



Veterans Choice Program: 101 For Veterans

The Veterans Choice Program (VCP) is a program to improve Veterans' access to health care by allowing eligible Veterans to use approved health care providers outside of VA. Section 101 of the Veterans Access, Choice, and Accountability Act of 2014 (VACCA) required that VA establish the program.

Am I eligible for the program?

You must be enrolled in the VA health care system and you must also meet at least one of the following criteria:

- You are told by your local VA medical facility that they will not be able to schedule an appointment for care either:
 - Within 30 days of the date your provider determines you need to be seen; or
 - Within 30 days of the date you wish to be seen if there is no specific date from your provider.
- Your current residence is more than 40 miles driving distance from the closest VA medical facility (including Community- Based Outpatient Clinics) that has a full-time primary care physician.
- You need to travel by air, boat or ferry to the VA medical facility closest to your home.
- You face an unusual or excessive burden in traveling to the closest VA medical facility based on geographic challenges, environmental factors, or a medical condition. Staff at your local VA medical facility will work with you to determine if you are eligible for any of these reasons.
- Your specific health care needs, including the nature and frequency of the care needed, warrants participation in the program. Staff at your local VA medical facility will work with you to determine if you're eligible for any of these reasons.
- You reside in a State or a United States Territory without a full-service VA medical facility that provides hospital care, emergency services, and surgical care having a surgical complexity of standard, and reside more than 20 miles from such a VA medical facility. NOTE: This criterion applies to Veterans residing in Alaska, Hawaii, New Hampshire, Guam, American Samoa, Commonwealth of the Northern Mariana Islands, and the U.S. Virgin Islands. Also note that some Veterans in New Hampshire reside within 20 miles of White River Junction VAMC.

What do I need to know about getting an appointment through the program?

You can call the Choice Program Call Center at 866-606-8198 to verify your eligibility. If you are distance- eligible, you can use this same phone number to make your Veterans Choice Program appointment. If you are wait list-eligible, you will receive a phone call from a VA partner to help set up your Veterans Choice Program appointment. Please note that:

- If you do not receive approval for care under the Veterans Choice Program, you may be responsible for some or all of the costs of the non-VA treatment you receive.
- Unfortunately not all providers will be covered by the Veterans Choice Program. If your preferred provider is not available, we will recommend other providers in your area.

What is the Veterans Choice Card?

VA mailed the Choice Card to Veterans. The Choice Card allows you to choose to receive care outside of VA if you qualify for the new program. The Choice Card doesn't replace the identification card you already use to access other VA benefits. If you are satisfied and wish to continue with your current VA care, there is nothing you need to do at this time. You should save your Choice Card in case you would like to use the program in the future. If you did not receive a Choice Card, you do not need your Choice Card to access the Choice Program. If you did not receive a Choice Card, call 866-606-8198 to find out if you are eligible and to make an appointment.

Where can I get more information?

You can call the Choice Program Call Center at 866-606-8198 or visit: www.va.gov/opa/choiceact.