

OUR SINCERE APOLOGIES

Meds by Mail is one of the best programs sponsored by the Department of Veterans Affairs. However, December was a terrible month for the Program. Four events took place which delayed you receiving your medications in a timely manner. 1) CHAMPVA for Life began on October 1, 2001. Overnight 20,000 people became CHAMPVA beneficiaries, and impacted the Meds by Mail Program, 2) The CHAMPVA computer eligibility system changed the status of thousands of beneficiaries from eligible to ineligible, 3) The Leavenworth, Kansas Pharmacy experienced delays in receiving medications from the manufacturer. And finally, 4) The Post Office in Cheyenne, Wyoming experienced an Anthrax scare. One of these events would cause a small delay in delivery times. Four events had a major impact. We have taken the following steps to correct the problems. We added staff, computers, and phone lines, and enlarged the working area of the Meds by Mail Office. The CHAMPVA Meds by Mail web page www.va.gov/hac/champva/meds/meds.htm has been modified. The page now shows the fill date the Meds by Mail Pharmacy is working on and which medications are currently out of stock at the pharmacy. We added an e-mail address for Meds by Mail: meds.mail@med.va.gov so you

can contact the pharmacy by e-mail. You can also continue to call Meds by Mail at 1-888-385-0235.

We are doing everything possible to provide an even better level of customer service to you than you experienced prior to October 1, 2001.

HOW TO REPORT FRAUD AND ABUSE

Combating fraud and abuse takes a cooperative effort from each of us. That is why we would like to ask you to thoroughly review your EOBs to ensure that the services billed to CHAMPVA were reported properly. If you should encounter a service and/or supply billed to us that was not provided to you or did not occur as claimed by the provider, please report that to us immediately in writing. To assist in expediting your referral, please indicate in your letter that you are filing a fraud complaint and document the following facts:

- The name and address of the provider,
- The name and SSN of the beneficiary who supposedly received the service or item,
- The claim number,
- The date of service in question,
- The service or item allegedly rendered,

- The reason why you believe the claim should not have been paid, and
- Any additional information or facts showing that the claim should not have been paid.

CHAMPVA SURVEY

In the coming months, we will send out a customer satisfaction survey. We will randomly choose beneficiaries to receive the survey. If you are one of the lucky recipients, please complete the survey and return it to us. We are working on improving the service we provide and your input is invaluable. Thank you in advance for your time and comments.

BENEFICIARY HELP NEEDED

If you have any ideas for future articles or comments on past articles or topics in the newsletter, please feel free to drop us a line at:

Health Administration Center
Attn: Public Affairs Officer
PO Box 65020
Denver, CO 80206



Department of Veterans Affairs
Health Administration Center
CHAMPVA
PO Box 65023
Denver, Colorado 80206-9023
OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300



Spring 2002

Beneficiary Newsletter

HEALTH ADMINISTRATION CENTER WEB PAGE ENHANCEMENTS

- A list of out of stock medications has been posted on the Meds by Mail section of the Health Administration Center web page.
- Beneficiaries are now provided with a link to the inquiries department if they have any problems.

- A link to the webmaster has also been provided for e-mails concerning technical problems.
- A message has been added to the bottom section of each page of the website that addresses the need for Adobe Acrobat 5.05 to access forms. A text link is provided in the paragraph that installs a free copy of Acrobat 5.05.

- A phone center enhancements information page has been added to our web page. The link to the phone center enhancements page is listed at the top of the Health Administration Center's (www.va.gov/hac) opening page.
- A personal profile questionnaire has been added to the CHAMPVA for Life page of our website. The questionnaire, when completed, will

help explain how CHAMPVA for Life will impact you.

HAC E-MAIL CONTACTS

It's not easy to get through to a Benefits Advisor by telephone. If you have Internet access, it might save you time to contact CHAMPVA by e-mail. Our Benefits Advisors can usually respond to an e-mail from a beneficiary within a 24-hour period. Our e-mail address is hac.inq@med.va.gov.

Program	E-mail
CHAMPVA	hac.inq@med.va.gov
Eligibility	hac.eligibility@med.va.gov
Meds By Mail	meds.mail@med.va.gov

CHAMPVA POLICY MANUAL ON LINE

The CHAMPVA Policy Manual is available to the public on our website at www.va.gov/hac.

Once you are at the website, select CHAMPVA from the menu on the left hand side. Scroll to the bottom of the page for the text link. You can also direct link to the location at www.va.gov/hac/champva/champva.html.



NEWLY EXPANDED CHAMPVA BENEFITS

AMBULATORY COVERAGE

Covered procedures performed in an ambulatory center (hospital based or Medicare approved freestanding center) have been expanded to include:

- Endometrial removal, heat, without the inspection of the interior of the uterus with an endoscope
- Solution injection or mechanical means (e.g., spring-wound catheter) to destroy epidural adhesions

CATASTROPHIC CAP REDUCED

Effective January 1, 2002, the CHAMPVA calendar-year catastrophic cap has been reduced from \$7,500 to \$3,000. The cap represents the maximum amount of out-of-pocket costs beneficiaries are required to pay for medical care/services during the calendar year.

REQUIRED SCHOOL EXAMS COVERED

Effective October 1, 2001, another new CHAMPVA benefit was added. School-required physical examinations for enrollment for children through age 17 are now payable by CHAMPVA.

PSYCHOTHERAPY INFORMATION

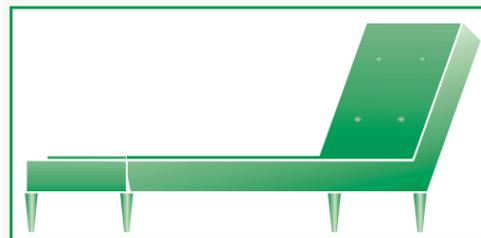
More than 23 outpatient psychotherapy sessions per fiscal year (October to September) requires preauthorization from the mental health contractor.

More than two psychotherapy sessions per calendar week (Sunday through Saturday) requires preauthorization.

For example, if a beneficiary has had 10 psychotherapy sessions, but the physician wants to increase weekly sessions from two to three, the provider must obtain preauthorization from the mental health contractor.

Note: *Mental health services received through the CITI Program (care at VA Medical Centers) does not require preauthorization from the mental health contractor. You can contact the contractor at:*

Magellan Behavioral Health CHAMPVA
PO Box 3567
Englewood, CO 80155
1-800-424-4018



PHONE CENTER IMPROVEMENTS

We understand that there are significant problems arising from our current phone center in the form of long waiting periods and busy signals. These are due to outdated equipment, a lack of personnel and a lack of phone lines. However, we are taking major steps to improve the quality of service offered by the CHAMPVA phone center. The entire process will take several months.

These improvements include: hiring new Benefits Advisors to answer your calls; the addition of automated inquiry lines to answer simple questions such as mailing addresses, phone numbers, and to order forms and increasing the number of available phone lines. Please bear with us through this transitional phase.



MEDS BY MAIL/MEDICAL MATRIX CHART

Below is a chart explaining the difference between Meds by Mail and Medical Matrix.

	Meds by Mail	Medical Matrix
What is it?	Meds by Mail is a VA Program. It is a voluntary service which provides a way for eligible CHAMPVA beneficiaries to receive non-urgent maintenance medications by mail.	A company that contracts with a pharmacy to submit pharmacy claims to various insurance companies or benefits payer (like CHAMPVA)
What does it cost?	No annual deductible and no cost share	25% of the cost of the drug after your CHAMPVA deductible is met.
Who is eligible?	CHAMPVA beneficiaries who have no other health insurance or have other health insurance that does not include pharmacy benefits.	CHAMPVA beneficiaries who have no other health insurance or have other health insurance that does not include pharmacy benefits.
What do you get?	Maintenance medications which are taken for longer periods of time such as blood pressure, heart, arthritis and chronic pain medications. Most prescriptions are filled with the generic equivalent.	Any approved drug that is prescribed by an authorized, licensed provider. Any drug that is medically necessary and appropriate for the treatment of the covered condition. All drugs must be approved by the Food and Drug Administration.
What do you need to do?	Send your original prescription along with a Meds by Mail order form and a patient profile card to the Pharmacy Servicing Center in Cheyenne, WY. Allow 14-21 days for your medication to arrive at your home. Call the number listed below to obtain forms.	Ask your pharmacy if it is part of the Medical Matrix network or call Medical Matrix to find a pharmacy in your area.
How do you contact us?	Meds by Mail: Program Questions 1-800-733-8387 Pharmacy Servicing Center 1-888-385-0235 PO Box 20330 Cheyenne, WY 82003-7008 E-mail: meds.mail@med.va.gov Web page: www.va.gov/hac	Medical Matrix 1-800-880-1392 Web page: www.medicalmatrix.com