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 clinic/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, network urgent care/retail location clinics need to verify eligibility before treating a Veteran by calling 1-833-4VETNOW (1-833-483-8669).
- Click here for a helpful document you can print and have available for Veterans who visit your urgent care location.
- An Emergency Room (ER) does not need an approved referral/prior authorization, but must call or email the Community Care Centralized Notification Center within 72 hours of the beginning of providing care to the Veteran.

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.

Provider may not collect any co-pay, cost-share, or deductible from a Veteran as part of this benefit.

NOTE: Urgent care in Region 4 will transition over on September 30, 2020.

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:
   - Date of Birth (DOB)
   - Last four digits of the Social Security number (SSN)
   - Home VAMC
   - Home address
3. Clinic staff calls TriWest at 1-833-4VETNOW (1-833-483-8669) 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 medication.
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.
   - 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 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 from the date of service. Providers may submit medical documentation via fax, email or Industry Standards Electronic Means to the Veteran’s VAMC.
   - 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: http://www.va.gov/find-locations.

7. The urgent care clinic then submits its claim within 30 days to WPS Military and Veterans Health (WPS MVH), TriWest claims processor. TriWest is responsible for paying claims.
   - Providers can submit claims electronically by enrolling with WPS EDI at https://edi.wpsic.com/edir/home.
   - Providers can submit paper claims via mail to WPS MVH, P.O. Box 7926, Madison, WI 53707-7926.

**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 preventive screening services, except for flu vaccines.

**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 preventive 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 providers may provide standalone flu vaccines to eligible Veterans beginning Sept. 30, 2020. Urgent Care/Retail Walk-In locations can provide flu shots now and going forward in conjunction with any visit for urgent care.

- Follow the current VA Urgent/Emergency 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 the VA. Staff should let the Veteran know to contact his or her VAMC for 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) to TriWest.

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
- Call the Veteran’s family to transport the Veteran to the emergency room
- Order an ambulance to take the Veteran to the 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

ERs are required to notify the Community Care Centralized Notification Center within 72 hours of the beginning of providing care to a Veteran and if calling, should note the name of the person they spoke to in the medical documentation. Providers may notify the Center via:

- Email: VHAEmergencyNotification@va.gov
- Phone: 1-(844)72HRVHA or (844-724-7842)
VAMC Will Need to Know the Following:

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

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).
  - The preferable way is to use the Surescripts e-Prescribing tool at [http://surescripts.com](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 and Expiration Date (not a generic facility number)
  - Provider’s Office Address
  - Providers 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](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.