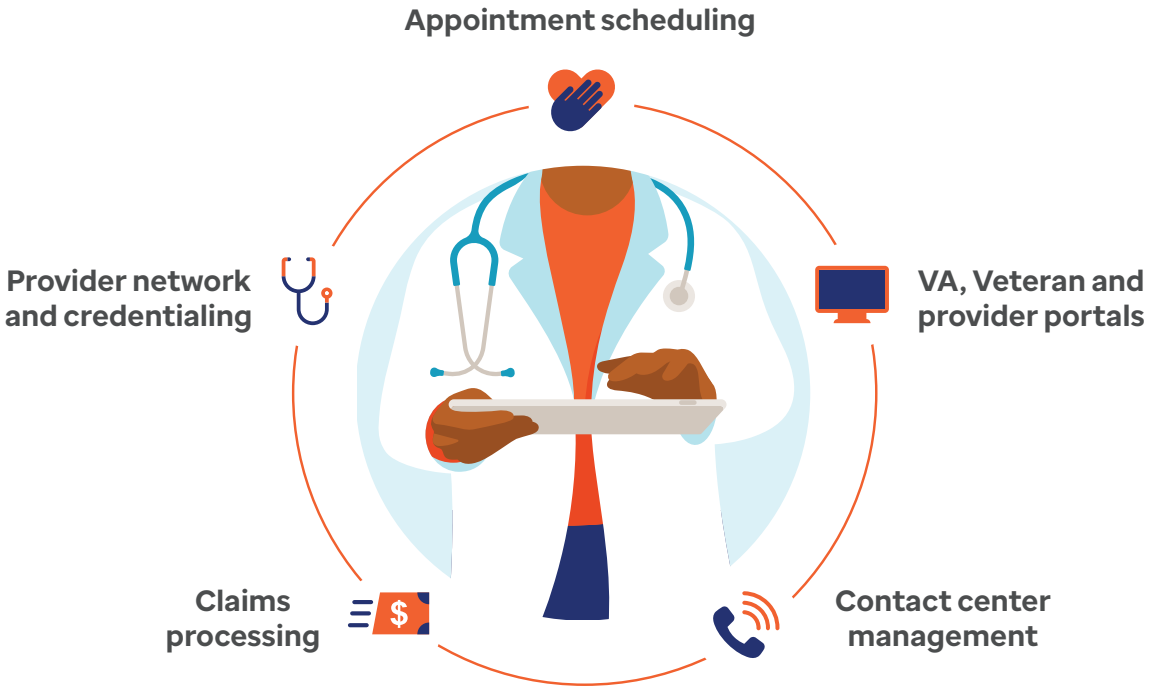
Optum Serve®

Community care services



Optum Serve is committed to ensuring our nation's Veterans have access to the right care, at the right time, and in the right setting. Giving Veterans greater choice over their health care through the VA Community Care Network, VA medical staff can authorize and schedule care from a community care provider with the Veteran's approval. In addition, VA staff manages customer service for Veterans who are receiving care from a community provider.

Tailored solutions, proven expertise



How we serve:
Veterans Affairs Community Care Network

Our mission is to provide Veterans with better access to and greater choice over their health care. We do this by serving as a bridge between VA and an integrated system of credentialed, quality providers.

Eligible members include Veterans who are unable to visit VA facilities due to time, distance and other qualifying factors. Veterans have access to a robust regional provider network including:

- Medical
- Behavioral
- Chiropractic
- Skilled nursing
- Eye
- Pharmacy
- Dental
- Other complementary services (hypnotherapy, Tai Chi, etc.)

How it works

- Eligible beneficiaries have access to a robust network of high-quality providers.
- Program works in concert with VA to ensure best possible care.
- Patients are referred to convenient, timely care by VA.

Benefits

- Less travel involved due to the expanded network
- Improved wait times and access to care
- Improved patient experience
- Better patient satisfaction

Visit optumserve.com for more information.

Optum Serve®

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Community care services by the numbers*

12.7M
referrals

78.6M+
visits

58.8M+
claims processed in an average of 9 days or less

Who we serve*

36
states including Puerto Rico and the U.S. Virgin Islands

2.1M+
contracted care sites

100
VA medical centers

300+
community-based outpatient clinics

6M+
Veterans

*Metrics as of March 31, 2023.