

**Veterans Affairs – Palo Alto Health Care System (VAPAHCS)
Prosthetics and Pharmacy with Non-VA Choice Provider
VAPAHCS Pulmonary Sleep Medicine**

How does the non-VA sleep provider coordinate care with the VA?

In most circumstances, non-VA providers authorized through the Choice Act will provide clinical care independent of the Pulmonary Sleep Medicine service or the GMC PACT teams. For all durable medical equipment or medication needs during care with a Choice authorized, non-VA provider, directly contacts the VA Prosthetics and Sensory Aids Service or VA Pharmacy Service.

What is TriWest?

TriWest is a third party administrator designated to help provide assistance in the following areas:

1. Reviewing Veteran eligibility status
2. Providing authorization for care and testing to Choice providers
3. Coordinate with Veterans and Choice providers continuity of care

For any concerns regarding approved clinical services, the Choice provider can contact TriWest at 1-866-496-2529.

TriWest does not approve durable medical equipment services or pharmacy services through non-VA sources, since Choice non-VA providers are directed to coordinate these services with VA Prosthetics and VA Pharmacy Services.

How does the non-VA sleep provider request equipment and supplies from the VA Prosthetics Service?

Choice authorized non-VA provider prescriptions for equipment can be faxed, delivered in person or mailed to Prosthetics at the following location:

Prosthetics and Sensory Aids Service
Attn: Kathryn O'Melia
VA Palo Alto Health Care System
3801 Miranda Avenue, Mail Stop 121
Palo Alto, CA 94303-1290
Fax Number: 650-496-2529
Telephone Number: 650-493-5000, Palo Alto ext. 66236

Choice providers can request prescription forms by contacting VA Prosthetics and Sensory Aids Service. Prescriptions should include the following information:

1. Choice authorization number or TriWest episode of care authorization
2. Detailed description regarding the equipment/supplies requested
3. Any settings, programming or specific instructions needed regarding set-up
4. Prescribed usage
5. HCPC Code
6. Veteran full name
7. Physician full name
8. Date of order
9. ICD 9 or ICD 10 code

Once the prescription is received, VA Prosthetics and Sensory Aids Service will coordinate equipment issuance, set-up and training.

**Veterans Affairs – Palo Alto Health Care System (VAPAHCS)
Prosthetics and Pharmacy with Non-VA Choice Provider
VAPAHCS Pulmonary Sleep Medicine**

How does the non-VA provider request medications from the VA Pharmacy Services?

The VA cannot accept verbal or telephone prescriptions from any provider (including VA providers). Prescriptions for non-controlled substances may be presented either in person by the Veteran, mailed to the VA or by fax. Prescriptions for controlled substances must be presented either in person by the Veteran or to the VA. The VA Pharmacy Service can be reached at:

Outpatient Pharmacy Service
VA Palo Alto Health Care System
3801 Miranda Avenue, Mail Code 119
Palo Alto, CA 94304-1292
Fax number: 650-858-3989
Telephone number: 650-849-1292

The non-VA provider will follow the treatment status on the medication. The non-VA provider is also the best person to discuss potential side effects of the medication or if any lab testing is required on the medication.

What are the formulary restrictions on non-VA providers?

The restrictions on medication prescribing is the same for both VA and non-VA providers. All VA facilities must comply with the established VA National Formulary. The non-VA provider can view a list of the medications in the VA formulary on the internet at <http://www.phm.va.gov/nationalformulary.asp>

Similar to VA providers, requests for non-formulary medications must go through a prior authorization process. Non-Formulary Drug Request Forms are available on request from the Pharmacy Service. Non-VA providers can contact the Regina Lo, Outpatient Pharmacy Manager (Palo Alto Division) at 650-493-5000 Palo Alto ext. 64157. (Providers only should contact Ms. Lo directly.)

What if medications are needed urgently?

The VA pharmacy is set-up to fill non-urgent medications which can be mailed to Veterans. If medications are needed urgently and must be started immediately, the non-VA provider can contact the VA Pharmacy for directions to have up to 14 days of a medication supplied by a community pharmacy.

If the medication is to be continued for more than 14 days, a separate prescription will need to be delivered to the VA Pharmacy for the maintenance supply of the medication which can be mailed to the Veteran.

What if I have questions that my non-VA provider and TriWest cannot answer?

For Veterans Choice administrative questions that TriWest is unable to address, you can contact Health Administration Services (HAS) Veteran's Choice Voicemail system at 650-617-2732. Although this is a voicemail system, messages are frequently reviewed. And you can expect to receive a return call by the next working day to help address your concerns.