

Veterans are getting more care through VA than ever

78.8 million

health care visits completed in FY 2021

surpassing the previous high of 74.26 million provided in FY 2019 prior to the pandemic. This includes:

15.2 million mental health care visits

VA is providing Veterans more access to mental health care, increasing treatment visits each of the last 6 years

~10 million video visits

>**180,000** telehealth visits weekly with Veterans in their homes or other place of choice

Community Care

>**3 million Veterans** have been authorized for at least 1 **community care appointment** since MISSION ACT was implemented in 2019- that's nearly 1/2 of all Veterans actively using VHA



6.2 million Veterans actively use VA Health Care

2,800% increase in virtual care provided to highly-rural Veterans

57,643 tablets loaned to Veterans without access to video-capable devices or the internet



The number of **women Veterans** that receive care at VA has **tripled** since 2001, with women Veterans accounting for **30% of enrollment increases** in the past 5 years

VA wants every woman Veteran to have **access to resources** they **need and trust**

Women Veterans Call Center
855-VA-WOMEN

Veterans Crisis Line
1-800-273-8255 Press 1

Caregiver Support Line
855-260-3274



VHA Trust Scores

FY21

90.1%

FY20

89.1%

FY19

87.7%

FY18

84.7%

**Veterans trust VA
with their outpatient care**



Veterans who needed **clinically urgent referrals** to a specialist received that care within an average of **1.5 days**



Veterans received same-day appointments in **Primary Care, Specialty Care** and **Mental Health** accounting for **17% of total completed appointments**



Veterans used **VA Emergency Department** and **Urgent Care** more than **2.1 million times**

For more information and FAQs, visit
<https://www.accesstocare.va.gov/Healthcare/Timeliness>

*All information reflects data from **FY 2021**, unless otherwise noted*



U.S. Department
of Veterans Affairs