Community Care

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Office of Community Care

Agenda

- Community Care Network
- Veteran Community Care Eligibility
- Unauthorized Care/Emergency Medical Care
- Urgent Care
- Frequently Asked Questions
- Useful Links and community care fact sheets

Community Care Network

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Community Care Network

- Consolidation of the community care program
  - Veterans Choice Program ended June 6, 2019
  - PC3 ended on August 24, 2020
  - Single set of rules with less complexity and decreased errors

- Better customer service

- New urgent care benefits

- Community Care Network
  - New providers administered by Third Party Administrators (TPA)
  - TPA will be required to make timely payments to community providers

- Modern IT Systems
  - New operating model to schedule, case manage and authorize community care
  - Aszure rights management
  - Health share resource management system

Veteran Community Care Eligibility

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Veteran Community Care Eligibility

1. Service is unavailable at the VA medical facility

2. Veteran lives in a U.S. State or Territory without a full-service VA medical facility.

3. Veteran qualifies under the grandfather provision before the VA Mission Act

4. VA cannot furnish care within certain designated access standards
   o Greater than 30-minute average drive time for primary care
   o Greater than 60-minute average drive time for specialty care
   o Appointment wait times
     o 20 days for primary care
     o 28 days for specialty care

5. Veterans best medical interest
   o treatment for a specific or rare disease/diagnosis

6. VA service line does not meet certain quality standards
   o VA medical facility is not providing care that meets VA's standards for quality

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Unauthorized Care/ Emergency Medical Care

Unauthorized Care/Emergency Medical Care

- All non-urgent and non-emergent care requires authorization from VA in advance.

- For community providers who provide emergency care to a veteran, VA must be notified within 72 hours of the emergency room visit.

- Upon notification and after receiving supporting documentation, VA may generally approve payment for emergency care based on whether

  - the care provided is related to a veteran's service-connected condition,

  - the community provider is in VA's network,

  - whether or not VA was notified within 72 hours.

- If the emergency care is approved after an appropriate notification, an authorization will be generated by VA and provided to the community care provider.

Unauthorized Care/Emergency Medical Care

- **For 72-hour notification you can contact VA in the following ways:**
  - Telephone: 844.72HRVHA (844.724.7842)
  - Fax: 833.72HRVHA (833.724.7842)
  - Email: VHAEmergencyNotification@va.gov
  - Appropriate VA Official at the nearest VA Facility: 602.277.5551 **x 2254**
  - In person assistance with authorizations, consults and payment of claims:
    - Veterans Resource Center 602.277.5551 **x 2774**
    - Patient Advocate Office 602-222-2774

Urgent Care

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New Urgent Care Benefits

➢ Walk-in care with provider in the VA's network without prior authorization.

➢ VA facility locator (urgent care/ pharmacy) [Find VA Locations | Veterans Affairs](#)

➢ Urgent care assistance card [Optum and TriWest Pharmacy Network Notes (va.gov)](#)

Urgent Care Assistance Card For Veterans, Providers, and Pharmacists

For help with urgent care eligibility and general questions, call 844-MyVA311 (844-698-2311), select option 1, and then select option 1 again.

For help when at the urgent care provider, call:

888-901-6609 if located in AL, AR, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, ND,NE, NH, NJ, NY, OH, OK, PA, PR, RI, SC, SD, TN, VA, VI, VT, WI or WV

866-620-2071 if located in AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA or WY

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Urgent Care Assistance Card for Regions 4-6
AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, WY

Please Bring This Card to Urgent Care Provider

For Veterans

- **Call 844-MyVA311 (844-698-2311)** and select option 1 and then option 3 to verify **eligibility** for urgent care services, or for general questions related to the urgent care benefit.
- **Use the VA Facility Locator** to find in-network urgent care and pharmacy locations (*https://www.va.gov/find-locations/*).
- You must visit an in-network pharmacy location in the same state as your urgent care visit to avoid any issues filling your urgent care prescription.
- **Bring a valid, government-issued photo ID** to the in-network urgent care location/pharmacy. Ask and verify the urgent care provider/pharmacy is in VA network.
- **Call 866-620-2071 for assistance** if you have difficulty receiving urgent care or filling your urgent care prescription.
- **DO NOT pay a copayment** at the time of urgent care visit.

For Providers

- **Call 833-4VETNOW (833-483-8669)** to confirm Veteran's eligibility for urgent care services.
- **Ensure 14-day Rx is on VA Urgent/Emergent Formulary** (*https://www.pbm.va.gov/PBM/NationalFormulary.asp*) if prescribing an urgent care prescription.
- **Make sure you have activated Veteran's pharmacy benefit** by calling to check their eligibility.
- **DO NOT charge a copayment** to Veteran.
- **File urgent care claim within 30 days** with TriWest.
- After the visit, submit medical documentation to the Veteran's home VA medical center (VAMC) within 30 calendar days of the date of service. Find a VAMC at *https://www.va.gov/find-locations/*.

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Urgent Care Assistance Card for Regions 4-6
AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, WY

Please Bring This Card to Urgent Care Provider

For Pharmacists

- Maximum day supply for a Veteran's initial fill is 14 days (7 days or fewer for opioids). No refills.
- Medication must be on VA Urgent/Emergent Formulary (*https://www.pbm.va.gov/PBM/NationalFormulary.asp*).
- **DO NOT charge Veteran a copayment** for dispensed medications.
- Instruct Veteran to fill prescriptions in the same state as their urgent care visit.
- Enter VA pharmacy claims using the following information:
  Step 1: Enter BIN: 003858
  Step 2: Person Code: 01
  Step 3: Enter PCN: A4
  Step 4: Enter Rx Group: VAPC3RX
  Step 5: Enter 9-digit member ID: Patient SSN
  Step 6: Enter Veteran's date of birth (YYYYMMDD format)
- If a non-contracted pharmacy is used, Veteran must pay out-of-pocket for the prescription and then file a claim for reimbursement with their local VA facility's Office of Community Care.
- If the Veteran is not eligible for pharmacy benefits, but has an urgent care prescription, call TriWest at **866-620-2071** (24/7).
- For questions, please call the Express Scripts Pharmacy Help Desk at **800-922-1557** (24/7).

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Frequently Asked Questions

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Frequently Asked Questions

Q1. Who do I contact if I have a question about an authorization or bill for community care?
- Community care call center: 602.277.5551 **x 2254**
- In person assistance with authorizations, consults and payment of claims:
  - Veterans Resource Center 602.277.5551 **x 2774**

Q2. How do I receive important information from VA about Community Care?

- Sign up to receive the **VHA Office of Community Care newsletter**. Get the latest updates on VA community care, including program changes, resources and more!
  - Health and Wellness
  - VA central office
  - Resources
  - Local Medical Centers
  - Health Promotion and Disease
  - News and information
  - Social media
  - Diseases and Conditions
  - Special events
  - VA Mobile Health
  - VA Research and Development
  - Veterans Integration to Academic Leadership Initiative

Useful Links

Resource	Location
General Community Care information	Veteran Community Care - General Information Fact Sheet (va.gov)
Community Care Website	https://www.va.gov/communitycare/
Urgent Care Assistance Card for Regions 2-6	https://www.va.gov/COMMUNITYCARE/docs/programs/UC_Assistance_Cards.pdf#
TriWest/Community Care Network Providers	https://www.triwest.com/en/provider/#wg-contentsection-two
VA Urgent Care Benefit	https://www.triwest.com/globalassets/documents/urgent-care/va_urgent_care_tips.pdf
TriWest	https://www.triwest.com/
Azure Rights Management Services (Azure RMS)	https://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp#A-RMS
VHA Office of Community Care newsletter	https://public.govdelivery.com/accounts/USVHA/subscriber/new?topic_id=USVHA_1240
Veteran Community Care Eligibility	Veteran Community Care—Eligbility Fact Sheet (va.gov)
VA MISSION Act: Answers to top questions about community care appointments	VA MISSION Act: Answers to top questions about community care appointments - VAntage Point
Community Emergency Treatment and reporting	VA Community Emergency Care Notification Veterans Information Fact Sheet