



## General Medical Benefits

### Key Points

- Services for Veterans are approved through the Department of Veterans Affairs (VA), which authorizes a specific standardized episode of care (SEOC).
- There are exclusions or restrictions for certain types of medical services.

### Medical Care

VA medical facilities provide a wide range of services, but sometimes those services may not be available at the VA medical facility or available within a certain time frame.

VA determines a Veteran's eligibility to get care from a VA Community Care Network (CCN) provider and the types of care the Veteran can receive from that provider. VA will issue a referral to authorize a specific SEOC for this community care. A SEOC is a set of related health care services for a unique illness or medical condition that's provided for a given period of time that's less than one year.

An approved referral may include the following VA-covered services:

- Acupuncture
- Ancillary services
- Behavioral health
- Chronic dialysis treatment
- Comprehensive rehabilitative services
- Dental care

- Emergent care
- Geriatrics (non-institutional extended care services, including but not limited to non-institutional geriatric evaluation, non-institutional adult day health care and non-institutional respite care)
- Home health care (skilled and unskilled)
- Hospice, palliative and respite care
- Hospital services
- Immunizations
- Implants, when provided as part of an authorized surgical or medical procedure
- Inpatient diagnostic and treatment services
- Long-term acute care
- Maternity and women's health
- Outpatient diagnostic and treatment services, including laboratory services
- Pharmacy
- Preventive care
- Reconstructive surgery
- Rehabilitative services and therapies
- Residential care
- Skilled nursing facility care for up to 100 days per calendar year

### **VA CCN Complementary and Integrative Health Services (CIHS)**

VA's medical benefits package includes services that may not be considered traditional medical benefits based on VA's determination that they promote, preserve, and restore health. These services are covered in the VA CCN under the direction of VA and will be included in the VA's referral for VA CCN care.

Visit [va.gov/patientcenteredcare](https://va.gov/patientcenteredcare) to find more information about VA and CIHS services. Some of the services include:

- Biofeedback
- Hypnotherapy
- Massage therapy
- Native American healing
- Relaxation technique (e.g., meditation, guided imagery)
- Tai chi

### **VA CCN Health Service Exceptions**

The following services may be provided to Veterans directly by VA and are not payable by Optum for VA CCN:

- Ambulance services (ambulance services must always be referred directly to VA for payment consideration)
- Home deliveries and deliveries by direct entry midwives also known as lay midwives or certified professional midwives
- Medical and rehabilitative evaluation for artificial limbs and specialized devices such as adaptive sports and recreational equipment
- Nursing home care including state Veterans' Home per diem
- Veteran travel



VA CCN providers should submit claims for out-of-network emergency care directly to VA for payment consideration.

### **CCN Health Service Exclusions**

The following services are excluded from the VA CCN health benefit package:

- Abortion or abortion counseling
- Drugs, biologicals and medical devices not approved by the Food and Drug Administration (FDA) unless they're used under approved clinical research trials
- Gender alterations; however, medically indicated diagnostic testing or treatments related to gender alterations are covered benefits
- Hospital and outpatient care for a Veteran who is either a patient or inmate in an institution of another government agency if that agency has a duty to give the care or services
- Membership to spas or health clubs
- Out-of-network services