Urgent Care Assistance Card for Region 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

**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 benefit by calling to check their eligibility.
- DO NOT charge a copayment to Veteran.
- File urgent care claim within 30 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 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 prescription(s) in the same state as their urgent care visit.
- Enter VA pharmacy claims using the following information:
  - Step 1: Enter BIN: 004336
  - Step 2: Enter PCN: ADV
  - Step 3: Enter Rx Group: RX4136
  - Step 4: Enter Veteran ID: 10-digit Veteran ID
  - Step 5: Enter Veteran’s date of birth (YYMMDD format)
- If the Veteran does not have their Veteran ID, ask the Veteran for their 9 digit SSN and call 888-901-6609 for assistance.
- 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 Veteran is not eligible for pharmacy benefits, but has an urgent care prescription, please advise him/her to call Optum at 888-901-6609 (7 a.m.–12 a.m. ET / 7 days a week).
- For questions, please call the CVS Caremark Pharmacy Help Desk at 800-364-6331 (24/7).
**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 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).

8/31/2020