Community Flu Vaccines
How to get a no-cost flu shot from a local community provider

It’s never too early to start thinking about receiving your annual flu shot. A flu shot is a safe way to help protect yourself and those around you from getting sick and having complications from flu.

During the COVID-19 pandemic, it is especially important for all of us to do our part to help reduce the spread of the flu in our communities.

Beginning Sept. 15, 2021, flu vaccines are available at no cost to eligible Veterans at more than 70,000 in-network community providers nationwide.

According to the Centers for Disease Control and Prevention (CDC), you can even get your flu vaccine and COVID-19 vaccine during the same visit.

Eligibility
Community care flu shots are available to eligible Veterans who are:

• Enrolled in the VA health care system, AND
• Received care through VA from either a VA or community provider within the past 24 months.

To check your eligibility, Veterans can call 800-MyVA411 (800-698-2411), select option 1 (urgent care information), then select option 3 (urgent care information), and then select option 1 again (to check urgent care eligibility).

The system will check your eligibility for the community urgent care benefit, which includes the flu vaccine. You can also contact your local VA medical facility to confirm your eligibility.

Important: This document does not guarantee authorization of service. You must verify your eligibility before receiving a flu vaccine.

Getting a Flu Shot
Eligible Veterans can choose from one of more than 70,000 in-network retail pharmacies and urgent care/walk-in locations to get their flu vaccine. The provider must be part of VA’s network.

• Retail pharmacies include most supermarkets and local pharmacies.

• Urgent care/walk-in locations include many local urgent care providers that offer walk-in care.

Eligible Veterans located in Guam, American Samoa and the Northern Mariana Islands can receive a flu vaccine through local clinics operated by the VA Pacific Islands Health Care System.

Find a Provider
To find an in-network community provider, go to www.va.gov and click “Find a VA Location”. Enter the following information in the search tool:

• City, state or postal code: Enter the appropriate ZIP code for your area.
• Facility Type: Select "Urgent Care" OR "Community pharmacies (in VA's network)."
  — If you select "Urgent Care", choose "In-network community urgent care."
• Click “Search.”
• Choose provider.

Veterans can also call (877) 881-7618 or their local VA medical facility for help locating an in-network provider.

Go to Provider
Before going to the provider:

• Call ahead to make sure the provider offers the flu vaccine through this benefit.
• Take this fact sheet with you to the provider.
When you arrive:

— Tell them you’re a Veteran enrolled in VA health care and would like to get a flu shot paid for by VA.
— Show your government-issued ID and the Billing Information section at the end of this fact sheet.

Copayments

There is no copayment charge if the Veteran’s visit consists only of a flu vaccine. In addition, flu vaccine-only visits do not count towards visits and/or copayments associated with using VA’s urgent care benefit.

Documentation

Documentation of the flu vaccination is sent to VA by the community provider to update the Veteran’s medical record. Veterans can also request a copy of the documentation showing they received the flu vaccine.

Support

For help with eligibility and general questions, call 800-MyVA411 (800-698-2411), select option 1, then option 3, and then select option 1 again.

For help receiving a community care flu vaccine, call (877) 881-7618 or your local VA medical facility.

Frequently Asked Questions

Q. Are the flu shots available from community providers the same as ones offered at VA?

It varies, but regardless of the manufacturer, the flu shot you receive at VA or an in-network community retail pharmacy or urgent care location will help protect you from the flu.

Q. What happens if an eligible Veteran is charged for a flu shot?

Veterans should not pay the charge. Call (877) 881-7618 for assistance.

Billing Information (for Providers)

Community Care Network (CCN) Regions 1-3

If you are (1) a retail pharmacy or urgent care provider, (2) part of VA’s Community Care Network (CCN), and (3) located in the following U.S. states and/or territories: AL, AR, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, ND, NE, NH, NJ, NY, OH, OK, PA, PR, RI, SC, SD, TN, VA, VI, VT, WI, WV, you are part of CCN Regions 1-3, administered by Optum®/CVS Caremark®.

If you are part of CCN Regions 1-3, enter claims using the following information:

• Step 1: Enter BIN: 004336
• Step 2: Enter PCN: ADV
• Step 3: Enter Rx Group
  — Referred Care: Rx3839
  — Urgent Care/VA Provider: Rx4136
  — Flu or COVID-19 Vaccine: Rx3841
• Step 4: Enter Veteran ID: 10-digit Veteran ID or SSN
• Step 5: Enter Veteran’s date of birth (YYYYMMDD format)

If you are a retail pharmacy and need help, please call the CVS Caremark Pharmacy Help Desk at 800-364-6331 (24/7).

Call 888-901-6609 to confirm Veteran’s eligibility for urgent care services (which includes flu vaccination).

Community Care Network (CCN) Regions 4-5

If you are (1) a retail pharmacy or urgent care provider, (2) part of VA’s Community Care Network (CCN), and (3) located in one of the following U.S. states: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, TX, UT, WA, WY, you are part of CCN Regions 4-5, administered by TriWest Healthcare Alliance®/Express Scripts®.

If you are part of CCN Regions 4-5, enter claims using the following information:

• Step 1: Enter BIN: 003858
• Step 2: Person Code: 01
• Step 3: Enter PCN: A4
• Step 4: Enter Rx Group
  — Referred Care/VA Provider: VETERAN
  — Urgent Care: VAPC3RX
  — Flu or COVID-19 Vaccine: VAPC3RX
• Step 5: Enter Veteran ID: 10-digit Veteran ID or SSN
• Step 6: Enter Veteran’s date of birth (YYYYMMDD format)

If you are a retail pharmacy and need help, call the Express Scripts Pharmacy Help Desk at 800-922-1557 (24/7).

Call 833-4VETNOW (833-483-8669) to confirm Veteran’s eligibility for urgent care services (which includes flu vaccination).