**Please Bring This Card to Urgent Care Provider**

**For Veterans**
- Call 844-MyVA311 (844-698-2311) and select option 1 and then option 3 to verify your eligibility for urgent care services, or for general questions related to the urgent care benefit.
- Use the VA Facility Locator to find in-network urgent care and pharmacy locations (https://www.va.gov/find-locations/).
- You must visit an in-network pharmacy location in the same state as your urgent care visit to avoid any issues filling your urgent care prescription.
- Bring a valid, government-issued photo ID to the in-network urgent care location/pharmacy. Ask and verify the urgent care provider/pharmacy is in VA network.
- Call 888-901-6609 for assistance if you have difficulty receiving urgent care or filling your urgent care prescription.
- DO NOT pay a copayment at the time of urgent care visit.

**For Providers**
- Call 888-901-6609 to confirm Veteran’s eligibility for urgent care services.
- Ensure 14-day Rx is on VA Urgent/Emergent Formulary (https://www.pbm.va.gov/PBM/NationalFormulary.asp) if prescribing an urgent care prescription.
- Make sure you have activated Veteran’s pharmacy bene it by calling to check their eligibility.
- DO NOT charge a copayment to Veteran.
- File urgent care claim within 180 days with Optum.
- After the visit, submit medical documentation to the Veteran’s home VA medical center (VAMC) within 30 calendar days of the date of service. Find a VAMC at https://www.va.gov/find-locations/.
For Veterans
• Call 844-MyVA311 (844-698-2311) and select option 1 and then option 3 to verify eligibility for urgent care services, or for general questions related to the urgent care benefit.
• Use the VA Facility Locator to find in-network urgent care and pharmacy locations (https://www.va.gov/find-locations/).
• You must visit an in-network pharmacy location in the same state as your urgent care visit to avoid any issues filling your urgent care prescription.
• Bring a valid, government-issued photo ID to the in-network urgent care location/pharmacy. Ask and verify the urgent care provider/pharmacy is in VA network.
• Call 866-620-2071 for assistance if you have difficulty receiving urgent care or filling your urgent care prescription.
• DO NOT pay a copayment at the time of urgent care visit.

For Providers
• Call 833-4VETNOW (833-483-8669) to confirm Veteran’s eligibility for urgent care services.
• Ensure 14-day Rx is on VA Urgent/Emergent Formulary (https://www.pbm.va.gov/PBM/NationalFormulary.asp) if prescribing an urgent care prescription.
• Make sure you have activated Veteran’s pharmacy benefit by calling to check their eligibility.
• DO NOT charge a copayment to Veteran.
• File urgent care claim within 30 days with TriWest.
• After the visit, submit medical documentation to the Veteran’s home VA medical center (VAMC) within 30 calendar days of the date of service. Find a VAMC at https://www.va.gov/find-locations/.

For Pharmacists
• Maximum day supply for a Veteran’s initial fill is 14 days (7 days or fewer for opioids). No refills.
• DO NOT charge Veteran a copayment for dispensed medications.
• Instruct Veteran to fill prescriptions in the same state as their urgent care visit.
• Enter 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 Veteran’s date of birth (YYYYMMDD format)
• If a non-contracted pharmacy is used, Veteran must pay out-of-pocket for the prescription and then file a claim for reimbursement with their local VA facility’s Office of Community Care.
• If the Veteran is not eligible for pharmacy benefits, but has an urgent care prescription, call TriWest at 866-620-2071 (24/7).
• For questions, please call the Express Scripts Pharmacy Help Desk at 800-922-1557 (24/7).