

Community Care

Getting the most from your appointment.



Need a Ride?

Veterans may qualify for VA transportation services based on their health care needs or service-connected disabilities.

The Veterans Transportation Service (VTS) helps eligible Veterans get to VA and authorized non-VA medical appointments.

The VA may also reimburse rides through services like Uber or Lyft if:

- You meet VA travel eligibility
- The ride is for a VA authorized medical appointment
- You provide proper documentation and receipts

Tip: Tell your VA care team about your transportation needs when your referral is made.



Community Care Billing

If you received a bill, debt collection notice, or adverse credit report related to authorized Community Care:

Gather any letters or documents related to the billing issue.

Call the VA Community Care Contact Center at: 877-881-7618 (Option 1)

Hours: Monday–Friday, 8:00 a.m. to 9:00 p.m. (Eastern Time)

VA staff will:

- Collect your information
- Investigate the issue
- Follow up with a resolution



Medical Devices or Adaptive Equipment

Your Community Care provider may recommend a medical device, adaptive equipment, or other items for your treatment or rehabilitation.

Here's what you need to know:

For routine medical or adaptive equipment, your provider will submit a Request for Service to the VA Community Care Office.

The Community Care Office will work with VA Prosthetics to get the necessary items for you.

Important! Do not buy any medical devices or equipment on your own. Items must be approved and coordinated through VA to ensure coverage and proper delivery.



Emergency Care Reporting

If you receive emergency care outside the VA, you must notify VA within 72 hours of when your emergency care starts.

Phone: 844-72HRVHA (844-724-7842)

In-person: Speak with a VA official at the nearest VA medical facility.

Online:

<https://emergencycarereporting.communitycare.va.gov/>

This helps ensure your care is covered and coordinated properly.

Contact your VA Care Team or Community Care Office if you need help.



Community Care:
910-475-6650

Transportation:
910-475-6554 or 6208



Pharmacy:
910-488-2120, ext. 206465

Prosthetics:
910-488-2120, ext. 205822

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Getting Your Prescriptions Filled

Prescription benefits are included with your VA Community Care provider visits, including your routine appointments and urgent care visits.

- Routine or long-term prescriptions are filled with a VA Pharmacy.
- Immediate need or short-term prescriptions can be filled for in-person pickup at a VA Pharmacy location or a Community Care network retail pharmacy like CVS

Please note that VA prescription benefits only apply to VA authorized visits through VA Community Care. If you see community providers as part of private health insurance coverage, these prescriptions are not covered under your VA prescription benefits.



Immediate Need Prescriptions:

These are medications your provider wants you to start right away.

- These are often given after urgent care or a sick visit, like an antibiotic.
- Sometimes, they include a new long-term medication which the provider wants you to begin right away, such as a blood pressure medication.
- Your VA Community Care provider can electronically send these prescriptions for an in-person prescription pickup to a VA Pharmacy location or a Community Care network pharmacy, such as CVS.
- Prescriptions sent to a Community Care network pharmacy will have prescription limits, such as limited to only a 14-day supply of the medication and no refills allowed. Prescriptions sent to a VA Pharmacy do not have these limits.
- If a longer duration of medication is required and your prescription is sent to a network retail pharmacy, the Community Care provider will send a 2nd prescription for the same medication to your VA Pharmacy for mail delivery of the remaining supply along with any future refills required.

Tip: Ask your community provider to send visit notes to your VA community care office as soon as possible.

Routine Prescriptions:

These are medications you already take or new ones that don't need to be started right away.

- Your VA Community Care provider will send the prescription electronically to your VA Pharmacy location for dispensing.
- New routine prescriptions generally arrive in the mail within 14 days.
- Refills usually arrive within 7 days after you request them.
- You may also check in at your local VA Pharmacy during standard outpatient clinic hours for in-person prescription needs.

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