









## Urgent Care

### Key Points

- Optum began administering the urgent care benefit for Region 1 of the Department of Veterans Affairs (VA) Community Care Network (CCN) on March 18, 2020.
- Effective Sep. 01, 2020, Optum will begin administering VA CCN urgent care benefit in Regions 2 and 3. Prior to Sep. 01, 2020, providers should follow processes established by VA and TriWest. To determine the provider's region, [click here](#).
- Eligible Veterans may receive urgent care without an approved referral.
- VA CCN urgent care providers are **required to call 888-901-6609 to verify** the Veteran's eligibility before providing care.
- The Urgent Care Eligibility Record Number (UCERN), received when validating eligibility, must be on the claim.
- VA CCN urgent care providers do not collect a copayment.
- VA CCN urgent care providers should advise Veterans to follow up with their primary care provider (PCP) following an urgent care appointment.
- Medical documentation must be submitted directly to the Veteran's assigned VAMC, if known, or the closest VAMC to the Veteran's residential ZIP code within 30 days of the visit and not with the claim.
- VA CCN providers must submit claims to Optum within 180 days from the date of service.

### Urgent Care Benefit Process Overview

					
<b>Veteran Seeks Urgent Care</b>	<b>Urgent Care Calls IVR</b>	<b>Urgent Care Provides Care</b>	<b>Medical Documentation</b>	<b>Claims</b>	<b>Urgent Prescriptions</b>
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 888-901-6609	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 a CCN pharmacy in the same region as the urgent care visit without refills  Urgent/Emergent Formulary 14-day supply (or state limit for opioids)

As part of the 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 CCN through their UnitedHealthcare agreements are covered under the urgent care benefit. Region 1 urgent care benefits are available through Optum’s VA CCN third-party administrator (TPA) agreement with VA effective March 18, 2020. Effective Sep. 01, 2020, Optum will begin administering VA CCN urgent care benefit in Regions 2 and 3.

### Find an Urgent Care Provider

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

VA CCN urgent care providers can be found on the Find VA Locations locator tool at [va.gov/find-locations](http://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 24 months



## Providers Required to Verify Veteran Eligibility

VA CCN urgent care providers are required to call the Urgent Care Eligibility Call Center to **verify eligibility at 888-901-6609** prior to providing care to a Veteran. The automated Interactive Voice Response (IVR) is available 24 hours a day, seven 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 digits of the Veteran's Social Security number
- Date of birth (MMDDYYYY)

Urgent care provider information:

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

Upon verifying Veteran eligibility the IVR will provide an UCERN which will be required on the claim.

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 and possible reimbursement of out-of-pocket expenses.

Veterans may also verify eligibility for urgent care by calling 844-698-2311 or by checking the Veteran portal at [vacommunitycare.com](https://vacommunitycare.com) > I am a Veteran. 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 viewable by the Veteran, provider, urgent care call center agent and on [vacommunitycare.com](https://vacommunitycare.com). This information is available within 24 to 72 hours of the VAMC updating and communicating eligibility status to Optum. If a Veteran is NOT eligible for the urgent care benefit, the Veteran may contact their VAMC for same-day care options.

## 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
- Ear infection
- Minor injury
- Pink eye
- Skin infection
- Strep throat
- Flu shot

If you have urgent care benefit questions, please call the Urgent Care Eligibility Call Center at 888-901-6609, 7 a.m. to 12 a.m., provider's local time, seven days a week.

Preventive and dental services are excluded.

## 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 [va.gov/communitycare](https://va.gov/communitycare) > Veteran Care > Types of Care > Urgent Care.

## Types of Urgent Care Providers

- **A Walk-In Retail Health Clinic** includes a walk-in health clinic, other than an office, urgent care facility, pharmacy or independent clinic, located within a retail operation. Reasons why Veterans would seek care at a retail location may include treatment of an uncomplicated illness, such as a sore throat or earache.
- **An Urgent Care Facility** includes an office or a clinic (distinct from a hospital emergency room), whose purpose is to diagnose and treat illness or injury for unscheduled, ambulatory patients seeking immediate medical attention. Reasons why Veterans would seek care at an urgent location may include treatment of more pressing illnesses or injuries that are not life-threatening, such as splinting, casting, lacerations or wound treatment.
- **An On-Campus Outpatient Hospital** includes a portion of a hospital's main campus that provides diagnostic, therapeutic (both surgical and nonsurgical) and rehabilitation services to sick or injured persons who don't require hospitalization or institutionalization.

## Urgent Care Prescriptions

Urgent prescriptions can only be filled at a CCN Pharmacy in the region where care was provided. Veterans will need their VA or Military ID card or 10-digit member ID number available on the Veteran portal at [vacommunitycare.com](https://vacommunitycare.com) > I am a Veteran.

VA CCN urgent care providers must prescribe from the VA Urgent/Emergent Formulary available at [provider.vacommunitycare.com](https://provider.vacommunitycare.com) > Formulary and Pharmacy Search

Specific information on prescriptions is available at [provider.vacommunitycare.com](https://provider.vacommunitycare.com) > Training & Guides: [Prescribing Medications for Veterans](#)

## Medical Documentation Requirements

VA CCN urgent care providers must fax or securely email all medical documentation to the Veteran's assigned VAMC, if known, or the closest VAMC to the Veteran's residential ZIP code within 30 days of the date of service. To locate the appropriate VA facility to submit your medical documentation, use the Find VA Locations locator tool at [va.gov/find-locations](https://va.gov/find-locations).

The specific medical documentation requirements are located at [provider.vacommunitycare.com](https://provider.vacommunitycare.com) > Training & Guides:

- [Medical Documentation Requirements](#)
- [VA CCN Provider Manual](#)



## Filing a Claim

VA CCN providers must submit claims to Optum within 180 days from the date of service.

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

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

Claims must be billed with the appropriate Centers for Medicare & Medicaid Services (CMS) place of service (POS) code:

- **Walk-In Retail Health Clinics:**  
CMS POS 17
- **Urgent Care Facility:**  
CMS POS 20
- **On-Campus Outpatient Hospital:**  
CMS POS 22 or Revenue Code 456, 516 or 526
- **Independent Laboratory:**  
CMS POS 81

Electronic submissions are preferred.

- **Electronic Data Interchange (EDI):**
  - Payer ID – VACCN
- **VA CCN providers may also submit online:**
  - Provider portal at [provider.vacommunitycare.com](https://provider.vacommunitycare.com) > Medical/Behavioral Provider
    - 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 secure fax or mail:

- Mailing Address:  
VA CCN Optum  
P.O. Box 202117  
Florence, SC 29502
- Secure Fax: 833-376-3047

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

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

To determine the appropriate phone number for the provider's region, [click here](#).



### More Information and Training

Providers participating in the VA CCN can find more information at [provider.vacomcommunitycare.com](https://provider.vacomcommunitycare.com) > Training & Guides where VA CCN providers will find the Provider Manual and other resources including:

- Claims Processing Guidelines
- Instructions for submitting medical documentation to VA

For more information on the urgent care benefit, visit [va.gov/communitycare](https://va.gov/communitycare) > For Providers > Veteran Care > Urgent Care or click [here](#).