

Appointment Fact Sheet

Department of Veterans Affairs (VA) Community Care Program

How to Obtain Your Specialty or Primary Care Appointment

When your VA Medical Center (VAMC) authorizes specialty or primary care for you through Department of Veterans Affairs (VA) Community Care Program, you will receive a notice from TriWest Healthcare Alliance asking you to contact us during provider appointment hours (8:00 a.m. – 4:00 p.m.) so we can assist you in making your specialty or primary care appointment.

TriWest will:

- Do the health care provider search and outreach for you.
- Work with you to make an appointment that is convenient for you and your provider.
- Notify you and your VAMC when your appointment is scheduled and obtain your medical documentation to return to your VAMC for inclusion in your medical record.
- If you are unable to keep this appointment, need to reschedule, or forget your appointment date/time, please contact TriWest for assistance at **1-855-PCCCVET** (1-855-722-2838).

Appointment Information

Once your appointment is scheduled, here are some reminders to help you during this episode of care:

- Bring a current list of medications and any documentation provided to you by your VAMC provider to the appointment.
- TriWest is responsible for processing all claims for payment associated with your authorized episode of care.
- It is important to remember:
 - Only the services approved by VA and sent to the network provider are authorized.
 - Any additional services or hospital stays must be approved in advance by VA.
 - You should not receive any bills from the network provider. Please notify TriWest if you receive any request for payment from the network provider.
 - You may be responsible for inpatient, outpatient and pharmacy co-payments directly to VA if you are not otherwise exempt.
 - This bill will come from the VAMC that referred you for the service.
 - Durable Medical Equipment (DME) should be coordinated through your VAMC.

Contact TriWest for Assistance

The toll-free number to contact TriWest is: **1-855-PCCCVET** (1-855-722-2838). If you have any questions or concerns, you may call us to speak with a patient service representative. TriWest's hours of operation are 7:00 a.m. – 7:00 p.m. in your location.