



DEPARTMENT OF VETERANS AFFAIRS  
Under Secretary for Health  
Washington DC 20420

May 7, 2019

**Your Enhanced Options for Care Through the Department of Veterans Affairs (VA)**

Dear Veteran:

VA is focused on providing you with an excellent experience every time you trust us with your care. To do so, we use an integrated healthcare system with internal and community elements.

A landmark law, the VA Maintaining Internal Systems and Strengthening Integrated Outside Networks Act (MISSION Act) of 2018 strengthens VA's ability to deliver the best care and services at VA sites and in the community. It helps VA deliver trusted, easy to access, high-quality care at VA facilities, virtually through telehealth, and in your community. That means you get the care and services you need, where and when you need them. This letter and the enclosed brochure are the first step in educating Veterans about the changes VA is making under this new law.

Here is what you can expect:

- A single, simple VA community care program, that puts you at the center of your VA health care decisions;
- Expanded eligibility criteria for community care, including new access standards;
- Easier scheduling of appointments in VA's community care network;
- A new urgent/walk-in care benefit through a network of walk-in retail health clinics and urgent care facilities; and
- Continued strong relationships with VA providers and staff who provide your care and will facilitate access to the community care network.

We are excited about these changes that will strengthen VA care and care obtained through our community partners. The changes empower you to find the balance in the system that is right for you. As we implement the MISSION Act, you should continue to talk to your VA healthcare team or scheduler to get the care you need. Our goals are to make sure you know what is available to you, and that care and services are easy to access. Please see the enclosed brochure for additional details. If you have questions about your healthcare benefits, visit [www.va.gov](http://www.va.gov) or contact your nearest VA medical facility for information.

Thank you for your service to our Nation. We are honored to serve you.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard A. Stone", is positioned below the word "Sincerely,".

Richard A. Stone, M.D.  
Executive in Charge