



VA HEALTH ADMINISTRATION CENTER FACT SHEET 01-15 Participating Providers

None of the programs administered by the Health Administration Center (HAC) require you to go to a specific group of providers (hospital, doctor, pharmacy, etc.). You are free to go to any licensed provider you choose.

If you need to find a provider, we recommend you go to the TRICARE web site at www.tricare.osd.mil. From the pull down menu, select *Provider Directory* and then select *TRICARE Standard*. Many of the TRICARE providers will accept CHAMPVA, but be sure to ask them if they will accept CHAMPVA/Spina Bifida before you use them (and be sure to tell them to send their claims to the HAC—not TRICARE!).

CHAMPVA

Providers may elect to participate in CHAMPVA by submitting a claim or agreeing to see you. Please note that under the CHAMPVA Program you are responsible for paying your beneficiary cost share and any charges for non-covered services. Under 38 CFR section 17.272(b) (3) and (4), providers must accept the CHAMPVA allowable rate and cannot balance bill (make you pay more than your 25%).

Providers may choose not to participate and in this case, you will likely have to pay the entire bill and submit a claim for personal reimbursement of the allowable amount to the HAC. Even in this case, providers must accept the allowable and cannot balance bill.

SPINA BIFIDA HEALTHCARE PROGRAM

Providers may elect to participate in the Spina Bifida Healthcare Program by submitting a claim or agreeing to see you. Under 38 CFR 17.903(c) providers must accept the HAC payment and cannot balance bill.

FOREIGN MEDICAL PROGRAM

Select your provider and have them send us the bill (be sure they send us a bill ONLY for service connected problems). We will pay the provider direct. If you have to pay the provider, send a copy of the bill to us and we will pay you unless you tell us otherwise.

PHARMACY BENEFITS

While the HAC does not have a network of pharmacies, we do have a partnership with Medical Matrix. Medical Matrix has thousands of pharmacies that have signed up with them. If you use one of their pharmacy partners, the pharmacy will submit your claim and you will just have to pay your cost share. To find one of the Medical Matrix partner pharmacies, you can call 800-880-1392 or check their web site at www.medicalmatrix.com or fax them a request for information at 817-738-1843.

CHAMPVA offers a medication by mail program. If you use this program, prescription medication are delivered directly to your home and you have NO cost share! You can obtain information on the Meds-by-Mail program by contacting the HAC (contact information is at the end of this fact sheet).

If you are being seen under the CHAMPVA In-House Treatment Initiative (CITI), then you should check with the VA Medical Center that is providing your care and see if their pharmacy participates in the CITI program. If they do, your prescription medications are free.

FACT SHEETS

If your provider is not familiar with CHAMPVA , Spina Bifida Healthcare Program or the Foreign Medical Program, you can have them contact the HAC or you can provide them with a copy of a fact sheet for CHAMPVA, Spina Bifida Healthcare Program or Foreign Medical Program. You can request a fact sheet on many issues by contacting the HAC.

FOR MORE INFORMATION:

- Write us at P.O. Box 65023, Denver, CO 80206-9023
- Find us on the web at www.va.gov/hac
- E-mail us at hac.inq@med.va.gov
- Call 1-800-733-8387, Monday-Friday from 9:00 AM -1:30 PM and 2:30- 5:00 PM Eastern Time.