



U.S. Department
of Veterans Affairs

Fact Sheet

Office of Public Affairs
Media Relations

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Make the Most of Your VA Benefits; Keep Your Current Address Up-to-Date

Background:

Veterans may be eligible for the Veterans Choice Program if they live more than 40 miles driving distance from the nearest Department of Veterans Affairs (VA) facility that employs a full-time primary care provider. To determine distance eligibility for the Veterans Choice Program, VA uses the current address the Veteran has on file with VA; however, VA understands that residences may be “seasonal,” meaning a Veteran may maintain more than one residence while only living in one residence at a time. For purposes of determining eligibility under the 40 mile distance criterion, a legal residence must be used; this excludes a PO Box or other non-residential locations (exceptions extended in Hawaii and Alaska). VA uses the primary address on file in the VA Enrollment System or an active temporary address during the time period the Veteran lives there.

Veterans who are considered “snow birds” (multiple or seasonal residences throughout the year) or traveling Veterans should have a permanent address and an active temporary address on file with VA, at all times. VA will use the address that is active in the VA Enrollment System at the time the Veteran wants to schedule an appointment to determine eligibility for the Veterans Choice Program under the distance criterion. This means that a Veteran who is not eligible for the Veterans Choice Program under the distance criterion while living in one residence may be eligible while living in their secondary residence.

*Veterans are required to update VA within 60 days of changes in their residence.

How can I update my current address with Veterans Affairs?

If you reside in more than one residence throughout the year, please check with your local VA facility to ensure we have your most up-to-date address on file.

To update your address, contact one of the following:

- Your local [VA facility](#)
- The Health Resource Center at 1-877-222-VETS (8387)
- The Health Eligibility Center at 1-800-929-VETS (8387)

Within 1 to 2 weeks of your address change in the VA Enrollment System, the new demographic information will be reviewed to determine your eligibility for the Veterans Choice Program under the distance criterion.

For more information on the Veterans Choice Program, visit www.va.gov/opa/choiceact or call the Veterans Choice Program Call Center at 1-866-606-8198.