



El Paso VA Health Care System

Community Care Service

Community Care Service (CCS) Overview

Referral Coordination Team (RCT) – A VA provider submits a referral for the Veteran to receive specialty care and the RCT reviews, calls the Veteran to share all all-eligible care options, and schedules specialty care appointments so the Veteran chooses where, when, and how they want to receive care. Currently 10 Specialties use RCT.

CCS Scheduling Team – Coordinates appointments for Veterans with community care providers.

CCS Consult Closing Team – Admin Team that requests records and scans records into your community care consults from community providers.

CCS Call Center – Admin Team that answers calls from 8:00 a.m. to 4:30 p.m. from Monday through Friday at **915-564-7899**.

CCS Care Coordination Clinical Team – RNs, LVNs, and MDs that process and coordinate consults to the community and WBAMC that have met MISSION Act Criteria. This Team reviews and processes all clinical documents that come back from the providers.

CCS Care Coordination Inpatient Team – RNs that coordinate discharge planning for our Veterans in WBAMC and community hospitals and document inpatient/ER notifications.

CCN/Billing Information

Billing Network

Tricare West and TriWest are different plans. Our Veterans are covered under TriWest at 100%. Therefore, they will not have a copay.

Lab Work

Veterans need a valid authorization on file when going to the community for lab work. Veterans may be provided the order and a copy of the referral from the ordering Provider at the end of the appointment as a best practice. CPL, LabCorp, and Quest are all contracted labs.

Pharmacy Information

All pharmacy requests are to be sent electronically for our Veterans, so they don't have to hand carry RX to the VA. Our El Paso VA Pharmacy Team does accept narcotics/opiates electronically for fills.

Fax: 915-564-7865

Email: ELPPHARMACY@MED.VA.GOV

Hours of Operation:

- Monday, Wednesday, Thursday, Friday: 08:00 until 16:45
- Tuesdays: 09:00 until 16:45
- **E-RX:** HCPDP: 4519469; **NPI:** 1740248673
- **Legal Business Name:** El Paso VAMC

Urgent Care vs ER

Urgent care claims are approved through TriWest and billed directly to TriWest.

Urgent Care Eligibility: 1-833-483-8669

Urgent Care Problems/Billing: 1-866-620-2071

ER claims are approved through VA and paid through VA.

- All ER visits **require** a call to our National ER Center at **1-844-724-7842** within **72 hours** for them to be approved.
- ER prescriptions can be provided through a **RX** certificate that the ER can provide the Veteran.

Urgent Care Medication Information

Eligibility for Urgent Care

A Veteran is eligible for Urgent Care if:

- They are enrolled in VA health care, and
- They received care at a VA or in-network provider in the past 24 months (2 years)

What does the Veteran Need at Urgent Care?

It is confirmed that the provider is in network. It can be located using: <https://www.va.gov/find-locations/>

Patient needs to tell the provider/office staff that they want to use VA urgent care benefit.

Urgent Care Support Line Number: [1-866-620-2071](tel:1-866-620-2071)

Veteran should not pay a copay.



What does the Veteran Need to Get Prescription Covered from Urgent Care?

VA will pay for up to a 14-day supply of urgent care prescriptions from in-network community pharmacies.

Medication should be on the VA Emergent/Urgent Formulary which can be found on:

[VA Formulary Advisor https://www.va.gov/formularyadvisor/](https://www.va.gov/formularyadvisor/)

If there are any issues, the community pharmacy or veteran may contact the **Urgent Care Support Line** at [1-866-620-2071](tel:1-866-620-2071) or 24/7 Express Scripts Pharmacy Help Desk at [1-800-922-1557](tel:1-800-922-1557)



U.S. Department of Veterans Affairs
Veterans Health Administration

CCN Regions 4-5
Payer ID: VACCN

BIN#: 003858
Person Code: 01
PCN: A4
Rx Group:

Veteran ID: 10-digit Veteran ID or SSN
Veteran DOB: YYYYMMDD format

24/7 Express Scripts
Pharmacy Help Desk:
800-922-1557

- Referred Care/VA Provider: VETERAN
- Urgent Care: VAPC3RX
- Flu Shot or COVID-19 Vaccine: VAPC3RX

Request For Service (RFS) Basics

A Request for Services (RFS) is a provider-generated request for **new** or **additional** care outside the scope of the current approved referral/authorization.

- Should be submitted on the same day it is determined care is needed and before care is delivered
- If urgent, a phone call is required to our CCS Call Center **1-915-564-7899**

Providers should always submit the RFS directly to the El Paso VA:

- **HSRM** (electronic): Preferred primary method
- **Fax: 1-915-564-6174**

How to submit an RFS to VA

- **VA FORM 10-10172** can be found on the VA Storefront <https://www.va.gov/COMMUNITYCARE/>
- A **signed** RFS is **required** for a proper clinical review and authorization
- All supporting medical documentation, such as provider progress notes and procedures, laboratory and radiology reports **must** accompany the completed RFS form.
- The requested care may be performed at the VA or in the community, **based on The MISSION Act of 2018 eligibility for community care.**

Durable Medical Equipment (DME)

- **VA** is the primary resource for **all** routine **DME** for Veterans
- If authorized, rentals cannot exceed 30 days
- For urgent or emergent care, providers may directly supply veterans with urgent/emergent **DME** and TriWest will reimburse providers
- Examples of urgent/emergent **DME**:
 - Splints
 - Crutches
 - Canes
 - Slings
 - Soft collars

Ordering DME

All prescriptions must be complete (fill in all blanks) of the applicable section of VA Form 10-10172:

- **Section VI:** Home Oxygen Information
- **Section VII:** DME & Prosthetics information
- **Section VIII:** DME Education & Training
- **Section IX:** Therapeutic footwear assessment information

RFS without the required information will not be authorized and sent back for additional information.

Questions?

Quick Contacts

Office	Contact	Duty Hours
El Paso VA Community Care Service (CCS) Call Center	Ph: 915-564-7899	Monday-Friday 8:00 a.m. to 4:30 p.m.
El Paso VA Pharmacy	FAX: 915-564-7865 Email: ELPParmacy@med.va.gov	E-RX: HCPDP: 4519469 NPI: 1740248673 Legal Business Name: El Paso VAMC
Urgent Care Eligibility	Ph: 1-833-483-8669	
Urgent Care Problems/Billing	Ph: 1-866-620-2071	
Emergency Room Visits	Ph: 1-844-724-7842	All ER Visits require a call within 72 hours for approval
24/7 Express Scripts Pharmacy Help Desk	Ph: 1-800-922-1557	
Request For Service (RFS)	HSRM (electronic, preferred) FAX: 1-915-564-6174	VA Form 10-10172*
Durable Medical Equipment (DME)	Ph: 915-564-7899	Veterans may contact the CCS Call Center

*VA FORM 10-10172 can be found on the VA Storefront <https://www.va.gov/COMMUNITYCARE/>



U.S. Department
of Veterans Affairs