Urgent Care

Veterans Affairs Community Care Network (VA CCN)

As part of the Department of Veterans Affairs (VA) MISSION Act, VA offers eligible Veterans urgent care benefits. Urgent care facilities, walk-in retail health clinics and on-campus outpatient hospital urgent care departments contracted for VA Community Care Network (CCN) through their UnitedHealthcare agreements are covered under the urgent care benefit.

Key Points

- VA CCN urgent care providers are required to call 1-888-901-6609 to verify the Veteran's eligibility prior to delivering care. Upon confirmation, the provider will receive an Urgent Care Eligibility Record Number (UCERN).
- Effective April 1, 2026, UCERNs are valid for the date of service (DOS) plus (1) calendar day.
- VA CCN urgent care providers do not collect a copayment.
- VA CCN urgent care providers cannot refer Veterans to another CCN provider for continued treatment. All follow-up care resulting from an urgent care visit must be coordinated by VA.
- Medical documentation must be submitted with the UCERN placed in the top right corner of the cover page and sent directly to the Veteran's assigned VA Medical Center (VAMC), if known, or the closest VAMC to the Veteran's residential ZIP code within thirty (30) calendar days of the visit. Do not submit medical documentation with the claim.
- If the Veteran or individual is seeking care under the Veterans Comprehensive Prevention, Access to Care , and Treatment Act (COMPACT Act) and the care is not urgent care eligible, the Veteran or individual is responsible for the initial cost of care. The Veteran or individual may seek reimbursement from VA. For more information visit: Reimbursement Of Non-VA Prescriptions Or Medical Expenses | Veterans Affairs.

COMPACT Act – Suicidal Crisis Care

VA CCN provides emergent suicidal crisis care to Veterans and individuals under the COMPACT Act.

COMPACT Act is a benefit provided to a Veteran or individual determined to be eligible by VA and in need of emergent suicidal crisis care. If the Veteran or individual is seeking emergent suicide care under the COMPACT Act and is not urgent care eligible, they are responsible for the initial cost of care. For further information please review the COMPACT Act located at vacommunitycare.com/provider > Training & Guides > Benefits > COMPACT Act - Suicidal Crisis Care.

Provide Veterans and individuals with the Suicide & Crisis Lifeline:

- Dial **988** then press 1
- Start a confidential chat by visiting: https://www.veteranscrisisline.net/get-help-now/chat

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- Text 838255
- If you have hearing loss, call TTY: 1-800-799-4889

Urgent Care Benefit Process Overview

					
Veteran Seeks Urgent Care	**Urgent Care Calls IVR**	**Urgent Care Provides Care**	**Medical Documentation**	**Claims**	**Prescriptions**
Veteran confirms urgent care facility is in-network by display of VA-Authorized Urgent Care Provider signage and advises provider they would like to use the VA urgent care benefit	Urgent care provider must validate Veteran eligibility by calling the Urgent Care Eligibility Call Center at 1-888-901-6609 and receive UCERN for claim submission	Urgent care provider sees the Veteran, prescribes medication as appropriate, and advises the Veteran to follow up with their PCP	Urgent care provider sends medical documentation to VA	Urgent care provider submits claim to Optum using the appropriate place of service or revenue codes eligible for reimbursement	Veteran may fill prescription, if necessary, at retail pharmacy without refills Urgent/Emergent Formulary is only a fourteen (14) day supply (lesser of seven (7) days or state limit for opioids)

Find an Urgent Care Provider

VA CCN Urgent care providers must be contracted with VA CCN and post Optum-provided signage that clearly identifies them as a VA urgent care benefit participating location.

CCN urgent care providers can be found on the Find VA Locations locator tool at va.gov/find-locations.

Veteran Eligibility

To be eligible for urgent care, the Veteran must:

- Be enrolled in the VA health care system **AND**
- Have received care through VA, from either VA or a community provider, within the past twenty four (24) months

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Providers are Required to Verify Veteran Eligibility

VA CCN urgent care providers are required to call the Urgent Care Eligibility Call Center to **verify eligibility at 1-888-901-6609** prior to providing care to a Veteran. The automated IVR is available twenty four (24) hours a day, seven (7) days a week. If eligibility is not verified, it will cause a delay in the Veteran filling a prescription. To verify eligibility, have the following information available:

Veteran information:

- Last four (4) digits of the Veteran's Social Security number
- Date of birth (MMDDYYYY)

Urgent care provider information:

- National Provider Identifier (NPI) number
- ZIP code of the urgent care location

Upon verifying Veteran eligibility, the IVR will provide an UCERN which will be required on the claim. Effective April 1, 2026, UCERNs are valid for the date of service (DOS) plus (1) calendar day.

- Veterans may also verify eligibility for urgent care by calling 1-844-698-2411 or 1-800-MyVA411. Eligibility can also be checked by visiting the Veteran portal at veteran.vacommunitycare.com. When viewing eligibility on the portal, if a Veteran does not agree with their urgent care eligibility status, the Veteran should contact their nearest VA medical center by phone or in person. Any updates made to the Veteran's urgent care eligibility status will be available within twenty-four (24) to seventy-two (72) hours of the VAMC updating and communicating eligibility status to Optum.
- If the Veteran is not eligible for the urgent care benefit, the Veteran will be required to pay out of pocket if they choose to be seen. The Veteran may contact VA to discuss urgent care eligibility status, same-day care options, and possible reimbursement of out-of-pocket expenses. Veterans and individuals seeking care under COMPACT Act may seek reimbursement for their care from VA at: Reimbursement Of Non-VA Prescriptions Or Medical Expenses | Veterans Affairs.
- One UCERN applies to one urgent care visit. The UCERN is applicable to only the urgent care facility and the resulting urgent care prescriptions at in-network pharmacy, in compliance with VA CCN prescribing requirements.

Covered Services

The urgent care benefit is considered open access. Veterans may go to an in-network urgent care facility, walk-in retail health clinic or on-campus outpatient hospital for care without a referral from VA. The urgent care benefit covers injuries and illnesses that require immediate attention, but are not life-threatening such as:

- Cold and flu
- COVID-19 vaccine
- Ear infection
- Durable Medical Equipment (DME)*
- Flu vaccine
- Minor injury
- Pink eye
- Skin infection

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- Strep throat

Urgent care-eligible Veterans may receive a COVID-19 and/or flu vaccination at a CCN urgent care facility. Claim must be billed with an UCERN.

- Providers will follow the Claims Processing Guidelines when requesting reimbursement for the vaccination.
- COVID-19 vaccinations will be administered in accordance with local, state or territorial vaccination plans.

* DME may be provided by the urgent care facility when it is needed to stabilize or decrease the risk of further injury. Examples include: canes, crutches, thirty (30) day rental of manual wheelchairs, slings, soft collars, splints and walkers. Preventive and dental services are excluded.

If you have urgent care benefit questions, please call the Urgent Care Eligibility Call Center at 1-888-901-6609, 7 a.m. to midnight, provider's local time, seven (7) days a week.

Copayments

VA CCN urgent care providers may not collect a copayment from the Veteran. VA may bill the Veteran for an applicable copayment based on the Veteran's priority level (as determined by VA) and the number of urgent care visits used in a calendar year.

For more information on copayments, go to department.va.gov/vha/community-care/ > Veteran Care > Urgent Care.

Urgent Care Prescriptions

When filling an urgent prescription at a VA CCN Pharmacy, Veterans will need their Social Security number, VA or Military ID card, or ten (10) digit member ID number available on the Veteran portal at veteran.vacommunitycare.com.

VA CCN urgent care providers must prescribe from the VA Urgent/Emergent Formulary available at vacommunitycare.com/provider > Formulary and Pharmacy Search.

Specific information on prescriptions is available at vacommunitycare.com/provider > Training & Guides > Benefits: Prescribing Medications for Veterans.

Submitting Medical Documentation Requirements

VA CCN urgent care providers must submit all medical documentation to the Veteran's assigned VAMC, if known, or the closest VAMC to the Veteran's residential ZIP code within thirty (30) days of the date of service using one of the following:

Preferred Method:

- Veterans Health Information Exchange (VHIE) allows providers to electronically exchange information with VA (accessible through your practice's current Electronic Medical Record (EMR))

  To learn more about how VHIE may benefit your practice, please visit: department.va.gov/vha/community-care/> Care Coordination > Care coordination tools > Veterans Health Information Exchange (VHIE)

Other Methods:

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- Secure, encrypted email (Azure RMS) at department.va.gov/vha/community-care/> Care Coordination > Care coordination tools > Azure Rights Management Services (Azure RMS)
- Secure fax located on the approved referral, or Veteran's local VA Medical Center (VAMC) for Urgent Care

Note: VA strongly encourages providers to submit medical documentation through VHIE. Submissions via secure email (Azure RMS) or secure fax may cause processing delays, affect Veteran care, and require additional follow-up to meet documentation compliance standards. Using VHIE helps ensure timely and accurate processing.

The additional medical documentation requirements are located at vacommunitycare.com/provider > Training & Guides:

- Medical Documentation Requirements
- VA CCN Provider Manual

Filing a Claim

VA CCN providers must submit claims to Optum within one hundred eighty (180) calendar days from the date of service.

The UCERN, received when validating eligibility, must be on the claim in the below fields:

- CMS 1500: Box 23
- UB04/CMS 1450: Box 63A

Urgent Care claims must be submitted with the appropriate place of service (POS) code, as limited by VA.

Electronic submissions are preferred.

- **Electronic Data Interchange (EDI):**
  - Payer ID – VACCN
- **VA CCN providers may also submit online:**
  - Provider portal at vacommunitycare.com/provider > Medical & Behavioral Provider Portal
    - Follow the instructions to submit claims directly on the portal using XPressClaim.

If electronic capability isn't available, VA CCN providers may submit claims by mail:

Mailing Address:
VA CCN Optum
P.O. Box 202117
Florence, SC 29502

Call CCN Provider Services at the numbers listed below for information about claims.

- Region 1: 1-888-901-7407
- Region 2: 1-844-839-6108
- Region 3: 1-888-901-6613

To determine the appropriate phone number for the provider's region, click here.

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More Information and Training

Providers participating in the VA CCN can find more information at vacommunitycare.com/provider including:

- Provider Manual, which is updated at least quarterly in January, April, July and October
- News and Announcements
- Claim reference guides
- Medical documentation reference guide to submit documentation to VA
- Referral reference guide
- Registration for trainings

For more information on the urgent care benefit, visit department.va.gov/vha/community-care/ > Veteran Care > Urgent Care.

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