Community Urgent Care Use for Veterans Under the Veteran Affairs MISSION Act

Through the Veteran Affairs (VA) Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act, VA offers urgent care (UC) benefits that provide eligible Veterans with treatment options for minor injuries and illnesses in their local communities...

Community UCC

VA ED or VA UCC

...as an alternative to emergency department (ED) visits which lead to unnecessary testing, treatments, and costs

What are the characteristics of UC benefit users and factors predictive of choosing between community UC use versus VA ED or VA UC center (UCC) use?

Community Urgent Care Use Following Implementation of the VA MISSION Act Vashi et al. (2021) | *Medical Care* | DOI: 10.1097/MLR.000000000001549

Veterans made 175,821 community UC visits during the first 9 months of the program





UC benefit users



Benefit non-users

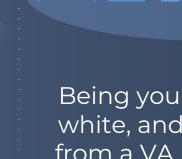


VA ED or VA UCC users

Characteristics of UC users and their visits



Majority visits by white males not subject to co-pays Average cost to VA for community UC visits was \$132



The UC benefit included in the VA MISSION Act provides a new way to deliver unscheduled, low-acuity care to Veterans



