INFORMATION FOR VETERANS

Please bring this flyer when you visit an in-network retail pharmacy to fill a prescription

Eligibility

- DISCLAIMER: This flyer does not guarantee authorization of service. You MUST meet VA eligibility requirements and be enrolled for health care to use this benefit

Choosing a pharmacy

- You must visit an in-network pharmacy located in the same state as your urgent care or referred care visit to fill your prescription
- Use the VA Facility Locator to find an in-network pharmacy at [https://www.va.gov/find-locations/](https://www.va.gov/find-locations/)

When you arrive at the pharmacy

- Present a valid government-issued ID (i.e. Veterans Health ID Card, DoD ID Card or other valid government ID)
- You SHOULD NOT have to pay a copayment at the time you receive your prescriptions or vaccination

For more information

- If you live in Community Care Network (CCN) Regions 1, 2 or 3, and have questions, call Optum at 888-901-6609 between 8 a.m. – 6 p.m., Monday to Friday
- If you live in CCN Region 4, and have questions, call TriWest at 866-620-2071 between 8 a.m. – 6 p.m., Monday to Friday
- To determine what CCN region you live in, or for more information, visit [https://www.va.gov/COMMUNITYCARE/programs/veterans/CCN-Veterans.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/CCN-Veterans.asp)

INFORMATION FOR PHARMACIES

Community Care Network Regions 1-3

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, WV

Billing information for OPTUM providers in these states or U.S. territories listed above: Enter Community Care Network/Veteran's pharmacy claims using the following information:

Step 1: Enter BIN: 004336
Step 2: Enter PCN: ADV
Step 3: Enter Rx Group
  - Referred Care: Rx3839
  - Urgent Care: Rx4136
  - Flu Shot or COVID-19 Vaccine: Rx3841
Step 4: Enter Veteran ID: 10-digit Veteran ID or SSN
Step 5: Enter Veteran's date of birth (YYMMDD format)

For questions, please call the CVS Caremark™ Pharmacy Help Desk at 800-364-6331 (24/7)

Community Care Network Region 4

AZ, CA, CO, HI, ID, MT, NM, NV, OR, TX, UT, WA, WY

Billing information for TriWest providers in the states listed above: Enter Community Care Network/Veteran's 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
  - Referred Care, Flu Shot or COVID-19 Vaccine: VETERAN
  - Urgent Care: VAPC3RX
Step 5: Enter Veteran ID: 10-digit Veteran ID or SSN
Step 6: Enter Veteran's date of birth (YYYYMMDD format)

For questions, please call the Express Scripts Pharmacy Help Desk at 800-922-1557 (24/7)

INFORMATION FOR URGENT CARE PROVIDERS

- Call 888-901-6609 to confirm Veteran's eligibility for urgent care services
- Call 833-4VETNOW (833-483-8669) to confirm Veteran's eligibility for urgent care services

Date Created: February 11, 2021