

## HOW TO ACCESS CHOICE PROGRAM

### Wait-time ELIGIBILITY

- VA appointment is scheduled greater than 30 days from the Clinically Indicated Date
  - (Clinically Indicated Date=date the medical provider determines care is needed)
  - Veteran placed on Electronic Waitlist
- VA scheduler will notify veteran that he/she is eligible to use Choice Program for care in the community. Veteran will be given option to Opt in at that time.
- Veteran's information is uploaded to National Choice Program (HealthNet for ECHCS)
- Veteran will receive a call from Health Net to initiate care in the community
- National Choice Program number is **1-866-606-8198**

### 40 MILE ELIGIBILITY

- For veterans who reside more than 40 miles from any VA medical clinic—rather or not that clinic can provide the type of care needed ( MUST HAVE PHYSICAL ADDRESS ON FILE WITH VA to determine 40 mile eligibility- can have both physical address and PO box if needed)
- To access care
  - Veteran must initiate call National Choice Program **1-866-606-8198**
- Please note
  - If veteran has a preferred provider – give that information to National Choice Program when initiate call-if that provider is not already in their network of providers they will reach out to that provider to see if provider is willing to accept the Choice agreement to provide care through the Choice Program- If provider is not willing then veteran will be scheduled with a participating provider
  - National Choice Program will schedule veteran within 5 business days from the time of the initial call
  - \* ○ Routine prescriptions can be brought in to VA, mailed in, or provider can fax to 303-393-5161
  - \* ○ Urgent medication 14 day supply with no refill can be filled by veteran a local pharmacy and veteran can mail copy of receipt and prescription to 1055 Clermont ST-Denver, CO 80220- MAIL STOP A3-225
  - \* ○ DME / eyeglass prescriptions can be brought into VA for processing
- \* • Difficulty with National Choice Program
  - Call local Choice team for assistance **720-857-5976**
  - Local Choice team can help navigate the National Choice Program or answer questions related to Choice

# Prescriptions written by providers OUTSIDE the VA

## Prescriptions obtained from a VA Choice visit:

▶ VA primary care providers DO NOT fill VA Choice prescriptions.

▶ You may submit the Rx to a VA dispensing pharmacy; the nearest one to Pueblo is in Colorado Springs. Most VA formulary medications are available; please call the pharmacy to make sure the medication you need is carried there.

Colorado Springs VA  
3141 Centennial Blvd  
Colorado Springs, CO 80907  
(719)327-5660

▶ You may purchase the Rx using your own funding and then submit the receipt for reimbursement to the VA Choice team. Make sure the medication is on the VA formulary.

Denver VA Medical Center  
1055 Clermont Street  
Mail Stop A3-136C  
ATTN: Choice Champions  
Denver, CO 80220

▶ The Choice provider can fax the prescription to the Denver VA pharmacy at (303)393-5161. The prescription will be mailed to you.

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## Prescriptions obtained from a medical visit not authorized by the VA:

▶ Outside prescriptions are handled differently by each primary care provider. Each provider may or may not choose to fill the medicine thru the VA. Here are some general guidelines:

- If the prescription is from a hospital discharge, please fill out an Ambulatory Care Triage Form.
- Controlled substances will not be filled, i.e. Ativan, Morphine, Vicodin, etc.
- The VA provider may require you to obtain and furnish exam notes from the outside visit, along with the prescription.
- The provider may choose not to fill the medication, even if the exam notes and the prescription are provided.
- The provider may need to see you for a scheduled appointment to determine if the medicine will be filled. The provider may still choose not to honor the outside prescription thru the VA.
- Some medications are non-formulary and cannot be filled at the VA.