miles
- ⑨ THE FAMILY HEALTH CENTERS OF GEORGIA
INC**
805 Campbell Hill St NWMarietta, GA30060 ☎ 770-919-0025
Distance 8.76 miles
- ⑩ CARTERSVILLE URGENT CARE MAIN**
10 Main Street Market Pl SECartersville, GA30121
☎ 404-458-1191 Distance 10.38 miles

⑪ PEACHTREE IMMEDIATE CARE CARTERSVILLE

122 N Morningside Dr Cartersville, GA 30121 ☎ 678-723-6721

Distance 10.52 miles

⑫ MINUTECLINIC

3785 Sixes Rd Canton, GA 30114 ☎ 866-389-2727 Distance

10.6 miles

⑬ MEDPOST URGENT CARE - WOODSTOCK

12201 Highway 92 Ste D Woodstock, GA 30188

☎ 770-517-4621 Distance 10.67 miles

⑭ CONCENTRA URGENT CARE

220 Cobb Pkwy N Ste 400 Marietta, GA 30062

☎ 866-944-6046 Distance 10.72 miles

⑮ MINUTECLINIC

495 Charles Hardy Pkwy Dallas, GA 30157 ☎ 866-389-2727

Distance 12.1 miles