

Department of Veterans Affairs (VA)

Attachment H

HCV Treatment Care Coordination Plan for Veterans Choice Program Frequently Asked Questions for VA Patients

1. Why would my VA health care provider refer me to the Choice Program for Hepatitis C Virus (HCV) treatment?

When VA cannot provide the treatment for certain Veterans, they may be referred to the Choice Program to get their care in the community.

2. How will getting HCV treatment through Choice impact my VA health care for other things?

The Choice Program does not impact your existing VA health care or any other VA benefits. All other care you receive through VA will continue as usual.

3. Do I have to go through Choice for HCV treatment if my VA health care provider recommends it?

The decision to use Choice for your HCV treatment is ultimately your decision. Please discuss with your VA health care provider if waiting for HCV treatment is a good option for you. If you are satisfied with your anticipated wait time and wish to continue waiting for HCV care through VA, you may certainly do so.

4. How do I know if I'm eligible for Choice for my HCV treatment?

Under the distance calculation, a Veteran who lives more than 40 miles using a driving distance calculation, from the nearest VA medical facility, would be eligible for the Veterans Choice Program for any of their care. You would also be eligible for Choice if you have to wait for longer than 30 days for an appointment from your preferred date, or the date determined to be medically necessary by your provider.

5. Can I get reimbursed for HCV prescriptions that are written by a Choice provider, but not filled at a VA pharmacy?

No, only medications that are considered urgent can be filled through a non-VA pharmacy. HCV medications are not considered urgent and therefore the HCV prescriptions may only be filled through a VA pharmacy.

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6. Will I be notified by the VA if I'm eligible for HCV treatment through Choice?

Your HCV provider or a VA Choice coordinator will notify you if you are eligible for Choice. If you are eligible, you can call the toll free Choice number at 1-866-606-8198 to schedule your care in the community.

7. Who can I call if I have questions about the Veterans Choice Program or do not remember receiving a Veterans Choice Card?

If you do not remember receiving a Veterans Choice Card or have other questions about the Choice Program, please call (866) 606-8198.

8. Where can I get more information about the program?

Please review the VA Choice website at <http://www.va.gov/opa/choiceact/>

9. Who can I contact if I have issues or questions about my care through Choice?

For customer service, you can contact the Choice Program at (866) 606-8198.

10. Where will I get my prescriptions filled through the Choice Program?

Your prescriptions for HCV through the Choice Program **must** be filled through VA. You can request that your Choice provider fax the prescription or you can bring the prescription (along with an authorization form that will be given to you by the Choice provider) to any VA medical facility.

11. Will VA copayments apply to care under the Choice Program?

Yes, if a Veteran is VA copayment required, the VA copayments will still apply. The VA copayment will be determined by VA after the care is furnished, and any amount not offset by any other health insurance payment (if applicable) will be collected by VA.

12. Will I have to pay cost-shares from my other health insurance?

Possibly, if the care under the Choice Program is not service connected, and you have other health insurance (other than Medicare, Medicaid or TRICARE), you are responsible for any cost-share determined by the other health insurance. VA may be able to reimburse Veterans for the cost-share if the total VA payment is less than the allowable Medicare rate.

13. Am I responsible for Medicare, Medicaid or TRICARE cost-shares?

No, these plans are not considered as other health insurance for purposes of the Choice Program. Therefore you will neither be billed by the Choice Program provider nor will you be responsible for any of the cost-shares associated with these plans.