

Medical Services Not Covered under Choice

There are certain services and items that are not approved under the Choice Program. Those services and items will need to be coordinated through the Veteran's local VA Medical Center. Those services and items include the following:

- Nursing home care
- Hospice
- Long Term Acute Hospital (LTAC)
- Homemaker and home health aide services
- Chronic dialysis treatments
- Dental care
- Pediatric (Children's) services
- Durable Medical Equipment to include eyeglasses and hearing aids
- Orthotics and Prosthetics
- Compensation and Pension (C&P) Examinations
- Emergency care

Contact Us With Questions

To schedule Choice appointments

(866) 606-8198

Local Assistance with Choice referrals

(206) 764-2876 or (800) 329-8387 extension 62876 or 64545

Fax Non-emergent Choice

Prescriptions (to be filled by VA mail out program)

(206) 764-2380 Seattle
(253) 583-2399 American Lake

Reimbursement of 14 day emergent Rx

Fax Rx and receipt to: (253) 589-4032

Assistance with Choice Billing Issues:

(855) 722-2838 (FAX 866-259-0311)
Adverse Credit 877-881-7618

Locate a Choice Provider

www.va.gov/opa/apps/locator

To get additional information on the

Choice program

www.va.gov/opa/choiceact

Fax Prosthetics/DME Request to

(206) 764-2554

The Veterans Choice Program

The Veteran Choice Program is part of the Veterans Access, Choice, and Accountability Act of 2014 (VACAA).



VA



U.S. Department of Veterans Affairs
VA Puget Sound Health Care System

Veteran Health Education Committee
VHEC APPROVED
June 2016

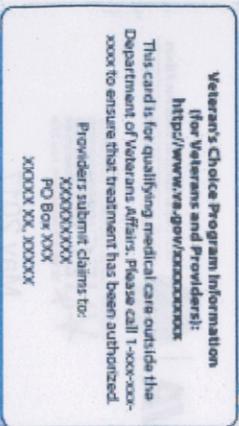
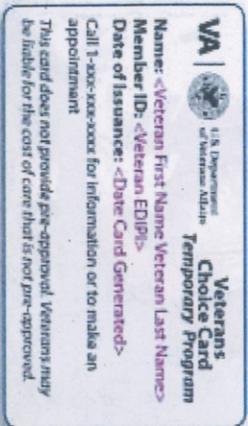
May 2017

Overview

Beginning November 5, 2014, the Choice Program began to cover Non-VA care for eligible Veterans enrolled in VA health care. Many Veterans will have the option to receive Non-VA health care rather than waiting for a VA appointment or traveling to a VA facility.

Additional Information

The Choice Program is designed to supplement the care Veterans receive at VA medical facility, not replace or limit that care. Use of the program is voluntary – a Choice. No Veteran will be required to seek care in the community using the card. In addition, any Veteran currently eligible for VA care will retain that eligibility even if he or she uses a Choice Program to obtain care in the community.



Choice First

A Veteran may be referred to Choice First if it has been determined the requested care is not offered at the local VAMC or through an existing referral pattern with another VAMC, or sharing agreement with Department of Defense or Indian Health Service.

30 Days

A Veteran may decide to access care under the Choice Program if the veteran will need to wait more than 30 days from the preferred date or the date medically determined by physician for an appointment at a VA Medical Center.

40 Miles

A Veteran may access care under the Choice Program if:

- The Veteran's current address is more than 40 miles driving distance from the closest VA health care facility, which includes Medical Centers and Community Based Outpatient Clinics (CBOC).
- The Veteran needs to travel by plane or boat to get to the closest VA health care facility.
- The Veteran faces an unusual or excessive burden in traveling to a VA health care facility based on the presence of a body of water (including moving water and still water) or a geologic formation that cannot be crossed by road.

Note: Mileage determinations cannot be determined if the only address is a P.O. Box

Unusual or Extreme Burden—Other Factors

A Veteran who lives 40 miles or less from the closest VA is eligible for the Veterans Choice Program (VCP) if he or she faces an unusual or extreme burden trying to reach such a facility based on:

1. The kind of the hospital care or medical services the Veteran requires
2. How often such hospital care or medical services need to be furnished to the Veteran
3. Need for an attendant, or helper

Examples of services that qualify include:

- Outpatient Physical Therapy
- Parenteral infusions
- Upper and/or lower extremity joint or soft tissue (trigger point) injections
- Optometry for refraction
- Audiogram/hearing evaluation
- Allergy immunotherapy

Co-pays & Other Health Insurance

Under the Choice Program, Veterans who are required to make VA co-payments, will be required to make those copayments in the same manner they would for care or treatment from the VA. In addition, VA may bill your private health insurance for non-service connected conditions. All VA copayments and insurance billing will be done by VA, not the Choice provider.