

**VA**U.S. Department  
of Veterans Affairs

## Urgent Care Assistance Card for Region 1–3

**AL, AR, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, LA, MA, MD,  
ME, MI, MN, MO, MS, NC, ND, NE, NH, NJ, NY, OH, OK, PA,  
PR, RI, SC, SD, TN, VA, VI, VT, WI, WV**

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

### For Veterans

- **Call 844-MyVA311 (844-698-2311)** 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/NationalFormulary.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 30 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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PR, RI, SC, SD, TN, VA, VI, VT, WI, WV**

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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/NationalFormulary.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 Veteran ID: 10-digit Veteran ID
  - Step 5:** Enter Veteran's date of birth (YYMMDD format)
- If the Veteran does not have their Veteran ID, ask the Veteran for their 9 digit SSN and call 888-901-6609 for assistance.
- 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 800-364-6331 (24/7).

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## Urgent Care Assistance Card for Regions 4-6

**AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT,  
WA, WY**

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

### For Veterans

- **Call 844-MyVA311 (844-698-2311)** and select option 1 and then option 3 to verify **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 866-620-2071 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 833-4VETNOW (833-483-8669)** 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/NationalFormulary.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 30 days** with TriWest.
- 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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## Urgent Care Assistance Card for Regions 4-6

**AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT,  
WA, WY**

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

### 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/NationalFormulary.asp>).
- **DO NOT charge Veteran a copayment** for dispensed medications.
- Instruct Veteran to fill prescriptions in the same state as their urgent care visit.
- Enter VA pharmacy claims using the following information:
  - Step 1:** Enter BIN: 003858
  - Step 2:** Person Code: 01
  - Step 3:** Enter PCN: A4
  - Step 4:** Enter Rx Group: VAPC3RX
  - Step 5:** Enter 9-digit member ID: Patient SSN
  - Step 6:** Enter Veteran's date of birth (YYYYMMDD 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 the Veteran is not eligible for pharmacy benefits, but has an urgent care prescription, call TriWest at **866-620-2071** (24/7).
- For questions, please call the Express Scripts Pharmacy Help Desk at **800-922-1557** (24/7).

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