

## Referral Hierarchy for VA Care in the Community

### Non-VA Purchased Care

HIERARCHY OF PURCHASED CARE		
Section	If....	then....
2.a	a VA facility cannot provide care either because care is unavailable, or care is not available within 30 days of the Veteran's clinically indicated date (CID)	the Veteran must be referred to another VA facility via an interfacility referral.  <b>Note:</b> Existing Department of Defense (DoD), Indian Health Services (IHS) facilities, or Tribal organizations agreements may be used as usual.
2.b	the primary VA facility cannot refer to another available VA facility	the VA facility will refer the Veteran to the Veterans Choice Program (VCP).
2.c	the Veteran is not eligible for VCP, or the care is not covered in the VCP contract	other non-VA medical care options shall be utilized to purchase non-VA medical care that is not available under VCP, such as: 1) National contracts, 2) regional contracts, or 3) local contracts  <b>Note:</b> No new agreements or renewals of existing local agreements should be implemented for the purchase of services covered by VCP or national contracts. Exceptions may be granted only in urgent circumstances, as determined by the Deputy Under Secretary for Health for Operations and Management (Mail Code 10N).
2.d	the VCP-eligible Veteran decides not to use VCP	schedule an appointment within VA.
2.e	VCP care is authorized, but the contractor returns the authorization	the primary VA facility may use a VA Choice Provider Agreement to arrange for non-VA medical care, as long as the non-VA provider meets all VCP requirements.  <b>Note:</b> The VCP contractor must return the request as unable to appoint before using a VA Choice Provider Agreement.
2.f	VA cancels a previously scheduled appointment within VA	the original CID or Veteran's preferred date should be used to reschedule the appointment.