



U.S. Department
of Veterans Affairs

Fact Sheet

Office of Public Affairs
Media Relations

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Veteran Community Care – Sunset of Veterans Choice Program VA MISSION Act of 2018

In accordance with the VA MISSION Act of 2018 (the MISSION Act), VA cannot furnish care under the Veterans Choice Program (VCP) after June 6, 2019. The VCP will be replaced by a new Veterans Community Care Program that provides Veterans with more choices for care and better customer service when receiving community care.

Veteran Eligibility

VA cannot furnish care under VCP after June 6, 2019. As a result, VCP eligibility criteria will no longer be used to determine eligibility for community care beyond that date. To prepare for the end of VCP, VA began transitioning its authorizations for care away from VCP in advance to make sure Veterans continue to receive the care they need after June 6, 2019.

Veterans who were eligible for community care under VCP should speak to their VA care team or a VA staff member at their local VA medical facility about their eligibility for community care after June 6, 2019.

Certain Veterans who were eligible under VCP based on distance may still be eligible for community care after June 6, 2019, under the “Grandfather” eligibility criterion established under the MISSION Act. See the below resources for more information about community care eligibility after June 6, 2019:

- [Article: New eligibility criteria a major improvement over existing rules](#)
- [Fact Sheet: Veteran Community Care – Eligibility \(VA MISSION Act of 2018\)](#)

Eligibility for community care continues to be dependent upon a Veteran’s individual health care needs or circumstances, and Veterans must receive approval from VA prior to obtaining care from a community provider for most services.

Support

For questions about eligibility for community care before and after June 6, 2019, Veterans should talk to their care team at their local VA medical facility.

Veterans can call the **VA Adverse Credit Helpline** at **877-881-7618** for help resolving adverse credit reporting and debt collection issues as a result of using community care.

Community Providers Providing Care Through VCP

Community providers providing care to Veterans through VCP may continue to be able to provide care to Veterans if:

- They participate in the contracted network of VA community care providers administered by TriWest Healthcare Alliance, a third-party administrator (TPA) under contract with VA, **and**
- The Veteran continues to be eligible for and authorized to receive community care under the new community care program and wishes to receive care from the provider

Community providers that currently have a VCP Provider Agreement in place with a VA medical facility will no longer be able to provide care to Veterans through these agreements after June 6, 2019 because VCP expires under Federal law.

Community providers that have an existing VCP Provider Agreement in place who wish to continue to provide VA community care to Veterans are expected to participate in a contracted network administered by a TPA under contract with VA. VA currently has contracts with TriWest Healthcare Alliance and Optum Public Sector Solutions, Inc. in certain regions of the country. As an option of last resort, VA may seek to enter into a contract or agreement directly with a community provider if care is not otherwise feasibly available through the contracted network.

Veterans who have questions about community care they are receiving or received previously under VCP should be referred to their local VA medical facility. A VA staff member will work with the Veteran to determine if they will continue to be eligible and authorized for community care and if they can continue to receive care from the specific community provider.

Claims and Payments for Care Provided Under VCP

Although VCP ends on June 6, 2019, there are no changes to how claims are submitted for payment. However, community providers are strongly encouraged to submit claims electronically using electronic data interchange (EDI).

Frequently Asked Questions

Q1. Are Choice Cards valid after June 6, 2019? No, Choice Cards are not valid under the new community care program. The Veterans Choice Program ends on June 6, 2019.