

URGENCY OR EMERGENCY?

Due to the inception of COVID-19 many VA clinics have cancelled and rescheduled appointments causing an increased number of Emergency Room admissions. Many Veterans may not be aware, but the MISSION Act has provided an Urgent Care benefit that does not require preauthorization and is available for Veterans that meet the eligibility criteria.

VETERAN'S HAVE UNIQUE HEALTHCARE OPTIONS
Below is a comparison of Urgent Care vs Emergency Care.

Urgent Care Eligibility -

designated urgent, non-emergent (non-life threatening)

- Veterans are urgent care eligible if:
 - they enrolled in VA healthcare and
 - have received care through VA within 24 months prior to receiving this care
- Veteran eligibility can be verified by calling
 - MyVA311 at 1-844-689-2311 or
 - TriWest IVR at 1-833-483-8669



Emergency Care -

an injury, illness, or symptom so severe that without immediate treatment, a Veteran believes their life or health is in danger.

- Veterans do not need to check with the VA before calling for an ambulance or going to an emergency room, as VA encourages all Veteran to seek immediate medical attention without delay.
- Contact the VA nurse triage line if you are unsure if you should access emergency care: Nurse Triage Line 1-405-456-8500
- Prudent Layperson Standard: applies to a medical condition that a prudent layperson would have reasonably expected that a delay in seeking immediate medical attention would have been hazardous to his or her health.

! After receiving emergency care at a community emergency department, it is essential to promptly notify VA. Notification must be made within 72 hours after care begins to be considered under the new Community Care Program authority and the care must be in a contracted facility. If either criteria is not met, claims will be reviewed under existing emergency care authorities.



U.S. Department of Veterans Affairs
Veterans Health Administration
Oklahoma City VA Health Care System