

Veterans Choice Program Fact Sheet

What is the Choice Program?

The Veterans Choice program allows you to receive health care within your community. It does not impact your existing VA health care coverage

Who is eligible for the VA Choice Program?

If you are enrolled in VA health care, you MAY be able to receive care within your community, as opposed to waiting for a VA appointment or travelling to a VA facility.

What are the eligibility requirements?

- Veteran must be enrolled in VA Health Care
- The Veteran is told by the local VA facility they will not be able to schedule an appointment for care
 - within 30 days of the date the Veteran's physician determines he/she needs to be seen, or
 - within 30 days of the date he/she wishes to be seen if there's no specific date from your provider
- The Veteran lives more than a 40 mile driving distance from a VA medical facility with a full-time primary care physician.

NOTE: To determine distance eligibility for the Choice Program, VA uses the current address you have on file with VA. Veterans who are considered "snow birds" (multiple or seasonal residences throughout the year) or traveling Veterans should have a permanent address and an active temporary address on file with VA, at all times. VA will use the address that is **active** in the VA Enrollment System at the time the Veteran wants to schedule an appointment to determine eligibility for the Veterans Choice Program under the distance criterion. **This means that a Veteran who is not eligible for the Veterans Choice Program under the distance criterion while living in one residence may be eligible while living in their secondary residence.**

*Veterans are required to update VA within 60 days of changes in their residence.

To update your address, contact one of the following:

- Your local VA facility (<http://www.va.gov/directory/guide/home.asp>)
- The Health Resource Center at 1-877-222-VETS (8387)
- The Health Eligibility Center at 1-800-929-VETS (8387)
- The Veteran needs to travel by air, boat, or ferry to the VA medical center closest to his/her home.

- The Veteran faces an unusual or excessive burden in traveling to a VA medical facility based on where they live, environmental factors, or a medical condition. Staff at the Veteran's local VA medical facility will work with him/ her to determine if he/ she is eligible for any of these reasons.
- The Veteran's specific health care needs, including the nature and frequency of the care needed, warrants participation in the program. Staff at the Veteran's local VA medical facility will work with him/her to determine if he/she is eligible for any of these reasons.
- The Veteran lives in a State or Territory without a full-service VA medical facility which includes:
 - o Alaska
 - o Hawaii
 - o New Hampshire (Note that Veterans are not eligible under this criterion if they live in New Hampshire and live within 20 miles of the White River Junction VAMC), or
 - o The United States Territories (excluding Puerto Rico which has a full service VA medical facility).
- To verify eligibility, Veterans must call the Choice Program call center at: **866-606-8198**

Can I see my doctor?

You can see which doctors are participating in your area at: <http://1.usa.gov/25KsLlI>

IMPORTANT: To schedule a Veterans Choice Program appointment you must call **866-606-8198**.

DO NOT contact your provider directly.

Please note that the list of approved providers is continuously updated. If there is a provider who you would like to see for care who is not listed, please call the Choice Program Call Center at **866-606-8198**.

What about my primary insurance?

There is no particular participating insurance for Veterans Choice Program. VA covers 100% what is left **after** your primary insurance pays, with your VA physician approved authorization. When you call, make sure that you have your information about any other insurance coverage you may have.

How do I make an appointment?

Call 1-866-606-8198. When you call, you will be asked for:

- Name
- Address
- Date of birth
- Last four digits of your social security number