



U.S. Department of Veterans Affairs

Veterans Health Administration  
Office of Community Care

# Community Care Urgent Care Assistance Card for Tuscaloosa

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

## For Veterans

- **Call 844-MyVA411 (844-698-2411)** 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/National/Formulary.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 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>).



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### For Pharmacists

- Maximum day supply for a Veteran's initial fill is 14 days (7 days or fewer for opioids). No refills.
- Medication must be on VA Urgent/Emergent Formulary (<https://www.pbm.va.gov/PBM/Nationa/Formularv.asp>).
- **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 Veterans 9-digit SSN or 10-digit Veterans ID number
  - Step 5:** Enter Veteran's date of birth (YYMMDD 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 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 1-800-364-6331 (24/7).

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