



# Veterans Choice Program Fact Sheet

## The Veterans Choice Program

The Veterans Choice Program (VCP) provides eligible Veterans with access to primary care, inpatient and outpatient specialty services, and behavioral health care when VA is unable to meet the need in house.

Under the VCP, Veterans can seek care from private-sector providers if:

- They face wait times longer than 30 days for care from a VA medical facility;
- The closest VA medical facility is greater than 40 miles from their home; or
- The closest VA medical facility is not easily accessible from their home, due to geographic barriers (mountains, large body of water, etc.) or they have some other hardship that precludes significant travel.

Veterans enrolled for care with VA may be eligible to receive care under the VCP. VA updates its eligibility files daily to reflect Veterans who are eligible to use the VCP. Choice Cards are mailed to these Veterans shortly after they are identified, and should be received within 2-4 weeks. Using the program to access care is only permitted when VA confirms that a patient faces one of the eligibility criteria outlined above. Even then, use of the program is strictly voluntary – a choice. In addition, any Veteran currently using VA's health care system will retain that eligibility even if he or she uses the VCP to obtain care in the community.

Veterans who believe they are eligible should contact TriWest at 1-866-606-8198 to verify eligibility and obtain authorizations for care. Veterans are encouraged to access care through TriWest's network providers, who have already been certified to meet VA's quality standards.

The VCP also allows an eligible Veteran to choose to receive care from a provider outside TriWest's current listing of network providers. TriWest still must verify that the Veteran's preferred non-network provider is willing to accept the terms and conditions of the VCP and meets the participation requirements.

## Provider Notification and Information

Once an appointment has been scheduled with the Veteran, a detailed authorization and supporting medical documentation is sent to the provider. Providers outside of TriWest's network also receive the terms and conditions for providing services to VCP-eligible Veterans, along with instructions on seeking reimbursement for those services. Providers should not render service for a Veteran without having an authorization; this could result in the Veteran paying costly out-of-pocket expenses.

Care is authorized based on the clinically appropriate episode of care up to one year. In the event the provider believes additional care (beyond that authorized) is medically necessary, the provider shall submit a secondary authorization request (SAR) to TriWest. TriWest will process the SAR and either approve or deny the care based on the requirements of the program.

## Sample Choice Card

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

**Veterans Choice Card  
Temporary Program**

**Name:** JOHN SAMPLE  
**Member ID:** 1234567890  
**Date of Issuance:** November 2014

Call 1-866-606-8198 for information or to make an appointment

*This card does not provide pre-approval. Veterans may be liable for the cost of care that is not pre-approved.*

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**Veterans Choice Program Information**  
(for Veterans and Providers):  
<http://www.va.gov/opa/choiceact/>

This card is for qualifying medical care outside the Department of Veterans Affairs. Please call 1-866-606-8198 to ensure that treatment has been authorized.

Providers submit Claims to:  
WPS - VAPC3  
PO Box 7926  
Madison, WI 53707-7926

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## Scheduling an Appointment

To make an appointment call 1-866-606-8198; TriWest staff will assist in the appointing process.

## Medical Documentation

To ensure coordination of care for Veterans receiving services outside a VA medical facility, medical documents must be submitted to TriWest as soon as possible after completion of the initial appointment, and final documentation at the conclusion of any episode of care. Providers may submit medical documentation to TriWest in one of the following manners:

- Upload to the TriWest secure Provider Portal at <http://www.triwest.com/provider>
- Fax to: 1-866-259-0311

Please **do not** submit medical documentation with your claim.

To join TriWest's provider network, please visit <https://joinournetwork.triwest.com>.

## Claims Payments

In the event a Veteran uses the VCP to see a TriWest network provider, the provider's reimbursement rates from TriWest will remain unchanged. Congress requires VA to pay primary on all VCP claims. Providers should submit VCP and PC3 claims to TriWest's claims processor, Wisconsin Physicians Service (WPS). If VA copays apply, VA will bill the Veteran directly.

Providers are not responsible for collecting co-payments or other out-of-pockets costs from Veterans. TriWest's reimbursement is for the entirety of the allowable fee. Providers cannot bill the Veteran, VA or TriWest for no-shows, missed or canceled appointments.

Claims should be submitted electronically on a CMS1500 or UBO4 claim form, or mailed to:

WPS-VAPC3  
PO Box 7926  
Madison, WI 53707-7926

For claims questions, call 1-855-722-2838.

## Customer Service

Please contact us at 1-866-606-8198 if you have any questions regarding the VCP.