

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

CHAMPVA Inhouse Treatment Initiative



The CHAMPVA Inhouse Treatment Initiative (CITI) is a program that allows CHAMPVA beneficiaries to be treated at certain VA facilities, if space is available.

To be eligible for the CITI program

- You must be eligible for the CHAMPVA program,
- You must not be entitled to Medicare, or enrolled in an HMO.

CHAMPVA pays secondary to any other health insurance (OHI) you may have. You **MUST** use your primary OHI before CHAMPVA and follow their rules. If your OHI does not include VA medical centers in their network of providers, the CITI program would not be available to you. If there is any change in your OHI, call us.



Why doesn't every VA medical center participate in the CITI program?

The CITI program is designed to provide CHAMPVA beneficiaries with access to care in VA facilities after the needs of the Veteran population have

been met. In certain areas, Veterans' needs require the full capacity of the local medical center. Please keep in mind that if a facility experiences an increase in their Veteran workload, they may decide to limit or discontinue CITI services.



Who makes the decision to participate in the CITI program?

This decision rests with individual VA medical center directors.

How can I find out if my local VA medical center participates in CITI, and how can I find out what services are offered?

If you have access to the Internet, you can go to <https://www.va.gov/communitycare/programs/dependents/champva/citi/index.asp> for a complete list of participating facilities. You can also get this information by calling CHAMPVA at 1-800-733-8387. To find out exactly what services are available at your local VA medical center, you will need to call them and ask for the CHAMPVA/CITI coordinator.

Is there a cost share when using the CITI program?

There is no cost share or deductible for covered services received at a participating CITI

facility. If the VA facility determines that you need medical services that they cannot provide, they might refer you to a commercial health care provider. In that case, your CHAMPVA cost share would apply. This is typically 25 percent of the CHAMPVA allowable amount. The CITI facility will not be involved in payment for this care. The commercial provider should be instructed to bill Office of Community Care directly.

Does the CITI program include prescription medicine?

Yes, if the medication is prescribed by a VA physician at a VA medical facility.



For further information, or to contact us:

Mail

Department of Veterans Affairs
Office of Community Care
CITI
PO Box 469063
Denver CO 80246-9063

E-mail

To contact us by e-mail, please go to <https://iris.custhelp.com/app/ask> and follow the directions for the Inquiry Routing & Information System (IRIS).

Telephone

Call: 1-800-733-8387

Our automated menu is available 24 hours a day, seven days a week, to request applications, claim forms and other CHAMPVA materials.

Website

Information regarding the CHAMPVA program can be obtained from fact sheets available at <https://www.va.gov/communitycare/programs/dependents/champva/citi/index.asp>.

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