

Administration Center (HAC) for processing, while only charging the beneficiary their cost share amount (25% of the total cost) after the annual deductible has been met. This means that there are no paper claims for the pharmacy or beneficiary to file. The PBM can assist with finding a network pharmacy.

PBM	
Telephone	1-800-546-5503
Website	vahac.rxportal.sxc.com

Nonnetwork Pharmacies

If beneficiaries have another health insurance plan that includes pharmacy coverage, a paper claim must be submitted to the HAC for reimbursement.

Nonnetwork Pharmacy	
Address	CHAMPVA PO Box 469064 Denver CO 80246-9064
Email	www.va.gov/hac/contact See CHAMPVA



The Spina Bifida Health Care Program provides benefits to the children of Vietnam veterans (and veterans who served along the Korean DMZ between September 1, 1967, and August 31, 1971) diagnosed with spina bifida. The

Children of Women Vietnam Veterans Program provides benefits to children of female Vietnam veterans when the children are diagnosed with a covered birth defect. In both programs, the determination of eligibility is made by the VA Regional Office in Denver, CO. Under these programs, VA assumes financial responsibility for medical services and supplies related to the treatment of the covered condition, including complications and associated conditions.

Spina Bifida	CWVV
Address	Spina Bifida Health Care OR Children of Women Vietnam Veterans Health Administration Center PO Box 469065 Denver CO 80246-9065
Email	www.va.gov/hac/contact See Spina Bifida or CWVV
Telephone	1-888-820-1756
FAX	303-331-7807
Website	www.va.gov/hac

VHA FIELD SUPPORT

The HAC provides field support in the form of human resources, logistics/contracting, financial/budgetary management and oversight and visual information/graphic art services to various Chief Business Office Directorates and offices, VA Medical Centers and the VA Central Office. Our expertise in these critical areas has made the HAC a sought after source of professional support.



Health Administration Center

Programs for Veterans, Their Families and VHA Organizations



Department of Veterans Affairs
Health Administration Center
PO Box 469060
Denver, Colorado 80246-9060



FOR VETERANS



Foreign Medical Program (FMP) is a health care benefits program designed for U.S. veterans with VA-rated service connected conditions who are residing or traveling abroad (Philippines excluded). Under FMP, VA assumes payment responsibility for certain necessary medical services associated with the treatment of those service connected conditions.

Foreign Medical Program	
Address	Foreign Medical Program PO Box 469061 Denver CO 80246-9061
Email	www.va.gov/hac/contact See Foreign Medical Program
Telephone	303-331-7590
FAX	303-331-7803
Website	www.va.gov/hac

FOR DEPENDENTS



The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health care benefits program for: 1) dependents of veterans who have been rated by the VA as having a permanent and total disability; 2) survivors of veterans who died from VA-rated service connected conditions, or who at the time of death, were permanently and totally disabled from a VA-rated service connected condition and 3) survivors of persons who died in the line of duty and not due to misconduct and not otherwise entitled to benefits under DoD's TRICARE program. Under CHAMPVA, VA shares the cost of covered health care services and supplies with eligible beneficiaries.

Some VA Medical Centers and clinics accept CHAMPVA beneficiaries for treatment through the CHAMPVA Inhouse Treatment Initiative (CITI). This care is at no cost to the beneficiary, however, participation is up to each individual facility. Please contact our customer service center to find out the availability of this program in your area.

Due to the similarity between CHAMPVA and TRICARE (a program administered by the Department of Defense for military retirees as well as families of active duty, retired and deceased service members), the two programs are easily and often mistaken for each other. Please note that CHAMPVA is separate from TRICARE and that there are distinct differences between the two programs.

CHAMPVA	
Inquiry Address	CHAMPVA PO Box 469063 Denver CO 80246-9063
Claims Address	CHAMPVA PO Box 469064 Denver CO 80246-9064
Email	www.va.gov/hac/contact See CHAMPVA
Telephone	1-800-733-8387
FAX	303-331-7804
Website	www.va.gov/hac



CHAMPVA SUPPLEMENTAL INSURANCE INFORMATION

CHAMPVA does not endorse one policy over another. Information on supplemental insurance is available from Federal Publishing at www.federalpublishing.com or call: **1-800-613-6997**. Federal Publishing is not affiliated with the government, and we do not endorse their products or services.



Meds by Mail is a voluntary service that provides a safe, easy and cost-free way for eligible CHAMPVA beneficiaries to receive nonurgent maintenance medications delivered right to their door.

CHAMPVA beneficiaries who have prescription drug coverage under another health insurance plan are not eligible to use Meds by Mail.

Meds by Mail (MbM)	
Address (West) 	Meds by Mail PO Box 20330 Cheyenne WY 82003-7008
Telephone (West)	1-888-385-0235
Address (East) 	Meds by Mail PO Box 9000 Dublin GA 31040-9000
Telephone (East)	1-866-299-7389
Email	meds.mail@va.gov
Program Questions	1-800-733-8387
Website	www.va.gov/hac

Retail Network Pharmacy (Pharmacy Benefits Manager—PBM)

We have contracted with a PBM that has over 50,000 nationwide pharmacies in its network. Our beneficiaries can easily find a pharmacy that will electronically submit their claim to the Health