



# 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) is responsible for your care even when you travel or 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 the alternate facility will be documented in your record so, your PACT will be able to review and follow up with treatment options accordingly.

### **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 MyHealtheVet. For more information about MyHealtheVet and how to register, visit [www.MyHealtheVet.va.gov](http://www.MyHealtheVet.va.gov).

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

VA's goal is to ensure your quality of 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.