

# Wilmington Veterans Affairs Medical Center

## Community Care Resources

With the passing of the MISSION Act in 2019, the VA greatly expanded Veterans' access to health care by allowing them to receive care in community health facilities when certain eligibility requirements are met.

To avoid confusion and possible delays in claims processing, the Wilmington VA Medical Center Community Care team put together some resources to assist you should you have questions about how to take advantage of these benefits and contact information to assist you in addressing any issues. The below information can also be found at [www.va.gov/COMMUNITYCARE](http://www.va.gov/COMMUNITYCARE).

### Eligibility

A Veteran's eligibility for community care depends on his/her individual health care needs or circumstances. Veterans **must receive approval** from VA prior to obtaining care from a community provider, in most circumstances.

Learn more about eligibility at [www.va.gov/COMMUNITYCARE/programs/veterans/General\\_Care.asp](http://www.va.gov/COMMUNITYCARE/programs/veterans/General_Care.asp).

### Urgent Care

VA offers urgent care services to eligible Veterans at VA medical facilities or at in-network urgent care clinics closer to home. Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles and skin and ear infections.

Learn more about urgent care at [www.va.gov/COMMUNITYCARE/programs/veterans/Urgent\\_Care.asp](http://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp).

### 72-Hour Community Care Inpatient and Emergency Room Notification Hotline

The notification processes for emergency and inpatient care in the community changed as of June 8, 2020. All notifications of Veterans seeking emergency/inpatient care in the community will be reported to a centralized call center.

Failure to report in a timely manner may impact a Veteran's eligibility for VA to cover the cost of treatment.

**1-844-72HRVHA (1-844-724-7842)**

### Billing Issues Related to Community Care

VA's Community Care Contact Center can assist Veterans with resolving adverse credit reporting or debt collection actions resulting from authorized VA community care claims. Specially trained call center staff work one-on-one with Veterans to research and resolve collection-specific issues.

Veterans should gather any letters, notices or information regarding debt collection or adverse credit reports related to authorized use of VA community care and call the number listed below between 8 a.m. – 9 p.m.

**1-877-881-7618, Option 1**

### Contacting the Wilmington VA Medical Center Community Care Team

For all other Community Care-related questions, please call Wilmington VA Medical Center's dedicated Community Care line below between 8 a.m. – 4:30 p.m. Please leave a message if calling Community Care after hours.

**302-633-5353**

### Learn More About Community Care

For a complete overview of receiving care in the community visit [www.va.gov/COMMUNITYCARE](http://www.va.gov/COMMUNITYCARE).