

Servicing Center to check on your order until 10 days have passed since you mailed in your refill request.

CONSIDER THE BENEFITS!

Savings!

No out-of-pocket expenses, **No** cost sharing and **No** annual deductible.

No Claim Forms!

There are 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 (HAC) will assist with:

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

Phone: 1-800-733-8387

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



The **Cheyenne, Wyoming**, Meds by Mail Servicing Center serves the following states 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.

Address: Meds by Mail
PO Box 20330
Cheyenne WY 82003-7008

(Mail all order forms to this address)

Phone: 1-888-385-0235

Email: meds.mail@va.gov

East



The **Dublin, Georgia**, Meds by Mail Servicing Center serves the following states, districts and territories:

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 9000
Dublin GA 31040-9000

(Mail all order forms to this address)

Phone: 1-866-229-7389

Email: meds.mail@va.gov

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



Department of Veterans Affairs
Health Administration Center

Meds by Mail

Meds by Mail



Tired of paying for your prescriptions? If you answered yes, READ THIS. You might qualify for COST-FREE medications.

What Is Meds by Mail?

Meds by Mail is a pharmacy mailing service that provides a safe, easy and cost-free way for eligible CHAMPVA beneficiaries to receive nonurgent maintenance medications delivered directly to their home. CHAMPVA beneficiaries mail their prescriptions based on where they reside, to the Meds by Mail Pharmacy Servicing Center at Cheyenne, Wyoming (West), or Dublin, Georgia (East). The prescriptions are filled and mailed to their home from the Consolidated Mail Outpatient Pharmacy located in Leavenworth, Kansas.

Who Is Eligible for Meds by Mail?

You are eligible if you don't have ANY other type of health insurance that pays for prescriptions. Meds by Mail is only for people without other prescription coverage.

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.

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 email us by following the directions for submitting secure email at this web link: www.va.gov/hac/contact

Will a Change in Other Health Insurance Affect My Participation in the Meds by Mail Program?

YES. Any other health insurance that includes pharmacy coverage can affect your eligibility for Meds by Mail. Please notify CHAMPVA of any changes in your health insurance coverage.

Can I Still Use My Local Pharmacy?

YES. In fact you should use your local pharmacy for urgent care medications. You can file claims for prescriptions filled at your local pharmacy and be reimbursed up to 75% of the allowable amount.

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 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 on the Meds by Mail formulary, you will need to have it filled at a retail pharmacy. Prescriptions filled at a retail pharmacy require you to pay a 25% cost share.

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 first and last printed names, phone number and mailing address.
- 5) Report any changes to your pharmacy servicing center.

How Do I Get Forms?

You can obtain order forms one of the following ways:

- 1) Call CHAMPVA at 1-800-733-8387 and ask that they be mailed to you.
- 2) Email CHAMPVA and request that they be mailed to you. Follow the directions for submitting secure email at this web link: www.va.gov/hac/contact
- 3) Download forms from www.va.gov/hac Select the tab *HAC Forms* on the left and then scroll down to the form you need.

How Do I Get a Refill?

If your health care provider included refills with your prescription, a refill slip will be sent to you with each Meds by Mail delivery. IMMEDIATELY send in your refill slip when you receive your medications. Prescriptions may be refilled in 90 day increments.

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