

3. Download forms from this Web link:
www.va.gov/hac
Under “Quick List” on the left-hand side of the page, select Forms, then scroll down to the form you need.

How do I get a refill?

The fastest way to have your refill processed is to call our automated refill system at 1-888-370-1699. When using the system, listen to the voice instructions and enter the requested information by using the keypad on your touch-tone telephone.

You can use the automated refill system to request a refill OR to check the status of any prescription refill.

If you prefer, you can mail in your refill slip provided with each Meds by Mail prescription order. Be aware that mailed refills may take longer to process. To avoid delays, you should mail in your refill slip as soon as you get it.

How long does it take to get a prescription filled?

Allow 21 days from the day you mail in your order. Please don’t call the Meds by Mail Servicing Center to check on your order until 10 days have passed since you mailed in your prescription or refill.

Consider the benefits and savings!
No out-of-pocket expenses, no cost sharing and no annual deductible.

No insurance claim forms to fill out!
Convenience! Your medications are mailed directly to your home. Make sure CHAMPVA has your current address and phone number on file.

I have a question—who can help me?
The Health Administration Center will assist with:

- General information about CHAMPVA
- General information about Meds by Mail

- Meds by Mail order forms by phone: 1-800-733-8387 by website: **www.va.gov/hac/forms**
- Meds by Mail has two regional servicing centers that will assist you with:
- Status of an order
 - Questions about drug availability
 - Questions for the pharmacist
 - Patient profile updates

| West | | East | |
|--|---|---|--|
| The Cheyenne, Wyoming , Meds by Mail Servicing Center serves the following states and territories: | | The Dublin, Georgia , Meds by Mail Servicing Center serves the following states, districts and territories: | |
| Alaska, American Samoa, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Louisiana, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wisconsin, Wyoming. | | Alabama, Connecticut, Delaware, District of Columbia, Florida, Georgia, Guam, Kentucky, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Vermont, Virgin Islands, Virginia, West Virginia. | |
| Address | Meds by Mail PO Box 20330 Cheyenne WY 82003-7008 | Address | Meds by Mail PO Box 9000 Dublin GA 31040-9000 |
| <i>(mail all order forms to this address)</i> | | <i>(mail all order forms to this address)</i> | |
| Phone | 1-888-385-0235 | Phone | 1-866-229-7389 |
| E-mail | meds.mail@va.gov | E-mail | meds.mail@va.gov |



Meds by Mail



Tired of paying for your maintenance medications? You might qualify for medications with no cost share or annual deductibles.

What is Meds by Mail?

Meds by Mail provides a safe, easy and convenient way for you to receive nonurgent (maintenance) medications delivered directly to your home with no cost share! You mail your prescriptions, based on where you live, to either the Meds by Mail Pharmacy Servicing Center at Cheyenne, Wyoming (West), or Dublin, Georgia (East). The prescriptions are filled and mailed to your home from the Consolidated Mail Outpatient Pharmacy located in Leavenworth, Kansas.

Meds by Mail is a pharmacy mailing service for CHAMPVA beneficiaries who don't have ANY other type of health insurance that pays for prescriptions, including Medicare Part D. Meds by Mail is only for people without other prescription coverage.

Will my other health insurance affect my participation in the Meds by Mail program?

Yes. Any other health insurance you have that includes pharmacy coverage can affect your eligibility for Meds by Mail. Please notify CHAMPVA of any

other health insurance you may have. Also notify CHAMPVA of any changes in your other health insurance.

I have signed up for Medicare Part D. Am I eligible to use Meds by Mail?

No. Since Medicare Part D is a prescription program and is considered other health insurance, you would not be eligible to use Meds by Mail.

If I decide to discontinue my Medicare Part D coverage, could I then be eligible for Meds by Mail?

Yes. However, do not cancel your Medicare Part D until you first contact CHAMPVA and ask for a letter of creditable coverage, which must be sent to Medicare. Medicare considers CHAMPVA to be creditable coverage, which means that CHAMPVA pays, on average, as much as the standard Medicare prescription drug coverage.

I'm still not sure if I can use the Meds by Mail program. What should I do?

If you have questions about eligibility, please call CHAMPVA at 1-800-733-8387, or e-mail us by following the directions for submitting e-mail via IRIS at this Web link: [**www.va.gov/hac/contact**](http://www.va.gov/hac/contact)

Can I still use my local pharmacy?

Yes. In fact you should use your local pharmacy for urgent care medications

(pain medication or antibiotics). Most local pharmacies participate in the SXC Health Solutions, Inc., network. These pharmacies agree to collect your cost share and send a claim electronically via SXC to CHAMPVA for the remaining amount, saving you time and money. For more information and to find a local pharmacy that accepts SXC, please visit the Web at [**https://vahac.rxportal.sxc.com**](https://vahac.rxportal.sxc.com) or call 1-888-546-5502.

What kinds of medications can I get by using the Meds by Mail program?

You can get maintenance medications that are taken for a longer period of time, such as blood pressure, heart, arthritis, asthma, diabetes and chronic pain medications.

Generic medications.

Whenever possible the VA will use the generic equivalent.

If your health care provider requires you to take a brand-name prescription, you need to contact your Meds by Mail Servicing Center at 1-888-385-0235 (West) or 1-866-229-7389 (East).

If the brand-name drug is not available from Meds by Mail, you will need to have it filled at a retail pharmacy. Prescriptions filled at a retail pharmacy require you to pay a 25 percent cost share (after your annual deductible is met).

How do I place an order?

Have your health care provider write a new prescription for a 90-day supply plus refills, not to exceed one year.

New orders **must include** the original prescription (not a copy).

You will need to complete the following:

1. Fill out a Meds by Mail order form, VA Form 10-0426.
2. Fill out the patient profile to update any allergies or health conditions.
3. Include the patient's Social Security number on the order form and on the prescription.
4. Include your health care provider's complete name, phone number and mailing address.
5. Report any changes to your pharmacy servicing center.

How do I get forms?

You can obtain order forms in one of the following ways:

1. Call CHAMPVA at 1-800-733-8387 and ask that they be mailed to you.
2. E-mail CHAMPVA and request that they be mailed to you. Follow the directions for submitting e-mail via IRIS at this Web link: [**www.va.gov/hac/contact**](http://www.va.gov/hac/contact)

IMMEDIATELY call your health care provider if you have questions about medical conditions or a drug reaction.