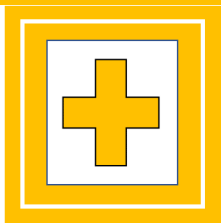


Urgent Care Quick-Facts

May 2021



Urgent care is for minor injuries and illnesses which are not life-threatening, but for which you need immediate care within 24-48 hours.

In an emergency, call 911 or go to the nearest emergency department.

Urgent care options:

- Same day appointments at VA are available. Call 320-252-1670, press option 2 and ask for a same day appointment with your assigned PACT.
- The Urgent Care Clinic at the St. Cloud VAMC is open from 8 a.m. - 6 p.m., every day.
- Eligible Veterans can also receive urgent care from an in-network community urgent care provider if:
 - ⇒ The Veteran is eligible for the benefit;
 - ⇒ The urgent care provider is part of VA's contracted network of community providers; and
 - ⇒ The services are not excluded under the benefit (excluded services include preventive services and dental services).

Using in-network community urgent care providers:

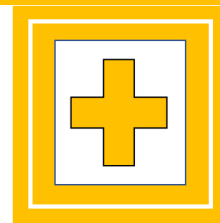
Step 1—Call 844-MyVA311 (844-698-2311) and select option 1 and then option 3 to verify your eligibility for urgent care services, or for other questions related to the urgent care benefit.

Step 2—Find a location: Use VA Locator tool at <https://www.va.gov/find-locations/> or call 833-483-8669 to find in-network urgent care and pharmacy locations.

(see reverse)

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Step 3—Bring a valid, government issued photo ID to the in-network urgent care location/pharmacy.

Step 4—Ask and verify the urgent care/provider is in the VA network.

Call 888-901-6609 for assistance if you have difficulty receiving urgent care or filling your urgent care prescription.

Step 5—Receive Care: For minor injuries or illnesses, like colds, ear infections, minor injuries, pink eye, skin infections and strep throat.

Step 6—Do not pay a copayment at the time of the urgent care visit. Co-pays will be billed by VA.

Prescription? You have three options:

- Fill at VA Pharmacy
- Fill at an in-network pharmacy [Use VA Locator tool at <https://www.va.gov/find-locations/> or call 888-901-6609].
- Use an out-of-network pharmacy, pay out-of-pocket, and submit to VA for reimbursement.

In or out-of-network pharmacy is limited to a 14-day supply; longer prescriptions must be filled at VA.

Submitting pharmacy reimbursement claims:

- Call 877- 881-7618 for information and assistance in filing a claim for reimbursement.
- Veterans filing claims for prescription medication reimbursement should include a copy of the prescription (pharmacy label) and receipt and mail to:

*OCC Claims Processing – St. Cloud
PO Box 1004
Fort Harrison, MT 59636-1004*

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