VA | U.S. Department of Veterans Affairs

Community Care Pharmacy Billing Card

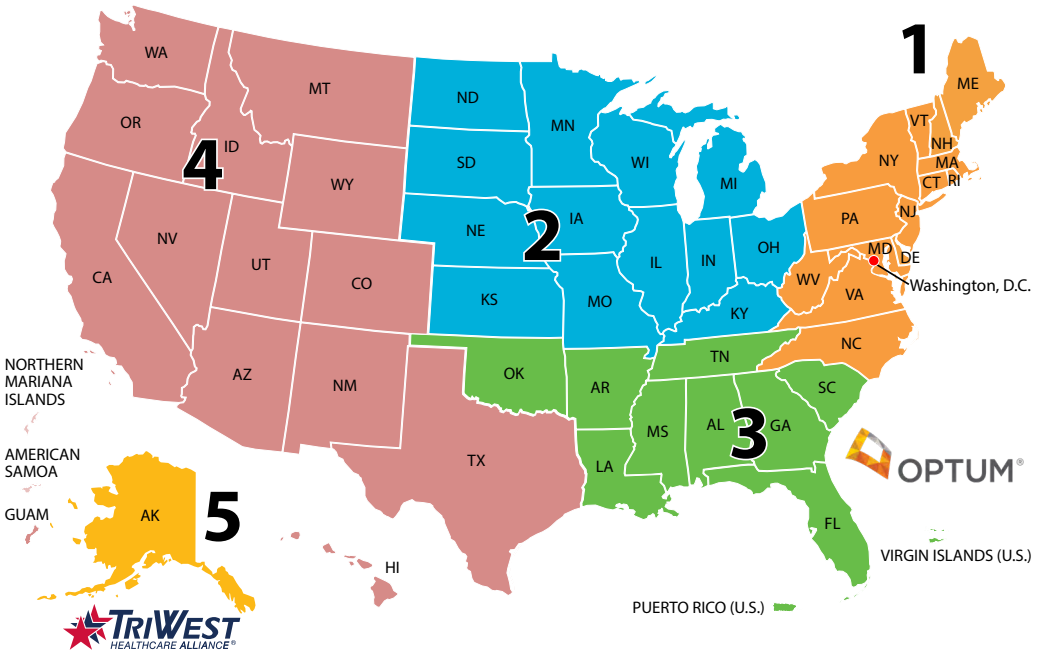
Information for Eligible Veterans

Here are some tips to make sure VA can cover your urgent care and pharmacy needs.

- Use the Facility Locator to make sure your urgent care provider or pharmacy are in the VA network.
- Bring this document, your ID, and any secondary insurance information with you.
- Don't pay any copays at the time of your visit. VA will send you a bill if required.

Questions or concerns?

Call VA Community Care at 877-881-7618, Monday – Friday, 8 a.m. to 9 p.m. ET.



PHARMACY BILLING INFORMATION
Regions 1-3 Optum

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CCN Regions:	1-3	**RX GROUPS**	
Payer ID:	VACCN	Referred Care:	Rx3839
BIN:	004336	Urgent Care/ VA Provider:	Rx4136
PCN:	ADV	Flu or COVID-19 Vaccine:	Rx3841

Veteran ID: 10-digit Veteran ID or SSN
Veteran DOB: YYMMDD format

OPTUM

Questions? 24/7 Help Desk:
CVS Caremark Pharmacy Help Desk 800-364-6331

PHARMACY BILLING INFORMATION
Regions 4-5 TriWest

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CCN Regions:	4-5	**RX GROUPS**	
Payer ID:	VACCN	Referred Care/VA Provider:	VETERAN
BIN:	003858	Urgent Care:	VAPC3RX
PCN:	A4	Flu or COVID-19 Vaccine:	VAPC3RX
Person Code:	01		

Veteran ID: 10-digit Veteran ID or SSN
Veteran DOB: YYYYMMDD format

TRIWEST HEALTHCARE ALLIANCE

Questions? 24/7 Help Desk:
Express Scripts Pharmacy Help Desk 800-922-1557

Information for Providers

Here are tips for reporting and confirming Veteran urgent care eligibility and pharmacy billing.

Urgent Care

- Confirm Veteran's eligibility
  - Regions 1–3: Call Optum at (888) 901-6609.
  - Regions 4–5: Call TriWest at (833) 483-8669. For on-site support when a provider, pharmacy, or Veteran experiences issues at an urgent care facility or pharmacy, call (866) 620-2071.

Pharmacy Guidelines

- Maximum Day Supply is 14 days, unless pre-packaged (e.g., inhalers, eyedrops). Maximum Day Supply is 7 days for opioids, or less if limited by your state.
- Medication must be on VA urgent/emergent formularies at www.va.gov/formularyadvisor.
- Use the map above to confirm the pharmacy and prescribing provider are in the same CCN region.