

For Veteran

VA Urgent Care Benefit

PRINT and take these 3 pages to your urgent care visit and to get your urgent care prescription filled. See below for helpful tips for you, your provider, and your pharmacy.

Check Eligibility • You do not have an insurance card for this benefit. • Call 1-833-4VETNOW (1-833-483-8669) to verify you are eligible for urgent care services. **Do NOT** Pay a Copayment at Time of Visit Eligible Veterans will be billed separately by VA for any copayment that is applicable.

Receive Prescription, If Needed A network urgent care/retail location provider may write you a prescription for up to a 14-day supply with no refills. The medicine must be listed on VA's Urgent Care Formulary. Urgent prescriptions may be filled at a VA facility or pharmacy in the Express Scripts network (as "VAPC3RX"). Opiates will be limited to seven days or less, consistent with state law. If you encounter any challenges at the urgent care visit or pharmacy, call 1-866-620-2071.

For Provider

VA Urgent Care Benefit

As a TriWest network urgent care provider, you are authorized to care for eligible Veterans. **Check Eligibility** • Veterans do NOT have an insurance card for this benefit. • No prior authorization is required for eligible Veterans. • Call 1-833-4VETNOW (1-833-483-8669) to verify if the Veteran is eligible for urgent care services and to ensure your timely payment of claims.

Do NOT Collect a Copayment at Time of Visit Eligible Veterans will be billed separately by VA for any copayment that is applicable.

Write Prescription, If Needed You may write the Veteran a prescription for up to a 14-day supply with no refills.

Opiates will be limited to seven days or less, consistent with state law. The medicine must be listed on VA's Urgent Care Formulary.

Urgent prescriptions may be filled at a VA facility or pharmacy in the Express Scripts network (as “VAPC3RX”).

Submit Claim within 30 Days For claims submission questions, call 1-866-651-4977 between 8 am - 4:30 pm CST.

- Paper Claims, Mail to: WPS MVH PO Box 7926, Madison, WI 53707-7926

Send in Medical Documentation After the visit; submit medical documentation to the Veteran’s home VA medical center (VAMC). Find a VAMC at www.va.gov/directory/guide/home.asp.

Unsure if you’re in the network? Visit

<https://vaurgentcarelocator.triwest.com/Locator> or call 1-866-620-2071.

For Pharmacy

VA Urgent Care Benefit

As part of the Express Scripts network, you are authorized to fill prescriptions for eligible Veterans.

- Maximum day supply for a Veteran’s initial fill is 14 days (7 days for opioids).
- Please use the Veteran’s 9-digit SSN as their member ID number.
- No copayments are to be charged to Veterans for approved medications.
- No refills are allowed at retail; note that a prescription for the same drug within 30 days will reject as a refill.
- Excludes compound medications.

Submit 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 member’s date of birth (CCYYMMDD format)

If the Veteran does not have eligibility and prescription is related to an urgent care visit please advise him/her to call TriWest at 1-866-620-2071.

For questions, please call Express Scripts Pharmacy Helpdesk at 1-800-922-1557.

Hours: 24hrs a day, 7 days a week