



CCN Urgent Care & Emergency Care

Quick Reference Guide

Key Points

- If you are a Department of Veterans Affairs (VA) Community Care Network (CCN) urgent care clinical/retail walk-in location or emergency department, you can provide care to a Veteran who self-presents.
- You do NOT need an approved referral/prior authorization to treat eligible Veterans under CCN. However, there is one step you must take to ensure you can be paid timely in CCN.
 - Network urgent care/retail location clinics **need to verify eligibility before treating a Veteran** by calling 833-4VETNOW (833-483-8669).
 - Emergency Room Departments must report Veteran care to the Community Care Centralized Notification Center [Emergency Care Reporting \(ECR\) portal](#), or by calling 844-72HRVHA (844-724-7842) **within 72 hours** of the beginning of providing care to the Veteran.
- [Print this Urgent Care flyer](#) and have it available for Veterans who visit your urgent care location.

Urgent Care/Retail Location Services

Under CCN, urgent care and retail location providers that are part of the TriWest Provider Network may treat Veterans who self-present if a check of the Veteran's eligibility is done in advance.

Providers are NOT to collect any copayments from Veterans for urgent care services. The Veteran will be billed separately by VA for any applicable copayment. If a Veteran would like more information on copayments, please direct them to <https://www.va.gov/healthcare/copay-rates>.

Urgent Care/Retail Process

1. The Veteran self-presents to a TriWest network urgent care or retail location clinic.
2. The clinic asks the Veteran for his or her:
 - a. Date of Birth (DOB)
 - b. Last four digits of the Social Security Number (SSN)
 - c. Home VAMC
 - d. Home address
3. Clinic staff calls TriWest at 833-4VETNOW (833-483-8669) to confirm the Veteran's eligibility using the DOB and SSN information. In order to check a Veteran's eligibility for urgent care benefits we need to validate your network status. Please also enter your urgent care facility's



National Provider Identifier (NPI), also known as your Type 2 NPI. **Always be sure to call first to check the Veteran's eligibility BEFORE rendering care.** Failing to do so could cause a denial for the Veteran's urgent care visit and urgent prescriptions.

4. If eligibility is confirmed, the clinic treats the Veteran for his or her medical condition.
5. The clinic provider may write a prescription for up to a 14-day supply of medicine. The medicine must be listed on VA's Urgent Care Formulary, available here: <https://www.pbm.va.gov/nationalformulary.asp>.
 - a. The Veteran may fill the prescription at any in-network pharmacy with Express Scripts, available here: www.va.gov/find-locations. No voucher is required for a Veteran when fulfilling an urgent medication prescription. However, it will not process if a phone check of the Veteran's eligibility was not done in advance.
6. After the Veteran leaves, the clinic submits medical documentation from the visit to the Veteran's associated VA facility based on the Veteran's residential ZIP code **within 30 days of the date of services**. Providers may submit medical documentation via fax, email or Industry Standards Electronic Means to the Veteran's VAMC.
 - a. If the Veteran doesn't know his or her home VAMC, the clinic can look up the VAMC closest to the Veteran's home address using this VA lookup tool: www.va.gov/find-locations.
7. The urgent care clinic then submits its claim **within 30 days** to PGBA, TriWest claims processor. TriWest is responsible for paying claims.
 - a. Providers can submit paper claims via mail to TriWest VA CCN Claims, P.O. Box 108851, Florence, SC 29502-8851.

Veteran Coverage for Acute Suicidal Crisis

Effective January 17, 2023, as a result of the Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Veteran coverage for acute suicidal crisis care has expanded. Emergent suicide care for eligible Veterans in acute suicidal crisis at a VA or non-VA facility is a covered benefit. This means that Veterans who meet any of the following criteria are eligible for urgent care or emergent care if in an acute suicidal crisis – regardless of VA enrollment status:

- Those who were discharged or released from active duty under conditions other than dishonorable after more than 24 months of active service;
- Former members of the armed forces, including reserve service members, who served more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location who were discharged or released under a condition that is other than dishonorable; or
- Former members of the armed forces who were the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment while service in the armed forces.



For emergent suicide care, the presenting individual/Veteran does not have to be enrolled in VA health care nor are they restricted to having received VA health care benefits. Reporting emergency episodes to VA as soon as possible is imperative because VA must verify a Veteran's eligibility for emergent suicide care if they are not already enrolled or registered.

Guidelines for Emergency Providers:

1. Report emergency treatment through VA's [Emergency Care Reporting \(ECR\) portal](#), or by calling 844-72HRVHA (844-724-7842).
2. Contact the local VA medical center (VAMC) to coordinate any follow-up care and transfer activities, if necessary. VA will provide referrals with the appropriate SEOCs.

Covered costs include transportation and referral to the appropriate support following the emergent suicide treatment for up to 30 days of inpatient care or 90 days of outpatient care. VA will also refer eligible Veterans for appropriate VA programs and benefits following the period of emergent suicide treatment.

The following guidelines apply to urgent care under COMPACT:

- Individuals and Veterans seeking COMPACT-related care at retail or urgent care locations without confirmed urgent care eligibility will be responsible for the initial cost for care.
- It is the provider's responsibility to inform individuals and Veterans without UC eligibility that they can pursue reimbursement for their care from VA. The Veteran should submit their bill to VA: https://www.va.gov/COMMUNITYCARE/programs/veterans/File_a_Claim.asp.
- Network providers do not have the authority to determine eligibility under COMPACT.

If the Veteran does not have an eligibility code of U (see process section above):

- Do not process the claim for payment under CCN;
- Inform the Veteran that they may be eligible for reimbursement from VA;
- Share the VA website for Veteran information: https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp.
- Inform the Veteran about the Suicide & Crisis Lifeline (dial 988 and press 1 to reach the Veterans Crisis Hotline); and
- Proceed with billing process as previously established.

Covered and Excluded Services for Urgent Care/Retail Location Benefit

VA defines urgent care as the treatment of non-emergent symptoms needing immediate attention, such as flu-like symptoms, strep throat, minor burns, pink-eye, or ear and skin infections. The Urgent Care/Retail Location benefit is **not** intended to cover routine primary care or preventative screening services, but may provide flu vaccines when indicated.



To help providers better understand what's excluded, VA has provided a list of excluded codes, available here: www.triwest.com/UC-excluded-codes.

As noted on the list, some codes refer to care that is screening or preventative by nature. The remaining codes refer to care that may or may not be used for screening or prevention/screening. However, these codes *are* allowed when used as a diagnostic or therapeutic response to a presenting condition.

Flu Vaccine Benefit:

Urgent Care/Retail Walk-In locations can provide flu shots in conjunction with any visit for urgent care. Urgent care providers may provide standalone flu vaccines to eligible Veterans as well. Follow the current VA [Urgent/Emergent Formulary](#) guidelines.

For additional details, please see the TriWest [Flu Shot Benefit Quick Reference Guide](#).

If Veteran is NOT Eligible

If a Veteran is NOT eligible for the urgent care benefit, there are same-day access options available for primary care and mental health care at VA medical centers (VAMC). Staff should let the Veteran know to contact his or her VAMC for the other same-day options.

Additional/Follow-Up Care

For additional care after the urgent care or retail location treats the Veteran, the Veteran should be referred back to the home VAMC or community primary care provider. **Do NOT submit a Request for Service (RFS) form.**

Emergency Situations

If a Veteran's situation escalates to a true emergency, the urgent care or retail location clinic should take whatever action is necessary to protect the health and safety of the Veteran. For example:

- Call 9-1-1
- Order an ambulance to take the Veteran to an emergency room

Critical Findings

Providers must report any critical findings discovered during urgent care/retail location treatment to the Veteran's home VAMC **within 24 hours by phone.**

VA defines a critical finding as one of the following:

- A test result value or interpretation that, if left untreated, could be life-threatening or place the Veteran at serious risk.
- A newly identified suicide risk in a Veteran.
- A new diagnosis of cancer.



Emergency Care

Community hospitals and providers treating Veterans who self-present to an emergency department are required to notify VA of a Veterans presenting to the emergency room **within 72 hours** via the Emergency Care Reporting (ECR) portal, or by calling 844-72HRVHA (844-724-7842).

Providers will also be required to include a valid email address for decision correspondence when reporting emergency treatment.

VA no longer includes Veterans' personal identification information in outgoing correspondence. Providers will need the notification identification number assigned upon submission of reporting to correlate authorization decisions to reported emergency events.

Email and fax notification will no longer be accepted to minimize vulnerabilities to Veterans' protected health information and streamline the process. VA will only accept emergency treatment information via:

- Website: <https://emergencycarereporting.communitycare.va.gov>
- Phone: 844-72HRVHA or (844-724-7842)

Use Availity for secure access to view claims, eligibility and authorization notifications.

VA Will Need to Know the Following:

Veteran Information	Treating Facility Information
Name	NPI
Social Security Number	Name
Date of Birth	Address
Address	Point of Contact (POC) Name
Date Presenting to Facility	POC Phone #
Date of Discharge	POC Email Address
Admitted? (YES/NO)	NOTE: POC will receive VA authorization decision info
Chief Complaint/Admission DX and/or Discharge DX	

Emergent Prescriptions

- When there is an emergent need to start a medication and it is not possible to fill the prescription at a VA pharmacy, the provider may write a prescription for the Veteran to fill at an Express Scripts retail pharmacy for up to a 14-day supply (without refills).
 - If the provider does not have their own e-prescribing software we recommend using the Surescripts e-Prescribing tool at <http://surescripts.com>.
 - Include the following information on the medication request:
 - Provider Name (Family, Given, Middle Suffix) Provider Name Suffix (e.g., Sr., Jr., II, III.)
 - NPI of the Provider
 - TIN of the Provider
 - Provider's PERSONAL DEA number (not a generic facility number)
 - Provider's office address
 - Provider's office phone and additional phone number
 - Provider's fax number (if applicable)
 - Provider's discipline (e.g., physician, physician assistant, nurse practitioner)
 - The medication must be included on VA's Urgent/Emergent National Formulary: <https://www.pbm.va.gov/nationalformulary.asp>.
 - If the emergent medication needs to be continued beyond 14 days, the provider should write another prescription to be filled at a VA pharmacy.
 - Veterans may fulfill emergent prescriptions at any in-network pharmacy with ExpressScripts, without having to pay out-of-pocket.
 - **Do not dispense pharmaceutical samples to Veterans.**
 - Health care services provided as part of a clinical trial cannot be authorized or reimbursed under CCN.

Are you proud to be a network provider caring for our nation's Veterans? Show your community! Download a Proudly Caring for Veterans badge for your website or office. Visit www.triwest.com/proudlycaring today!