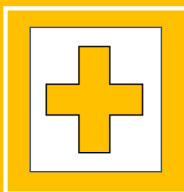


Urgent Care Assistance Card

May 2021



Please Bring This Card to Urgent Care Provider

For Veterans:

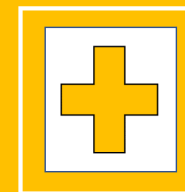
- Call 844-698-2311 and select option 1 and then option 3 to **verify your eligibility** for urgent care services, or for general questions related to the urgent care benefit.
- Use the **VA Facility Locator** to find in-network urgent care and pharmacy locations <https://www.va.gov/find-locations/>.
- 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 -901-6699 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 visit, submit medical documentation to the Veteran's home VA medical center (VAMC) within 30 days. Find a VAMC at <https://www.va.gov/find-locations/>.

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

For Pharmacist

- 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 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 .
- 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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