

FW: You have a new community care appointment

Example below- this is test data.

From: VA-HSRM Community Care Appointment Notification Service 1 <VAHSRMCommunityCare1@va.gov>
Sent: Thursday, September 29, 2022 10:01 AM
To: [[REDACTED PATIENT NAME]] <REDACTED.PATIENT.EMAIL@va.gov>
Subject: You have a new community care appointment

Department of Veterans Affairs
Batavia VA Medical Center
222 Richmond Avenue, BATAVIA

09/29/2022
ICN: [[REDACTED]]

[[REDACTED PATIENT NAME]]
126 DAVID LN.
SOMERSET, Pennsylvania, 15501

Dear: [[REDACTED PATIENT NAME]],

You have been approved for Community Care under **TriWest - PC3** for Cardiology Comprehensive SEOC 1.4.12 PRCT services. Referral [REDACTED] is valid from **09-12-2022** through **03-28-2023**.

DO NOT REPORT TO THE VA MEDICAL CENTER

An appointment has been scheduled on **09-29-2022** at **04:45 P.M.** with:

Community Provider/Facility: OLIVER AALAMI

Community Location/Care Site: LPCH MEDICAL GROUP-730 Welch Rd, Palo Alto, CA, 94304-2086S0129X

Community Provider Name (If Known): OLIVER AALAMI

Community Provider Telephone Number(If Known): 650-723-4883

Referral Number: [REDACTED]

If you are unable to keep this appointment or the appointment is no longer needed, please call your facility community care office at the Batavia VA Medical Center: **(585) 297-1000**

Please note: If you requested your community care appointment through VA Online Scheduling (VAOS), please contact the community provider directly to cancel or reschedule your appointment.

The VA has made your first appointment for Referral [REDACTED] with **Community Provider/Facility**. Any follow up appointments or re-scheduling for Referral [REDACTED] will need to be arranged by you, directly with **Community Provider/Facility**.

If you need additional care/services not mentioned above, please contact your primary care provider for a new referral. Requests for additional services must be submitted to the facility community care office at

the **Batavia VA Medical Center**.

Emergency Services

During a medical or mental health emergency, the Department of Veterans Affairs (VA) encourages Veterans to seek immediate medical attention without delay. Veterans do not need to check with VA before calling for an ambulance or going to an emergency department. In most instances Veterans are eligible to receive VA-authorized emergency care at an in-network facility if VA is notified of the emergent event within 72 hours of the start of care.

It is important that your visit to a community emergency room be reported to VA as soon as possible because it allows VA to assist in coordinating your care or transfer, and it helps ensure that administrative and clinical requirements for VA to pay for the care are met.

Inform your Emergency Provider to Report Your Emergency Treatment to VA

- Providers should report your emergency treatment through VAs Emergency Care Reporting (ECR) portal, <https://EmergencyCareReporting.CommunityCare.va.gov>, or by calling 844-72HRVHA (844-724-7842).
- They also need to contact the local VA medical center (VAMC) to coordinate follow-on care and transfer activities, if necessary.
- Phone numbers and email addresses to local VAMCs are available at https://www.va.gov/COMMUNITYCARE/docs/providers/Care-Coordination_Facility-Contacts.pdf#

Veterans or their representatives can also report episodes of emergency care to VA. However, VA should only be notified once and ideally that notification is from community facility staff where the Veteran is being treated.

Prescriptions

Your community provider may write a prescription related to the authorized care. All routine prescriptions must be filled by the VA pharmacy. If there is an immediate need for your prescription from your community care visit, you may be able to get your prescription, up to 14-day supply, filled at a participating Community Care Network (CCN) pharmacy. To find a participating CCN pharmacy, please visit <https://www.va.gov/find-locations>. When you visit a participating CCN pharmacy for an immediately needed prescription from this visit, provide the following information to the CCN pharmacy/pharmacist:

BIN: 
PCN: 
Group: **VETERAN**

If you go to a non-CCN participating pharmacy, you may be responsible for the cost of the medication and may seek reimbursement from VA.

If you require more than a 14-day supply or if the prescribed medication is not needed immediately, your community provider will send a prescription to a VA pharmacy so that VA can provide you with your routine medication. Your community provider can submit a prescription to VA pharmacy by fax, e-prescription or you may deliver in person. When the community provider submits the prescription, they must follow the following instructions:

- Prescriptions may be submitted via fax, in-person, or via e-prescription.
- The prescription should include your full printed name and the providers office address, office phone number, personal DEA registration number (if prescribing a controlled substance), and personal NPI number.

The prescribed medications must be related to the services authorized on the referral, and must be included in the VA National Formulary. Please contact the VA pharmacy at your referring facility with any questions regarding prescriptions, the VA Formulary, or non-formulary requests.

An approved list of VA medications can be found on the VA National Formulary at [\[www.pbm.va.gov/NationalFormulary.asp\]](http://www.pbm.va.gov/NationalFormulary.asp)**www.pbm.va.gov/NationalFormulary.asp**, or by using the VA National Formulary Search Tool at [\[www.pbm.gov/apps/VANationalFormulary/\]](http://www.pbm.gov/apps/VANationalFormulary/)**www.pbm.gov/apps/VANationalFormulary/**.

Medical Devices

Your community provider may recommend that medical devices, adapted equipment, or other items be provided for the treatment or rehabilitation of your medical condition. Veterans are generally required to obtain these items through the Prosthetics and Sensory Aids Service (PSAS) at your local VA Medical Center. The community provider must furnish you with a prescription for the specific item that you can email, fax, or hand deliver to PSAS. The prescription for the item must: (1) indicate that the condition for which the item is being prescribed is within the scope of the authorized services, (2) describe the item or service being prescribed with as much specificity as possible (including manufacturer and model, needed custom measurements, size), (3) provide a brief but thorough plain-language explanation of how the item or service will serve your treatment or rehabilitation needs. All parts of the prescription form must be filled out completely. Please contact the PSAS or Community Care Coordinator at the referring VA facility indicated in the approved referral to ensure the prescription has been received and that no additional information is required by VA. VA PSAS will determine whether the prescribed item or service is one that VA is authorized to purchase. If not, PSAS will work with you and the prescribing provider to identify an alternative that will serve your clinical needs. Your community provider may provide medical devices or other items at the time of healthcare service delivery or soon thereafter if there is an immediate need.

Co-Payments

If you are required to pay a VA co-payment, you will be billed by the VA for each authorized visit that you attend. However, you are NOT REQUIRED to make co-payments to a Community Provider.

Additional Resources

You may view your appointments online at My HealtheVet: www.myhealth.va.gov

You may locate Community Providers at VA Locator: <https://www.va.gov/find-locations/>

The VA is only responsible for arranging your first appointment for care outside Veteran Administration Medical Centers (VAMC). After the initial appointment is made, you are responsible for arranging any changes in schedule or follow up appointments with your Community Care Provider.

If you have concerns with the care you received in the community, please refer to the Veteran Fact Sheet on reporting concerns with care in the community, located at https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-46.pdf, or reach out to your VAMCs Patient Advocate for assistance.

Thank you for the opportunity to serve you and for your service to our great Nation!