

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

*Prescription medications
delivered right to your door!*



*Convenient — and best of all
no cost share or deductible!*

Are you tired of paying for your maintenance medications?

Find out if you qualify for Meds by Mail with no cost share or annual deductible!

What is Meds by Mail?

A safe and convenient way to receive nonurgent maintenance medications.

Medications are delivered directly to your home.

Best of all—there is no cost share or annual deductible!

Who can use Meds by Mail?

Anyone who is CHAMPVA or Spina Bifida eligible and does not have any other prescription coverage including Medicare Part D.

Can Medicare Part D be dropped to use Meds by Mail?

Yes. However, do not cancel Medicare Part D until you first contact CHAMPVA for a letter of creditable coverage. This letter shows that CHAMPVA pays, on average, as much as the standard Medicare prescription drug coverage.

You must send the creditable coverage letter to Medicare and have your eligibility updated before you can use Meds by Mail.

Who to contact about eligibility questions:

Call CHAMPVA at 1-800-733-8387.

When to use Meds by Mail:

For maintenance medications that treat chronic conditions such as arthritis, asthma, diabetes*, high cholesterol and high blood pressure.

Remember, there is no cost share or deductible.

Even if you have a temporary address, Meds by Mail can accommodate your medication shipments.

*Insulin and other refrigerated medications can only be mailed to a physical address within the continental United States; we cannot mail to post office boxes.

Does Meds by Mail dispense brand name medications?

Generic equivalents approved by the Food and Drug Administration (FDA) are dispensed to enable cost savings.

If there is no generic equivalent to the brand name medication you were prescribed, you will receive the brand medication if it is available.

To ensure that your prescription is available, contact your Meds by Mail servicing center.

When to use your local pharmacy:

For urgent prescriptions like pain medications and antibiotics that you will need for immediate use.

For medications requiring refrigeration (e.g., Insulin) since these cannot be mailed to a post office box nor outside of the continental United States (Guam, Hawaii, Alaska, American Samoa, Northern Mariana Islands, Puerto Rico and Virgin Islands).

For schedule II controlled medications such as Percocet, Percodan, Ritalin, and Oxycodone.

For blood glucose meters; most other blood glucose testing supplies are available through Meds by Mail.

Are you ready to use Meds by Mail?

How to place an order for a new prescription:

By electronic processing (fastest):

Ask your provider if they use “e-Prescribing” (direct electronic transmission of the prescription). If they do, your 90-day prescription can be sent directly from your provider to Meds by Mail. Tell your provider to look for **Meds by Mail CHAMPVA** as the name of the pharmacy. There are NO forms to fill out and nothing to mail.

Allow up to 10 business days for processing once the prescriptions arrives at the servicing center.

Currently controlled substances cannot be sent electronically.

By mail:

Ask for a written prescription for a 90-day supply of medication with refills up to a year.

Include a Meds by Mail order form, VA Form 10-0426, with your original prescription. Forms can be downloaded from our website at <https://www.va.gov/communitycare/pubs/forms.asp> or mailed to you by calling CHAMPVA at 1-800-733-8387.

You must send the original prescription; copies are not accepted.

Be sure to include the patient’s full legal name, Social Security number, date of birth and current address on the order form and the prescription – if you cannot be identified, your prescription will be returned to you unfilled.

The prescription should include the prescribers complete name, phone number and address.

Most prescriptions, including refills, are good for a maximum of one year from the date written; after that a new prescription must be submitted. Prescriptions for controlled substances are only good for six months from

the date written; after that a new prescription must be submitted.

Ensure your provider includes their DEA number on each controlled substance prescription; hospital DEA numbers cannot be accepted.

Allow up to 15 days from the time you mail your prescription for processing and delivery.

How to place an order for a refill prescription:

By phone (fastest):

The best and fastest way to have your refill processed is to call the automated refill line at 1-888-370-1699. Listen to the voice instructions and enter the requested information by using the keypad on your telephone.

You will need your Social Security number and prescription number(s).

Most called in refills are processed within 48 hours but extra time should be allowed in case of any unforeseen issues. Check the status of refill requests 24 hours a day. Just follow the voice instructions and enter the requested information by using the key pad on your telephone.

By mail:

You can mail in the refill slip provided with each prescription order. This method takes longer to process your prescription.

Allow up to 14 business days from the day you mail your refill for processing; mail delivery times may vary depending on where you live.

Save time and postage by using the automated refill line at 1-888-370-1699.

IMMEDIATELY call your health care provider if you have questions about medical conditions or a drug reaction.

Meds by Mail

How to receive a copy of your prescription record:

Send a completed Release of Information form, VA Form 10-5345, to:

VHA Office of Community Care
 CHAMPVA
 PO Box 469063
 Denver CO 80246-9063

Forms can be downloaded from our website at <https://www.va.gov/communitycare/pubs/forms.asp>

Have questions?

Veterans Health Administration Office of Community Care:

- General information about CHAMPVA
- Eligibility questions

- Meds by Mail order forms
 - Medication records
- by phone: 1-800-733-8387

by website:

<https://www.va.gov/communitycare/pubs/forms.asp>

Automated Prescription Refill Line:

- Prescription refill
 - Status of a refill order
- by phone: 1-888-370-1699

Meds by Mail:

- Status of an order
- Questions about drug availability
- Questions for the pharmacist
- Updates to patient information

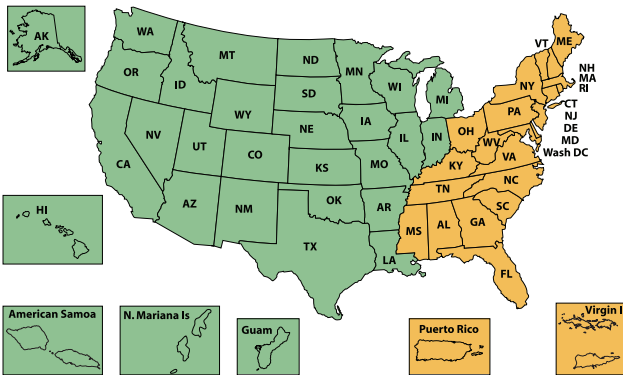
Phone numbers are listed below

Meds by Mail Service Centers

West

Cheyenne, Wyoming serves the following states and territories:

Michigan, Indiana, Illinois, Wisconsin, Minnesota, Iowa, Missouri, Arkansas, Louisiana, North Dakota, South Dakota, Nebraska, Kansas, Oklahoma, Texas, Montana, Wyoming, Colorado, New Mexico, Idaho, Utah, Arizona, Washington, Oregon, Nevada, California, Alaska, Hawaii, American Samoa, North Mariana Island, and Guam.



East

Dublin, Georgia serves the following states, districts and territories:

Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, New York, New Jersey, Connecticut, Delaware, Maryland, Pennsylvania, Ohio, West Virginia, Kentucky, Virginia, Washington DC, North Carolina, South Carolina, Tennessee, Mississippi, Alabama, Georgia, Florida, Puerto Rico, and Virgin Islands.

Address	Meds by Mail	Address	Meds by Mail
<i>(mail all order forms to this address)</i>	PO Box 20330 Cheyenne WY 82003-7033	<i>(mail all order forms to this address)</i>	PO Box 9000 Dublin GA 31040-9000
Phone	1-888-385-0235	Phone	1-866-229-7389

Try Meds by Mail today!

Your NO COST SHARE source for maintenance medication needs!

You've earned this benefit!

Now take advantage of the tremendous cost savings available through Meds by Mail!

Consider the benefits and savings!

- Convenience: no extra trips to the drug store, no waiting in line!
- Cost Savings: no out of pocket expense, no annual deductible!
- Safe: ability to have a pharmacist answer questions about your medications!

IMMEDIATELY call your health care provider if you have questions about medical conditions or a drug reaction.

