



Can you **benefit** from **COMMUNITY CARE?**

Veterans enrolled in VA health care may be eligible to receive care from providers in the Community Care Network when certain conditions apply.

Who is eligible for community care?

You may qualify if one of the following applies:

- VA doesn't provide the service you need (e.g., maternity care, IVF).
- You live in a state or territory without a full-service VA health facility.
- You and your VA provider agree it's in your best medical interest.
- VA can't provide care that meets quality standards.
- You qualified under the 40-mile requirement and live in AK, MT, ND, SD, or WY.
- Drive-time or wait-time standards aren't met:
 - *Primary/mental health*: >30-minute drive or >20-day wait
 - *Specialty care*: >60-minute drive or >28-day wait

Note: Most non-urgent community care must be approved beforehand.

Learn more online



<https://www.va.gov/resources/about-our-va-community-care-network-and-covered-services/>

How to request community care

- 1. Talk to your VA care team**
Ask for a referral. VA checks eligibility and confirms the type of appointment needed.
- 2. Find a community provider**
Search at [VA.gov/find-locations](https://www.va.gov/find-locations) or ask your VA team for help—especially if you can't find an in-network provider.
- 3. Schedule your appointment**
After your referral is ready, you can schedule the appointment or ask VA to do it. If you schedule it yourself, notify your VA team within 14 days.
- 4. Receive your authorization letter**
It includes your authorization number, approved provider, type of care, and how long the approval lasts.
- 5. Go to your appointment**
VA shares your medical records with the provider. Bring any needed imaging.
- 6. Track visits & renew if needed**
You may schedule follow-ups directly if approved. If you need more care, request a new referral. Questions? Call 877-881-7618 (TTY 711). M-F, 8 a.m.- 9 p.m. Eastern time.

If you disagree with a decision

You may request a Clinical Appeal by submitting a written request to your patient advocate explaining why you disagree.