

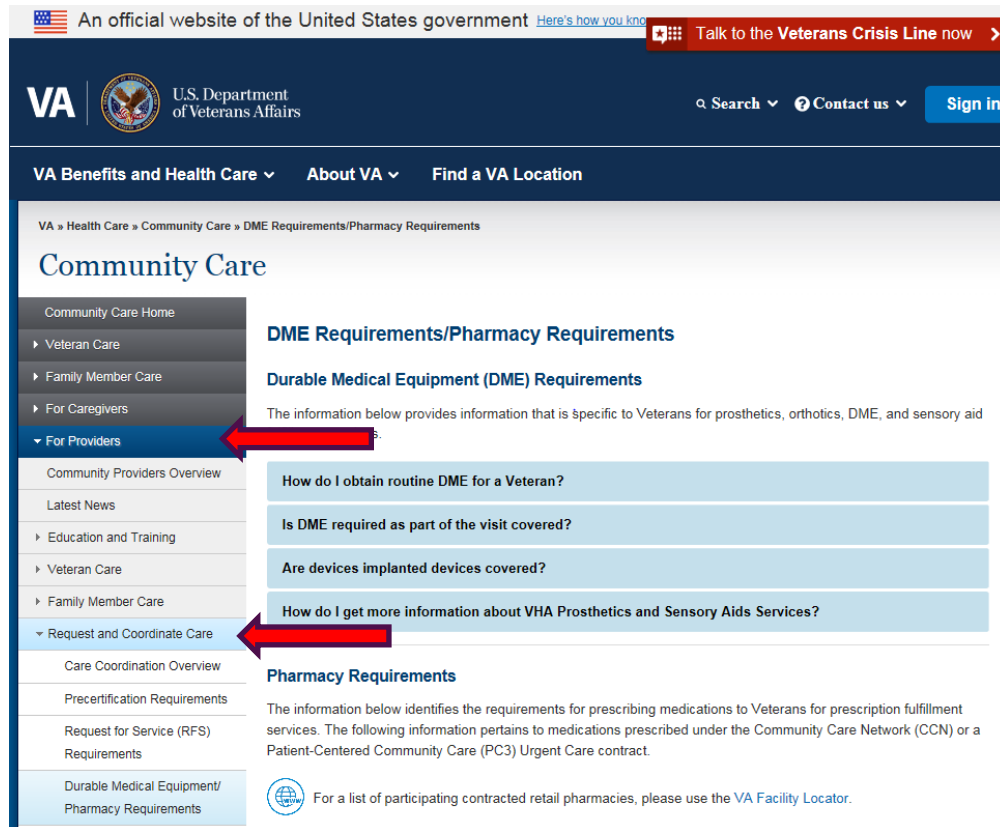
VA Storefront

Quick Reference Guide

Key Points:

- The Department of Veterans Affairs (VA) created a special webpage for the VA Community Care programs.
- The special webpage is referenced in provider authorization letters as the “VA Storefront.”
- The information contained on the VA Storefront website is specific to CCN. **For information regarding PC3, go to www.triwest.com/provider.**
- There is a special section devoted to providers, including one to Request and Coordinate Care, that includes a Care Coordination Overview, Precertification Requirements, Request for Service (RFS) Requirements, and Durable Medical Equipment/Pharmacy Requirements.

The VA Storefront is VA's online hub for the VA Community Care programs. It's available at <https://www.va.gov/COMMUNITYCARE/providers/index.asp>. While the webpage doesn't actually say VA Storefront, it is the home for all things related to the VA Community Care programs.



When providers first arrive at the VA Storefront homepage, it will be titled “Community Care” and will open with a Provider Overview message. The majority of tools that providers need to reference are on the left-hand navigation menu under the “For Providers” button, and then “Request and Coordinate Care,” as shown in the image above.

Request for Services (RFS) Form

Under the “Request and Coordinate Care” button, providers can find the “Request for Service (RFS) Requirements” (previously secondary authorization request [SAR]) menu item). If you need to request additional services for a Veteran, or extend the timeframe of an existing authorization, you must complete this new form. Make sure to navigate to the bottom of the section and click the hyperlinked form called, “Community Care Provider-Request for Service (RFS), VA Form 10-10172.” The red arrow points to the link in the image below.


Request for Service (RFS) Requirements

VHA has implemented a standardized form for Community Providers to request additional or continued care or services for Veterans. The purpose of the *Community Care Provider-Request for Service, VA Form 10-10172*, is to manage requests from community providers and to allow for placement, tracking, managing, and reporting of those requests. Approved care may be performed within VA or at community facilities. The location is dependent on the service availability within VA as well as the Veteran’s community care eligibility and preferences.

The use of the RFS form is recommended for clinical requests from a community provider to facilitate review and authorization. All supporting medical documentation must accompany the completed form, this may include laboratory and radiology reports or provider progress notes. If additional information is needed to authorize the request, the community provider will be contacted and will have three business days to provide the necessary requested documentation or the request will be denied.

The VA Medical Center staff will process all requests within three business days and the community provider will be notified of the decision or outcome via their preferred method of communication. The notification will also indicate if the care will be provided within VA or in the community. If the care is denied, it is the responsibility of the requesting community provider to contact the Veteran and discuss alternate treatment plans.

A blank RFS Form will be sent with all referral packets and is also available online. To complete VA Form 10-10172, fill-out the required fields and indicate the type of service being requested.

 **Please note:** A separate form is required for each service requested.

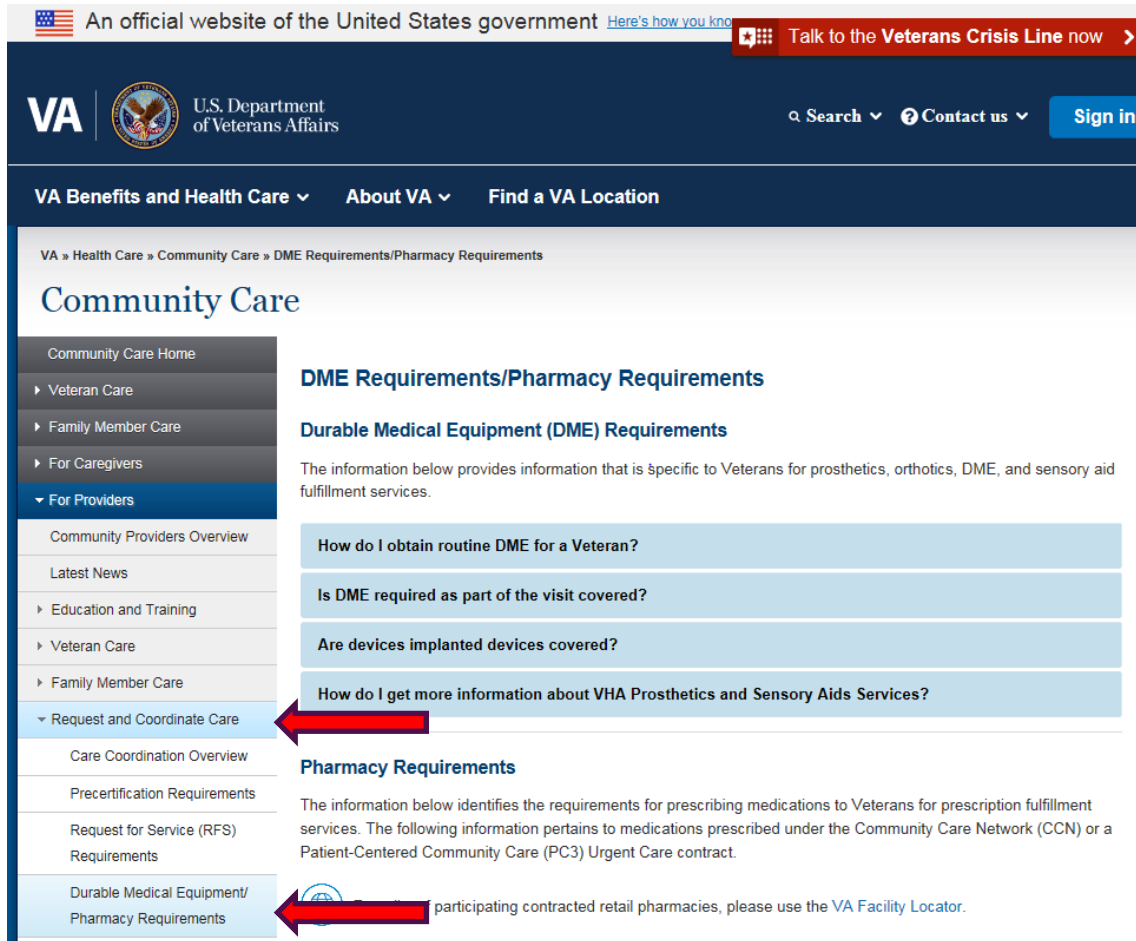


[Community Care Provider-Request for Service \(RFS\), VA Form 10-10172](#)



Durable Medical Equipment

To review durable medical equipment (DME) and pharmacy requirements from the VA Storefront, first click “Request and Coordinate Care,” and then “Durable Medical Equipment and Pharmacy Requirements,” as shown in the image below:



You'll see a screen that looks like the example shown on the next page:

DME Requirements/Pharmacy Requirements

Durable Medical Equipment (DME) Requirements

The information below provides information that is specific to Veterans for prosthetics, orthotics, DME, and sensory aid fulfillment services.

How do I obtain routine DME for a Veteran?

Is DME required as part of the visit covered?

Are devices implanted devices covered?

How do I get more information about VHA Prosthetics and Sensory Aids Services?

Pharmacy Requirements

The information below identifies the requirements for prescribing medications to Veterans for prescription fulfillment services. The following information pertains to medications prescribed under the Community Care Network (CCN) or a Patient-Centered Community Care (PC3) Urgent Care contract.



For a list of participating contracted retail pharmacies, please use the [VA Facility Locator](#).

Remember, all the information you need about the VA Community Care Program is available at the VA Storefront at <https://www.va.gov/COMMUNITYCARE/providers/index.asp>.