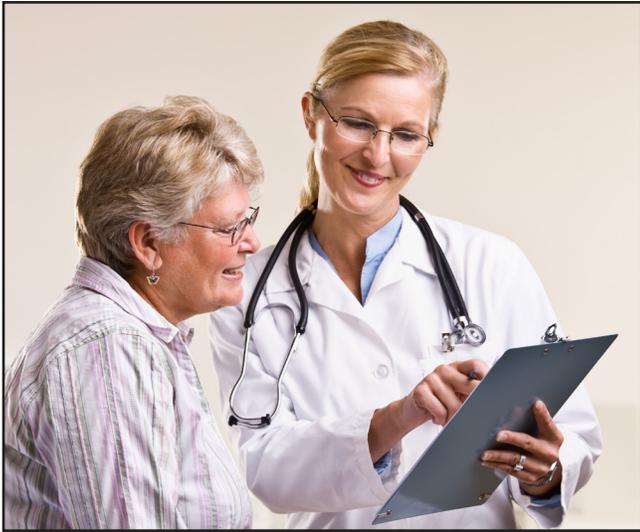




Seamless Care for Traveling Veterans

Frequently Asked Questions



How does VA coordinate care if I am traveling or living at a temporary address?

Generally, your VA Patient Aligned Care Team (PACT) – located within your primary care clinic -- is responsible for your health care even when you travel or are temporarily experiencing a change of address, such as living in one state during the winter and another during summer. If you see a VA provider while traveling, care received at that facility will be documented in your electronic medical record. The information will be available to your local VA PACT to review and follow up with treatment options for you, if necessary.

When should I contact my PACT regarding travel?

To ensure your health care is timely and coordinated, contact your PACT or Specialty Care Provider(s) 4 to 6

weeks prior to beginning extended travel, or as soon as possible. When you contact your PACT, have the following information available:

- the travel destination(s) and temporary address
- a valid telephone number
- arrival and departure dates
- specific care concerns

How can I reach my PACT or provider without an appointment?

If you are unable to make an appointment to see your PACT or provider in person, you can reach them by telephone or through secure messaging in MyHealthVet. For more information about MyHealthVet and how to register, visit www.MyHealthVet.va.gov.

Why is it important to discuss my travel plans with the VA?

VA's goal is to ensure your quality of health care is consistent across medical facilities. When you inform your PACT of your extended travel plans, VA can prepare the alternate site for your arrival, if outpatient care is needed. Coordination helps to prevent any disruption in your care.

Who can I contact for more information?

For more information, contact your PACT or Traveling Veteran Coordinator at your local VA facility or call toll free 1-877-222-VETS (8387) Monday through Friday between 8 a.m. and 8 p.m. Eastern.