

COMMUNITY CARE APPROVED REFERRAL – ADDITIONAL INFORMATION

You have been approved for Community Care through the Phoenix VA. The referral valid dates are subject to change based on the first appointment date and the duration of standard care for services requested.

Your referral has been sent to the community provider. Please contact the identified provider listed in your appointment letter to schedule your appointment. If you need assistance with this appointment, please call your VA contact listed in the appointment letter or the helpline at 602-277-5551 x2254. Please follow up with the community care office within 7 calendar days of the above date on this letter with appointment details. **This step is needed to ensure your referral duration is maximized and the VA has accurate referral information for billing purposes.**

*** DO NOT REPORT TO THE VA MEDICAL CENTER ***

Emergency Services

If you require emergency services at a community facility; you, your representative, or the emergency care facility where you presented will need to contact the Centralized Emergency Care Notification Call Center within 72 hours of the services being provided via the following options:

- Telephone: 844-72HRVHA (844-724-7842)
- Email: VHAEmergencyNotification@va.gov

Prescriptions

Your community provider may write a prescription related to the authorized care. All routine prescriptions must be filled by the VA pharmacy. If there is an immediate need for your prescription from your community care visit, you may be able to get your prescription, up to 14-day supply, filled at a participating Community Care Network (CCN) pharmacy. When you visit a participating CCN pharmacy for an immediately needed prescription from this visit, provide the following information to the CCN pharmacy/pharmacist:

BIN: 003858

PCN: A4

Group: VETERAN

If you go to a non-CCN participating pharmacy, you may be responsible for the cost of the medication and may seek reimbursement from VA.

If you require more than a 14-day supply or if the prescribed medication is not needed immediately, your community provider will send a prescription to a VA pharmacy so that

VA can provide you with your routine medication. Your community provider can submit a prescription to VA pharmacy by fax, e-prescription or you may deliver in person. When the community provider submits the prescription, they must follow the following instructions:

- Prescriptions may be submitted via fax, in-person, or via e-prescription.
- The prescription should include your full printed name and the provider's office address, office phone number, personal DEA registration number (if prescribing a controlled substance), and personal NPI number.

The prescribed medications must be related to the services authorized on the referral and must be included in the VA National Formulary. Please contact the VA pharmacy at your referring facility with any questions regarding prescriptions, the VA Formulary, or non-formulary requests.

An approved list of VA medications can be found on the VA National Formulary at www.pbm.va.gov/NationalFormulary.asp, or by using the VA National Formulary Search Tool at www.pbm.va.gov/apps/VANationalFormulary/.

Medical Devices

Your community provider may recommend that medical devices, adaptive equipment, or other items be provided for the treatment or rehabilitation of your medical condition. Veterans are generally required to obtain these items through the Prosthetics and Sensory Aids Service (PSAS) in your referring facility. The community provider must furnish you with a prescription for the specific item that you can email, fax, or hand deliver to PSAS.

The prescription must: (1) indicate that the condition for which the item is being prescribed is within the scope of the authorized services, (2) describe the item or service being prescribed with as much specificity as possible (including manufacturer and model, needed custom measurements, size), and (3) provide a brief but thorough plain-language explanation of how the item or service will serve your treatment or rehabilitation needs. All parts of the prescription form must be filled out completely.

Please contact the PSAS or Community Care Coordinator at the referring VA facility indicated in the approved referral to ensure the prescription has been received and that no additional information is required by VA. VA PSAS will determine whether the prescribed item or service is one that VA is authorized to purchase. If not, PSAS will work with you and the prescribing provider to identify an alternative that will serve your clinical needs. Your community provider may provide medical devices or other items at the time of healthcare service delivery or soon thereafter if there is an immediate need.

Co-Payments

If you are required to pay a VA co-payment, you will be billed by the VA for each authorized visit that you attend. However, you are NOT REQUIRED to make co-payments to a Community Provider.

Additional Resources

You may view your appointments online at My HealthVet: www.myhealth.va.gov.

You may locate in Community Providers at VA Locator: <https://www.va.gov/find-locations/>.

Thank you for the opportunity to serve you and for your service to our great Nation!