Veteran Eligibility
Quick Reference Guide – All Regions

Key Point:
- The authorization TriWest Healthcare Alliance sends to a provider serves as confirmation that the Veteran is eligible for a Department of Veterans Affairs (VA) Community Care Program.
- Exceptions to eligibility being provided with a prior authorization include urgent care and emergency care:
  - For urgent care, network providers must call TriWest at 1-833-4VETNOW (1-833-483-8669) to confirm a Veteran's eligibility before rendering care.
  - For emergency care, the Emergency Room (ER) must contact the Veteran’s VA Medical Center (VAMC) within 72 hours of treatment for further coordination and eligibility determination.

How will I know if a Veteran is eligible?
Veterans who are eligible to receive care under the VA Community Care programs will always have an authorization from TriWest before their appointment with the exception of Urgent Care walk-ins (no authorization provided) and STAT care where the authorization will be provided shortly after appointment.
- TriWest or the appointing VAMC will call the provider to make an appointment for the Veteran.
- Once an appointment is confirmed, TriWest will issue a detailed authorization letter.
- The authorization letter serves as the eligibility confirmation for the Veteran.
- For more information on what’s included in the authorization letter, review our Quick Reference Guide on Authorization Letters.

Emergency Room Care and Urgent Care Walk-Ins
What if a Veteran needs immediate care from an ER or network urgent care/retail location facility? How will a provider know whether the Veteran is eligible?

For urgent care, providers must be in-network with TriWest and call TriWest at 1-833-4VETNOW (1-833-483-8669) to confirm a Veteran’s eligibility before rendering care.
For ER care, VA coordinates directly with the provider and will determine eligibility. *If a Veteran self-presents to an emergency room, always provide care.* Then, follow these steps:

- Call the Veteran’s VAMC within 72 hours to report the ER visit.
- If the Veteran is admitted, call his or her VAMC within 72 hours to report the admission.

VA will determine the Veteran’s eligibility and reimburse the provider accordingly.

For more information on the urgent care or ER care processes, please review the [Emergency/Urgent Care Quick Reference Guide](#).