

## Meds by Mail



### I HAVE A QUESTION – WHO CAN HELP ME?

The Health Administration Center will assist with:

- General Information about CHAMPVA
- General Information about Meds by Mail
- Meds by Mail order forms

#### Hours

Monday – Friday  
8:15 AM – 7:00 PM  
Eastern Time

1-800-733-8387  
e-mail [HAC.INQ@MED.VA.GOV](mailto:HAC.INQ@MED.VA.GOV)



The Meds by Mail Service Center, Cheyenne, Wyoming will assist you with:

- Status of an order
- Questions about drug availability
- Questions for the pharmacist
- Patient profile updates

#### Hours:

Monday – Friday  
10:30 AM – 5:00 PM  
Eastern time

1-888-385-0235  
e-mail [MEDS.MAIL@MED.VA.GOV](mailto:MEDS.MAIL@MED.VA.GOV)

**IMMEDIATELY** call your health care provider if you have questions about medical conditions or a drug reaction.

### HOW DO I GET A REFILL?

If your health care provider included refills with your prescription, a refill slip will be sent to you with each Meds by Mail delivery. **IMMEDIATELY** send in your refill slip as soon as you receive your medications. Prescriptions may be refilled in 90 day increments.

### HOW LONG DOES IT TAKE TO GET A PRESCRIPTION FILLED?

Allow 14-21 days from the day you mail in your order. Please don't call the Meds by Mail Servicing Center to check on your order until 10 days have passed since you mailed in your refills.

### CONSIDER THE BENEFITS!

#### SAVINGS

No out of pocket expenses, No cost sharing, No co-pay and No annual deductible.

#### NO CLAIM FORMS!

There are no insurance claim forms to fill out.

#### CONVENIENCE!

Your medications are mailed directly to your home. Make sure CHAMPVA has your current address and phone number on file.

# CHAMPVA

# Meds by Mail

PHARMACY SERVICING CENTER

PO BOX 20330

CHEYENNE, WYOMING 82003-7008

Please complete the patient profile on the back and return it to the above address with your first order.

A profile is needed for each Meds by Mail beneficiary. Remember to report changes to your patient profile information to the Pharmacy Servicing Center right away.



**Tired of paying for your prescriptions? If you answered yes, READ THIS. You might qualify for COST-FREE medications.**

**WHAT IS MEDS BY MAIL?**

CHAMPVA has a program called Meds by Mail. Meds by Mail is a pharmacy mailing service which provides a safe, easy and **cost-free** way for eligible CHAMPVA beneficiaries to receive non-urgent maintenance medications delivered directly to the home. CHAMPVA beneficiaries mail their prescriptions to the Meds by Mail Pharmacy Servicing Center at the Cheyenne, Wyoming VA Medical Center. The prescriptions are filled and mailed to your home from the Consolidated Mail Outpatient Pharmacy located in Leavenworth, Kansas.

**WHO IS ELIGIBLE FOR MEDS BY MAIL?**

You are eligible if you don't have ANY other type of health insurance that pays for prescriptions. Meds by Mail is only for people *without other* prescription coverage.

**I ONLY HAVE MEDICARE PARTS A AND B, CAN I USE MEDS BY MAIL?**

YES. Medicare does not cover the cost of most prescriptions.

**I'M STILL NOT SURE IF I CAN USE THE MEDS BY MAIL PROGRAM, WHAT SHOULD I DO?**

If you have questions about eligibility please call CHAMPVA at 1-800-733-8387, or e-mail us at [HAC.INQ@MED.VA.GOV](mailto:HAC.INQ@MED.VA.GOV).

**WILL A CHANGE IN OTHER HEALTH INSURANCE AFFECT MY PARTICIPATION IN THE MEDS BY MAIL PROGRAM?**

YES. Any other health insurance that includes pharmacy coverage can affect your eligibility for Meds by Mail. Please notify CHAMPVA of any changes in your health insurance coverage.

**CAN I STILL USE MY LOCAL PHARMACY?**

Yes. In fact you should use your local pharmacy for urgent care medications. You can file claims for prescriptions filled at your local pharmacy and be reimbursed up to 75% of the allowable amount.

**WHAT KINDS OF MEDICATIONS CAN I GET BY USING THE MEDS BY MAIL PROGRAM?**

- You can get maintenance medications which are taken for a longer period of time such as blood pressure, heart, arthritis and chronic pain medications.
- Controlled substances will be available during 2003.

**GENERIC MEDICATIONS**

- Whenever possible the VA will use the generic equivalent.
- If your health care provider requires you to only take the brand name, you must call 1-888-385-0235 or e-mail the Meds by Mail Office at [MEDS.MAIL@MED.VA.GOV](mailto:MEDS.MAIL@MED.VA.GOV) to make sure your medication is available before you mail in the prescription.

**HOW DO I PLACE AN ORDER?**

Have your health care provider write a new prescription for at least a 30-day supply or up to a maximum of a 90 day supply plus refills, not to exceed one year.

New orders must include the original prescription (not a copy) and a completely filled out Meds by Mail order form. Remember to include the patient's Social Security Number on the order form and the prescription form. Be sure the prescription has your health care provider's first and last printed name, phone number and mailing address. Fill out and mail your patient profile card with your first order. Report changes to the Pharmacy Servicing Center at 1-888-385-0235. Signatures must be original. Electronic and/or stamped signatures are not permitted.

**HOW DO I GET FORMS?**

You can get order forms one of three ways.

1. Call CHAMPVA at 1-800-733-8387, and ask that they be mailed to you.
2. E-mail CHAMPVA and request that they be mailed to you. [HAC.INQ@MED.VA.GOV](mailto:HAC.INQ@MED.VA.GOV)
3. Download the forms from [WWW.VA.GOV/HAC](http://WWW.VA.GOV/HAC). Select the form you need from the options on the left hand side of the page.



A patient profile must be completed for each beneficiary.

PATIENT'S NAME: \_\_\_\_\_ DATE OF BIRTH \_\_\_\_\_

SOCIAL SECURITY #: \_\_\_\_\_ SEX:  Male  Female

**ALLERGIES**

- NONE
- AMPICILLIN
- ASPIRIN
- CEPHALOSPORINS
- OTHER (SPECIFY) \_\_\_\_\_
- CODEINE
- ERYTHROMYCIN
- PENICILLIN
- SULFA

**HEALTH CONDITIONS**

- DIABETES
- GLAUCOMA
- HEART
- HIGH BLOOD PRESSURE
- OTHER (SPECIFY) \_\_\_\_\_
- INTESTINAL
- LUNG
- THYROID

SIGNATURE \_\_\_\_\_

RELATIONSHIP TO BENEFICIARY \_\_\_\_\_

DATE \_\_\_\_\_