

Appointment Fact Sheet

Veterans Access, Choice and Accountability Act (VACAA)

How to Obtain Your Specialty or Primary Care Appointment

The Veterans Choice Program (VCP) is an enhanced benefit to the Department of Veterans Affairs (VA) Patient-Centered Community Care (PC3) program. VCP provides eligible Veterans with access to primary care, inpatient and outpatient specialty services, and behavioral health care.

With VCP, you can seek care from private-sector providers if:

- You 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 your home; or
- The closest VA medical facility is not easily accessible from your home; due to geographic barriers (mountains, large body of water, etc.) or you have some other hardship that precludes significant travel.

If you believe you're eligible, you should contact TriWest at 1-866-606-8198 to verify eligibility and obtain authorization for care.

You're encouraged to access care through TriWest's network providers, who have already been certified to meet VA's quality standard. However you do have the option of seeking care outside of our network.

(Note: We will make every effort to work with the provider that you choose. Ultimately, however, if the provider won't accept VCP and you still choose to see that provider, you may be responsible for all costs associated with your care.)

Appointment Information

Once TriWest verifies your eligibility and your treatment is approved, remember to bring the following information with you on the day of your appointment:

- **Your Veterans Choice Card** – it contains information that is important to your physician.
- **Any Other Health Insurance Card You Have** – your physician will need to record this information. If you do not have another health insurance plan, you only need to bring your Choice Card.
- **A Form of Picture Identification** – this helps the doctor match you with the name on your card.

Contact TriWest for Assistance

The toll-free number to contact TriWest is: 1-866-606-8198. If you have any questions or concerns, you may call us to speak with a patient service representative. Our hours of operation are 8:00 a.m. – 8:00 p.m. in your location.