

What is SXC Health Solutions, Inc. (SXC)?

SXC is a Pharmacy Benefits Manager that has contracted with the HAC to electronically process pharmacy claims. SXC processes over 1,000,000 pharmacy claims each year for CHAMPVA beneficiaries. SXC has a network of over 50,000 pharmacies throughout the nation.

What is the advantage of using SXC?

You need only pay your cost share for the medication (after the outpatient deductible has been met) and there are no claims for you to file.

Getting Started – How do I enroll in the SXC Program?

There is no enrollment procedure. SXC receives the information needed to process your claim from the pharmacy.

If I have other health insurance can I still use SXC?

It depends on your other health insurance. If your other insurance does not include pharmacy coverage, you can use an SXC network pharmacy. Also, you can use SXC if your other insurance is a CHAMPVA supplemental plan that pays after CHAMPVA pays. If your other health insurance pays before CHAMPVA then, at this time, you cannot use SXC.

How much does it cost me to use SXC?

There is no additional charge to you for this service. You will pay only the 25% co-pay once you have satisfied the annual deductible.

Who do I call when I need help with the program?

SXC has a customer service center that is open from 8:00 AM to 8:00 PM, Eastern Time, Monday - Friday, and 8:00 AM to 5:00 PM, Eastern Time, Saturday, excluding holidays. The number is 1-888-546-5502. You can also visit the website at <https://vahac.rxportal.sxc.com>.

Can I use any pharmacy?

There are over 50,000 pharmacies, including national and local chains, as well as many independents contracted with SXC, so there is probably a pharmacy right around the

corner from your home that is part of the SXC network.

How do I find the nearest pharmacy to my home?

That's very simple. You can call SXC 1-888-546-5502 and the customer service representative will tell you where the closest pharmacy is located. If you have access to a computer you can conduct your own search. Type in <https://vahac.rxportal.sxc.com> and follow the path to the pharmacy finder.

How do I get a Pharmacy ID card from SXC?

CHAMPVA sends an eligibility file to SXC daily. SXC will automatically know if you are new to the program and will send the card to your address.

What if I have lost my Pharmacy ID card?

Simply contact SXC at 1-888-546-5502 and request a new card.

Are there claim forms to fill out?

No. The pharmacy will ask you for basic information that may include name, address, phone number, birth date and Pharmacy ID Card number. The pharmacy sends this to SXC electronically on a secure line. SXC does not share this information with any individual or company other than CHAMPVA.

Is there a yearly deductible?

Yes. CHAMPVA's outpatient deductible is \$50.00 per individual to a family maximum of \$100.00. The CHAMPVA deductible begins January 1st of each year.

How much do I pay?

After you have satisfied the current year deductible, you are responsible for 25% of the total amount allowed by CHAMPVA.

How do I get more information?

- Check out our website at www.va.gov/hac
- Write us at PO Box 469063, Denver, CO 80246-9063
- To contact us by email, please go to this web link and follow the directions for submitting secure email: <http://www.va.gov/hac/contact>
- Call 1-800-733-8387