

Medication Process

Quick Reference Guide – All Regions

Key Points:

- ➔ The Department of Veterans Affairs (VA) is primarily responsible for supplying Veterans with all non-urgent/emergent medications related to care under the Patient-Centered Community Care (PC3) Program and Veterans Choice Program (VCP).
- ➔ All medications must be prescribed in accordance with the [VA National Formulary](#).
- ➔ Always fax **both the authorization and prescription** to the [authorizing VA medical center](#). If the Veteran prefers to take his or her prescription to the pharmacy, he or she will also need to bring the authorization.
- ➔ Providers may write a prescription for a Veteran as part of an authorized episode-of-care.
- ➔ Medications may be filled at either a VA Pharmacy or Consolidated Mail Outpatient Pharmacy (CMOP).
- ➔ If the Veteran needs a medication that's not on VA's National Formulary, the provider needs to contact the Veteran's authorizing VA medical center (VAMC), request a Formulary Request Review Form, fill out the form, and submit it back to the VAMC for approval or denial.
- ➔ As per U.S. Drug Enforcement Administration (DEA) policies, some controlled substances will require the Veteran bring a hard copy of the prescription to the overseeing VA medical facility.

To ensure Veterans do not incur medication costs, please review the information below.

General Prescriptions:

- ➔ Medications must be prescribed in accordance with the VA National Formulary. Go to <http://www.pbm.va.gov/PBM/nationalformulary.asp> to view the formulary and other information related to prescribing medications for Veterans.
 - ➔ If the Veteran needs a medication that's *not* on VA's National Formulary, the provider must contact the Veteran's authorizing VAMC and request a Formulary Request Review Form. Fill out the form, return it to the VAMC, and wait for approval or denial. If the VAMC approves the medication, the provider may proceed with prescribing it.

- ➔ Always fax **both the authorization and prescription** to the [authorizing VA medical center](#). If the Veteran prefers to take his or her prescription to the pharmacy, he or she will also need to bring a copy of the authorization. Not including the authorization may result in delays or denials.
- ➔ A provider may prescribe medications to be filled at a VA Pharmacy or CMOP as a part an episode-of-care authorized by TriWest. Include the following information on the medication request:
 - Prescribing provider's name
 - Prescribing provider's address
 - Prescribing provider's **personal** DEA number (NOT a generic facility number)
 - Prescribing provider's phone number
 - Prescribing provider's fax number
 - Prescribing provider's National Provider Identifier (NPI) number
 - The TriWest authorization letter with authorization number

NOTE: Incomplete prescriptions will not be processed and will be returned to the prescribing provider.

Urgent/Emergent Prescriptions:

- ➔ When there is an urgent/emergent need to start a medication and it is not possible to fill the prescription at a VA Pharmacy, the provider may write a script for a maximum 14-day supply (without refills).
- ➔ If the urgent/emergent medication needs to be continued beyond 14 days, write another prescription to be filled at a VA Pharmacy or CMOP. Follow the routine process outlined in the section above.
- ➔ If the urgent/emergent medication is not on VA's Drug Formulary, write an initial 14-day prescription. However, for the second prescription, submit a Formulary Request Review Form to the authorizing VAMC and wait for approval or denial.

Veterans who consent to participate in Human Subject Research studies and are enrolled in clinical trials **CANNOT** be authorized for those services under the PC3 or VCP. Veterans must be referred back to their respective Non-VA Care Office for the administration and coordination of non-VA care associated with clinical trials.

If you have additional questions regarding the medication process, please visit the [TriWest Pharmacy Webpage](#).