

## FACT SHEET 01-15 Participating Providers VA Health Administration Center

The programs administered by the Health Administration Center (HAC) do not require you to go to a specific medical provider (hospital, doctor, pharmacy, etc.). You are free to select a provider of your choice, but be sure the provider is properly licensed/certified in your State and is not on the Medicare exclusion list.

We recommend you go to the CHAMPVA Web site at <http://www.va.gov/hac> if you need to find a provider for CHAMPVA, the Spina Bifida Health Care Program or the Children of Women Vietnam Veterans Health Care Program. From the pull down menu, select “*For Beneficiaries*” and then select “*Locating a Provider.*” Once you have selected a provider, be sure to ask if they will accept your VA health care benefit. Also, be sure to tell them to send their claims to the HAC—not TRICARE!

To help us process claims in a timely manner, please submit the same name to your health care provider exactly as it is shown on your CHAMPVA Identification Card. If different names are used, it will cause a delay in the handling of claims. The rejection of claims could cause you to receive claims directly from your health care provider.

### CHAMPVA

Providers may elect to participate in CHAMPVA by submitting a claim or agreeing to see you. Under the CHAMPVA Program, you are responsible for paying your beneficiary cost share and any charges for non-covered services. Under 38 CFR section 17.272(b) (2) and (3), providers must accept the CHAMPVA allowable rate and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

Providers may choose not to participate in CHAMPVA, and in this case, you will likely have to pay the entire bill and submit a claim for personal reimbursement of the allowable amount to the HAC. Even in this case, providers must accept the CHAMPVA-determined allowable amount.

If you do not have another health insurance plan that includes pharmacy coverage, you can use our network of pharmacies. Our network consists of more than 55,000 pharmacies. The advantage to you is that you need only pay your cost share for the medication (after your outpatient deductible has been met), and there are **no claims for you to file**. Typically, the use of a network pharmacy will result in a lower cost share to you. To obtain an SXC pharmacy identification card and information on local pharmacies in your area that are a part of the SXC network, call 1-888-546-5502 or go to our Web site <http://www.va.gov/hac> and follow the instructions listed below.

- Click on “For Beneficiaries”
- Select the “Pharmacy Benefits” link under the CHAMPVA program.

- A paragraph will appear, entitled “Pharmacies That Accept CHAMPVA.” Go to the end of the paragraph and click on the <http://vahac.rxportal.sxc.com> URL.
- The SXC Health Solutions page will appear.
- Click on “Preferred Pharmacy Finder” on the left-hand side of the page.
- A page will appear with several boxes requesting information necessary to locate a network pharmacy near you.
- Follow the instructions on the page to get a list of participating pharmacies in or near your ZIP code.

CHAMPVA offers a medication by mail (Mbm) program. If you use the Mbm program, prescribed maintenance medications are mailed directly to your home, and you have NO cost share, NO deductible and NO claims to file! If you do not have another health insurance plan that includes pharmacy, you are eligible to use Meds by Mail for your nonurgent, maintenance medication needs. Registration forms are available from the Web site at <http://www.va.gov/hac> by selecting FORMS from the left panel. Forms can also be requested by calling 1-800-733-8387 or by writing HAC at PO Box 469063, Denver CO 80246-9063.

If you are being seen under the CHAMPVA In-House Treatment Initiative (CITI), then you should check with the VA Medical Center that is providing your care and see if their pharmacy participates in the CITI program. If they do, your prescription medications are free.

### **Spina Bifida Health Care Program**

Providers may elect to participate in the Spina Bifida Health Care Program by submitting a claim or agreeing to see you. Under 38 CFR 17.903(c), providers must accept the VA payment and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

### **Children of Women Vietnam Veterans (CWVV) Health Care Program**

Providers may elect to participate in the CWVV Health Care Program by submitting a claim or agreeing to see you. Under 38 CFR 17.903(c), providers must accept the VA payment and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

### **Foreign Medical Program**

Select your provider and have them send us the bill. We will reimburse for those services that are related to service-connected conditions. We can pay the provider directly or reimburse you for medical services. If you have paid the provider, send a copy of the bill to us with proof of payment, and we will reimburse you.

## Fact Sheets

If your provider is not familiar with CHAMPVA, Spina Bifida Health Care Program, Children of Women Vietnam Veterans Health Care Program or the Foreign Medical Program, you can have them contact the HAC or you can provide them with a copy of the fact sheet related to the program for which you are eligible. You can also request fact sheets on many other issues by contacting the HAC.

## For More Information

- Write us at PO Box 469063, Denver CO 80246-9063
- Find us on the Web at <http://www.va.gov/hac>
- To contact us by e-mail, please go to <http://www.va.gov/hac/contact> and follow the directions for submitting e-mail via IRIS.
- Call 1-800-733-8387