

What is the CITI Program?

The CITI program is the Civilian Health and Medical Program, Department of Veterans Affairs (CHAMPVA) In-House Treatment Initiative (CITI). Under this program, CHAMPVA beneficiaries may be treated at a participating Veterans Affairs (VA) medical facility. VA medical facility participation in this program is optional. The facility does not receive direct funding for the treatment of CHAMPVA patients.

How do I know if the local VA medical facility is part of the CITI Program?

There is a good chance that a VA medical facility near you is a participant in the CITI Program. A list of participating facilities with direct contact phone numbers is available on our web site at www.va.gov/hac, select *For Beneficiaries*, then *CHAMPVA*, then *CITI*.

You can check to see if a VA Medical Center (hospital) is a CITI site by calling the hospital and asking for the CHAMPVA/TRICARE coordinator. You can also contact the Health Administration Center (HAC) at 1-800-733-8387 or email us by following the information provided at the end of this fact sheet.

Why doesn't every VA medical facility participate in the CITI Program?

The CITI program is designed to provide CHAMPVA beneficiaries with access to care in a VA facility **after** the facility has met the needs of their veteran population. In some areas, veteran's needs utilize the full capacity of the VA medical facility.

Are there eligibility requirements for the CITI program?

Yes. Since the VA can not bill Medicare for covered medical services, any CHAMPVA enrollee with Medicare is not eligible to participate in the CITI program. If you become Medicare eligible, you must stop using CITI services and obtain your care from a Medicare provider. Your Other Health Insurance (OHI) status may also impact eligibility for the CITI program. A participating facility or the HAC can provide you with additional information on CITI eligibility.

How do I enroll in the CITI Program?

You may be asked to complete an application or a patient registration form by the participating medical facility. Each participating facility has access to the CHAMPVA computer system to check your eligibility and OHI status.

What services are covered under the CITI Program?

Each participating VA medical facility determines what kind of services may be provided on a space available basis. This includes the availability of the local pharmacy to fill prescriptions written by a VA physician. If the facility does not offer pharmacy services,

it is still possible to use other CHAMPVA program services for your pharmacy needs. Please refer to our web site or handbook for additional information on pharmacy options.

Can the availability of services change once I am in the program?

Yes. If the facility experiences a change in veteran workload, they may decide to limit or discontinue CITI services. The facility will work with the HAC and provide you timely notification of necessary changes. The HAC can assist you in finding other providers if you are no longer able to be treated at a CITI facility.

How much is the cost share under the CITI Program?

There are no cost shares or deductibles for covered services *received at* a participating CITI facility.

What if the CITI facility is not able to provide other necessary medical care?

If the participating facility determines you need medical services that are beyond their direct ability to meet, they may refer you to a commercial health care provider. You will need to use your CHAMPVA benefits when you see this outside provider. You will be responsible for your standard cost-share under the CHAMPVA program. This is typically 25% of allowable charges up to \$3,000 per year. The CITI facility will not be involved in payment for this care. The commercial provider should be instructed to bill the HAC directly.

How do I get more information?

- Mail: VA Health Administration Center
CITI Program
PO Box 469063,
Denver, CO 80246-9063
- Phone: 1-800-733-8387,
Monday – Friday
- Email: Please go to this web link and follow the directions for
secure email: <http://www.va.gov/hac/contact>
- Website: www.va.gov/hac
select *For Beneficiaries* then *CHAMPVA*, then *CITI*