



G.V. (Sonny) Montgomery VA Medical Center

*to care for him who shall have borne the battle and his widow, and orphan*

# FOCUSED ON YOU

JUNE 2019

## New Urgent Care Benefit

As of June 6, 2019, VA offers eligible Veterans an urgent care benefit in the community. This new benefit provides another option for the treatment of minor injuries and illnesses.

Under VA's urgent care benefit, Veterans may seek care from VA's contracted network of urgent care/retail locations.

- As part of implementing the VA MISSION Act of 2018, VA will start offering urgent care services to provide Veterans with greater choice and access to timely, high-quality care.
- Urgent care providers treat injuries and illnesses that require immediate attention but are not life-threatening, such as influenza, minor burns, and skin infections.
- There are two types of urgent care network locations: **Retail** and **Urgent**.
- **Retail locations** include a walk-in health clinic, other than an office, urgent care facility, pharmacy, or independent clinic located within a retail operation. Reasons why you would seek care at a retail location include treatment of an uncomplicated illness such as a sore throat or earache.
- **Urgent locations** include an office or a clinic, whose purpose is to diagnose and treat illness or injury for unscheduled, ambulatory patients seeking immediate medical attention (aside from emergency rooms). Reasons why you would seek care at an urgent location include treatment

of more pressing illnesses or injuries that are not life-threatening, like splinting, casting, lacerations, or wound treatment.

- This benefit is considered open access, allowing Veterans to access urgent care within VA's community care network and receive care without prior authorization from VA. The benefit started in June 2019.
- VA will pay for or fill prescriptions resulting from your urgent care visit. The urgent care provider may write a medically necessary prescription for up to a 14-day supply. Veterans will be able to fill their prescription at any in-network pharmacy with Express Scripts.
- The construction of the urgent care network is well underway with thousands of locations nationwide, and it will be fully complete by July 15, 2019. To ensure the most optimal user experience, you will continue to see refinements to this tool.
- To check eligibility, call [1-833-4VETNOW](tel:1-833-4VETNOW) (1-833-483-8669). For a complete list of services that are covered, please visit <https://missionact.va.gov>. Call for urgent care or pharmacy hours of operation before seeking care.

Visit <https://vaurgentcarelocator.triwest.com/Locator/Care> to find a Network Care Location

To fill an urgent care prescription visit <https://vaurgentcarelocator.triwest.com/Locator/Rx>

## VHA FACILITIES GO SMOKE-FREE



The Veterans Health Administration is implementing VHA Directive 1085 Smoke-Free Policy for Patients, Visitors, Vendors, Volunteers and Contractors at VA Health Care Facilities consistent with our mission to promote a healthy environment for Patients, Visitors, Vendors, Volunteers and Contractors, and Employees as an important element of improving our health care system.

There is currently overwhelming evidence that smoking and exposure to secondhand smoke creates significant medical risks, and a growing body of evidence that exposure to thirdhand smoke creates additional risks to safety and direct patient care. To fulfill our commitment to Veterans, we must be mindful of situations that are harmful to their health and the wellbeing of our staff, patients, and members of the public.

We are not alone in recognizing the importance of creating a smoke-free campus. As of 2014, 4,000 health care facilities and four national health care systems in the U.S. have implemented smoke-free grounds. Addi-

tionally, many Department of Defense (DoD) and some of our own VHA facilities have already established smoke-free campus grounds.

The Veterans Health Administration published VHA Directive 1085 Smoke-Free Policy for Patients, Visitors, Vendors, Volunteers and Contractors at VA Health Care Facilities on March 5, 2019. All VHA health care facilities will be smoke-free for Patients, Visitors, Vendors, Volunteers and Contractors effective October 1, 2019.

**Beginning October 1, 2019, tobacco use of any kind will no longer be permitted on any Veterans Health Administration (VHA) campus**

The G.V. (Sonny) Montgomery VA Medical Center is changing our tobacco policy to further our commitment to provide a safe and healthy environment for patients, visitors, vendors, volunteers, contractors and employees. The policy covers all tobacco products and smoking materials, including, but not limited to cigarettes, e-cigarettes/electronic cigarettes, cigars and pipes, matches, lighters, lighter fluid, and any other form of tobacco.

Beginning October 1, 2019, tobacco use of any kind will no longer be permitted on the VA campus for Patients, Visitors, Vendors, Volunteers and Contractors. You are strongly encouraged to leave all tobacco and smoking materials at home. To reduce the risk of ignition near oxygen or other flammable gases used in our facility, some areas may require materials to be stored during your visit.

VA offers tobacco treatment services for Veterans. If you would like more information about tobacco treatment, please contact your Primary Care Team.

## BEFORE SEEKING URGENT CARE, READ THIS

### Check Eligibility

- You do not have an insurance card for this benefit.
- Call 1-833-4VETNOW (1-833-483-8669) to verify you are eligible for urgent care services.

**Do NOT Pay a Copayment at Time of Visit** Eligible Veterans will be billed separately by VA for any copayment that is applicable.

**Receive Prescription, If Needed** A network urgent care/retail location provider may write you a prescription for up to a 14-day supply. The medicine must be listed on VA's Urgent Care Formulary: [www.triwest.com/urgent-formulary](http://www.triwest.com/urgent-formulary). If the medicine is needed urgently and is not listed on the Urgent Care Formulary, it must be listed on the VA National Formulary, available here: [www.pbm.va.gov/nationalformulary.asp](http://www.pbm.va.gov/nationalformulary.asp). Urgent prescriptions may be filled at a VA facility or pharmacy in the Express Scripts network (as "VAPC3RX"). Opiates will be limited to seven days or less, consistent with state law.

**If you encounter any challenges at the urgent care visit or pharmacy, call 1-866-620-2071.**

### Information for Your Provider

As a TriWest network urgent care provider, you are authorized to care for eligible Veterans.

- Veterans do NOT have an insurance card for this benefit.
- No prior authorization is required for eligible Veterans.
- Call 1-833-4VETNOW (1-833-483-8669) to verify if the Veteran is eligible for urgent care services and to ensure your timely payment of claims.

**Do NOT Collect a Copayment at Time of Visit**

Eligible Veterans will be billed separately by VA for any copayment that is applicable.

**Write Prescription, If Needed** You may write the Veteran a prescription for up to a 14-day supply. Opiates will be limited to seven days or less, consistent with state law. The medicine must be listed on VA's Urgent Care Formulary: [www.triwest.com/urgent-formulary](http://www.triwest.com/urgent-formulary). If the medicine is needed urgently and is not listed on the Urgent Care Formulary, it must be listed on the VA National Formulary, available here: [www.pbm.va.gov/nationalformulary.asp](http://www.pbm.va.gov/nationalformulary.asp). Urgent prescriptions may be filled at a VA facility or pharmacy in the Express Scripts network (as "VAPC3RX").

**Submit Claim Within 30 Days** Call 1-800-782-2680 during normal working hours; option 2, for claims submission questions.

- Paper Claims, Mail to: WPS MVH PO Box 7926, Madison, WI 53707-7926

**Send In Medical Documentation** After the visit, submit medical documentation to the Veteran's home VA medical center (VAMC). Find a VAMC at [www.va.gov/directory/guide/home.asp](http://www.va.gov/directory/guide/home.asp).

**Unsure if you're in the network?** Visit <https://vaurgentcarelocator.triwest.com/Locator> or call 1-866-620-2071.

### Information for Your Pharmacy

As part of the Express Scripts network, you are authorized to fill prescriptions for eligible Veterans.

- Maximum day supply for a Veteran's initial fill is 14 days (7 days for opioids).
- Please use the Veteran's 9-digit SSN as their

## BEFORE SEEKING URGENT CARE, READ THIS (CONTINUED)

member ID number.

- No copayments are to be charged to Veterans for approved medications.
- No refills are allowed at retail; note that a prescription for the same drug within 30 days will reject as a refill.
- \* Excludes compound medications.

### Submit 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 member's date of birth (CCYYMMDD format)

**If the Veteran does not have eligibility and prescription is related to an urgent care visit please advise him/her to call TriWest at 1-866-620-2071.**

**For questions, please call Express Scripts Pharmacy Helpdesk 1-800-922-1557. Hours: 24hrs a day, 7 days a week**

G.V. (Sonny) Montgomery VA Medical Center  
1500 E. Woodrow Wilson Drive  
Public Affairs Office  
Jackson, MS 39216  
601-368-4477



**Choose VA**