

COVID-19 Vaccine Benefit

Quick Reference Guide

Key Points

- As part of the urgent care and pharmacy benefits under the Department of Veterans Affairs (VA) Community Care Network (CCN), eligible Veterans can receive a COVID-19 vaccine as a standalone service.
- Providers may not collect any copay, cost-share, or deductible from a Veteran as part of the COVID-19 vaccine benefit.
- Veterans may also receive a COVID-19 vaccine as part of a referred care visit to a network provider.
- State and local guidelines for vaccine distribution may vary.

COVID-19 Vaccine Benefit Under CCN

Eligible Veterans can request a COVID-19 vaccine at a CCN network urgent care clinic or retail walk-in pharmacy either as a standalone service or in conjunction with another urgent care benefit. Veterans can also receive a COVID-19 vaccine through a CCN network provider during a visit with an approved referral in place.

Providers may NOT collect any co-pay, cost-share, or deductible from a Veteran as part of the *COVID-19 vaccine* benefit.

Urgent Care/Retail Location COVID-19 Vaccine Process

1. The Veteran self-presents to a TriWest network urgent care or retail location clinic requesting a COVID-19 vaccine. In-network providers can be located here: <https://www.va.gov/find-locations>.
2. The clinic should request the following information from the Veteran:
 - Date of Birth (DOB)
 - Last four digits of the Social Security number (SSN)
 - Home VA Medical Center (VAMC)
 - Home address
3. Clinic staff calls TriWest at 833-4VETNOW (833-483-8669) to confirm the Veteran's eligibility using DOB and SSN information. Call first to check the Veteran's eligibility **before** rendering care or providing the COVID-19 vaccine. Failing to do so could cause a denial for the claim.
4. In order to check a Veteran's eligibility for Urgent Care benefits, we need to validate your network status. Please enter your Urgent Care Facility's NPI, also known as your "Type 2" NPI.
5. If eligibility is confirmed, the clinic may administer a COVID-19 vaccine to the Veteran as a standalone service (under CCN only or Alaska PC3 providers) or in conjunction with another service (under PC3 or CCN).



6. The vaccine is authorized to be administered in accordance with VA Vaccination recommendations. CCN follows Centers for Medicare and Medicaid Services (CMS) claims guidelines. CMS, as the payer for Medicare and Medicaid claims, assigns remittance values to all billable codes. Under CCN, the codes billed by you or your practice determine what you get paid.
7. After the Veteran leaves, the clinic should submit 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 the [VA lookup tool](#).
8. The urgent care clinic then submits its claim using the appropriate CMS codes **within 30 days** to TriWest's claims processor. TriWest is responsible for paying claims.

CCN Retail Pharmacy COVID-19 Vaccine Benefit

- COVID-19 vaccines are considered a covered CCN benefit at retail network pharmacy locations without a prescription.
- Vaccines must be on the *VA's Urgent/Emergent National Formulary*.

Use the following information to process a pharmacy claim for the COVID-19 vaccine.

Step 1	Enter BIN: 003858
Step 2	Person Code: 01
Step 3	Enter PCN: A4
Step 4	Enter Rx Group: VAPC3RX
Step 5	Enter 9 digit member ID: Patient SSN or Veteran's ID # on their card.
Step 6	Enter member's date of birth (CCYYMMDD format)

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