

VA



U.S. Department
of Veterans Affairs

FREQUENTLY ASKED QUESTIONS



Frequently Asked Questions

The U.S. Department of Veterans Affairs (VA) offers in vitro fertilization (IVF) benefits to eligible Veterans and their spouses through participating community health care providers. These answers to frequently asked questions explain how providers can join the VA Community Care network and connect Veterans with life-changing treatment.

Q: HOW CAN COMMUNITY HEALTH CARE PROVIDERS QUALIFY TO OFFER IVF COUNSELING AND TREATMENT TO ELIGIBLE VETERANS AND THEIR SPOUSES?

You must be enrolled in the Patient-Centered Community Care (PC3) network with Health Net or TriWest to provide IVF services to eligible Veterans and their spouses. To determine which network is in your area, refer to the [PC3 map](#).

For more information about becoming a PC3 provider, contact:

Health Net

- Provider Customer Service: **1-800-979-9620**
- Email: **HNFSPROVIDERRELATIONS@HEALTHNET.COM**
- Website: **www.hnfs.com/content/hnfs/home/va/provider/options-for-providers/join-our-network.html**

TriWest

- Provider Services Contracting: **1-855-722-2838**
- Email: **[providerservices@triwest.com](mailto:PROVIDERSERVICES@TRIWEST.COM)**
- Website: **www.joinournetwork.triwest.com/Forms/AddProvider.aspx**

Q: WHO IS ELIGIBLE TO RECEIVE THE IVF BENEFIT THROUGH VA?

Veterans with service-connected conditions that have resulted in infertility, and their spouses, may be eligible for IVF coverage. Veterans interested in IVF must schedule an evaluation at their local VA medical center to obtain a referral to a community care provider. You can refer all male and female Veterans to the Women Veterans Call Center at **855-829-6636** for more information.

Q: IF VETERANS ARE SEEKING IVF SERVICES BUT DO NOT HAVE A REFERRAL FROM THEIR LOCAL VA MEDICAL CENTER, WHAT SHOULD YOU DO?

Advise them to locate the nearest VA medical center at <http://www.va.gov> to schedule an initial evaluation to assess their eligibility and obtain a referral. They can also call the Women Veterans Call Center at **855-829-6636**.

Q: WHEN DOES THE IVF BENEFIT TAKE EFFECT?

The benefit is currently effective.

Q: CAN IVF TREATMENTS BE COVERED RETROACTIVELY?

IVF services must be authorized by VA in advance. Veterans and their spouses cannot be reimbursed for treatments they received without a VA medical center referral and authorization for IVF.

Q: WHAT OTHER INFERTILITY COUNSELING AND TREATMENTS ARE COVERED BY VA?

VA's medical benefits cover infertility assessments, counseling, and certain treatments, such as hormonal therapies, surgical correction, and artificial insemination.

Q: HOW MANY IVF TREATMENT CYCLES DOES THE BENEFIT COVER?

Veterans and their spouses may be eligible for up to three IVF treatment cycles. Coverage is determined case by case, based on completing an evaluation at a VA medical center.