

The family member health care benefits programs administered by the Chief Business Office Purchased Care (CBOPC) do not have networks of medical providers. You are free to select a provider of your choice, but be sure the provider is properly licensed/certified in your state and is *not* on the Medicare exclusion list.

You should also confirm that the provider will participate in the family member program you belong to. Providers most often refer to participation as *accepting assignment*. Providers who accept assignment will bill CBOPC directly for covered services, items and supplies. Participating providers must accept the allowable amount as payment-in-full and cannot collect additional amounts from you beyond your cost share and deductible.

If your provider is not familiar with CBOPC health care benefits programs, have them contact CBOPC or give them a copy of the program fact sheet. You can download fact sheets on CBOPC programs from the CBOPC website.

### CHAMPVA

Providers may elect to participate in CHAMPVA. Under CHAMPVA, you are responsible for paying your beneficiary cost share and any charges for noncovered services. Under Title 38 CFR, Section 17.272(b) (2) and (3), providers must accept the CHAMPVA allowable rate and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount. If your provider accepts assignment, request that they submit your claims directly to CHAMPVA.

If your provider does not accept CHAMPVA assignment, you can still see that provider; however, you will likely have to pay the entire billed charges at the time of service and submit a claim for reimbursement. When a provider does not accept CHAMPVA assignment, your cost may include not only your share of the CHAMPVA-determined allowable amount, but also any charges over the allowable amount.

To obtain reimbursement, you must submit the itemized bill from the provider along with a VA Form 10-7959a, *CHAMPVA Claim Form*. When CHAMPVA processes the claim for payment, you will be reimbursed the allowable amount for covered services.

To help us process claims in a timely manner, have your health care provider submit claims with your name exactly as it is shown on your CHAMPVA Identification Card. If

different names are used, it will cause a delay in the handling of claims. The rejection of claims could cause you to receive claims for payment directly from your provider.

### Spina Bifida and CWV Health Care Benefits programs

Providers may elect to participate in these health care benefits programs. Under Title 38 CFR, Section 17.903(c), providers must accept the VA payment and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

### Pharmacy benefits

CBOPC health care benefits programs offer a medication by mail program, Meds by Mail (MbM), in which prescribed medications are mailed directly to your home. If you *do not* have other health insurance (OHI) that includes pharmacy services, you are eligible to use MbM for your nonurgent, maintenance medications. Registration forms are available from the CBOPC website and by calling or writing CBOPC.

Enrollment in a CBOPC health care benefits program may also make you eligible to use our network of more than 82,000 OptumRx pharmacies. To obtain a pharmacy identification card and information on local pharmacies that are part of the OptumRx network, visit the OptumRx website at <https://vahac.rxportal.sxc.com/> or call 1-888-546-5502.

Please consult the program guide for the program you are enrolled in before using pharmacy benefits. The impact of OHI and out-of-pocket expenses varies from program to program. This fact sheet only provides general information.

If you are being seen under the CHAMPVA In-House Treatment Initiative (CITI), you should check with the VA Medical Center (VAMC) that is providing your care about whether their pharmacy participates in CITI. Patients who participate in CITI can choose whether they want to use their VAMC or MbM to receive prescribed medications for free.

### How do I get more information?

- Mail: Chief Business Office Purchased Care  
PO Box 469063, Denver, CO 80246-9063
- Phone: 1-800-733-8387, Monday-Friday  
8:05 a.m. to 7:30 p.m., Eastern Standard Time
- Email: Follow the directions for submitting email via IRIS at <https://iris.custhelp.com/app/ask>
- Website: <http://www.va.gov/purchasedcare/>