

Veterans Choice Program

Details on the Unusual or Excessive Burden Eligibility Criteria

Veterans who are enrolled in the VA health care system and live less than 40 miles driving distance from the nearest facility may be eligible for the Veterans Choice Program. If they have difficulty reaching the closest VA medical facility for any of a number of reasons, listed below, they could qualify under the unusual or excessive burden eligibility determination.

Burdens	Details	Examples
 Geographic Challenges	<p>A Veteran needs to travel around a large body of water, over a mountain, or needs to navigate a similar geographic barrier.</p>	<ul style="list-style-type: none"> • Crossing a mountain range • Navigating across a wide lake
 Environmental Factors	<p>A Veteran's trip to the closest VA medical facility is blocked by traffic conditions such as a road that is inaccessible to the general public, or a prolonged road closure, or by hazardous weather conditions.</p>	<ul style="list-style-type: none"> • Roads blocked by military bases or other restricted areas • Road closures due to construction • Roads that are particularly dangerous during winter
 Medical Condition	<p>A Veteran has a medical condition, as confirmed by the local medical facility's Primary Care Patient Aligned Care Team (PACT Team), that impacts his or her ability to travel.</p>	<ul style="list-style-type: none"> • Vision problems • Limited mobility • Reduced focus or mental sharpness
 Other Factors	<p>A Veteran could be determined eligible based on the nature, simplicity, or frequency of the care he or she needs.</p> <p>This includes instances where a Veteran's VA medical provider confirms that her or she requires an attendant to accompany him or her to a medical appointment either because of a medical condition or the type of procedure needed.</p>	<ul style="list-style-type: none"> • Outpatient physical therapy • Certain IV (parenteral infusions) • Upper and/or lower extremity joint or soft tissue (trigger point) injections • Optometry care such as a glaucoma screening or a diabetic retinal exam • Hearing evaluation • Allergy shots



If you think you may be eligible for the Veterans Choice Program based on one of the reasons listed above, please contact your local VA medical facility. A staff member will work with you to determine eligibility. If you are determined eligible, staff will provide you with information about making an appointment for care through the program.