

What is CITI?

CITI is the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) In-House Treatment Initiative. Under CITI, CHAMPVA beneficiaries may be treated at participating Veterans Affairs (VA) medical facilities. VA facility participation in this initiative is optional as the facility does not receive direct funding for the treatment of CHAMPVA beneficiaries.

How do I know if my local VA medical facility participates in CITI?

To find out if your local VA Medical Center (VAMC) or clinic participates in CITI, please contact the facility directly. A list of participating facilities with contact information is available on the Chief Business Office Purchased Care (CBOPC) website at <http://www.va.gov/purchasedcare/> under the Programs for Dependents—CHAMPVA—CITI link. You may also contact CBOPC via any of the methods listed at the end of this fact sheet.

Why doesn't every VA medical facility participate in this initiative?

CITI is designed to provide CHAMPVA beneficiaries with access to care in a VA facility *after* the facility has met the needs of their Veteran population. In some areas, Veterans' needs utilize the full capacity of the facility.

Are there eligibility requirements for CITI?

Yes. Since VA cannot bill Medicare for covered medical services, any CHAMPVA enrollee with Medicare is not eligible to participate in CITI. If you become Medicare eligible, you are prohibited from using CITI services and must obtain your care from a Medicare provider. Your other health insurance (OHI) status may also impact eligibility for CITI. A participating facility or CBOPC can provide you with additional information on CITI eligibility.

How do I enroll in CITI?

You may be asked to complete an application or a patient registration form by the participating medical facility. Each participating facility has access to the CHAMPVA computer system to check your eligibility and OHI status.

What services are covered under CITI?

Each participating VA medical facility determines what kind

of services may be provided on a space available basis. This includes the availability of the VA pharmacy to fill prescriptions written by a VA physician. If the facility does not offer pharmacy services, it is still possible to use other CHAMPVA program services for your pharmacy needs. Please refer to your *CHAMPVA Guide* or the CBOPC website for additional information on pharmacy options.

Can the availability of services change?

Yes. If the facility experiences a change in Veteran workload, they may decide to limit or discontinue CITI services. The facility will work with CBOPC to provide you timely notification of necessary changes. CBOPC can assist you in finding other providers if you are no longer able to be treated at a CITI facility.

What if the facility is not able to provide necessary medical care?

If the participating CITI facility determines you need medical services that are beyond their direct ability, they may refer you to a commercial health care provider. You will need to use your CHAMPVA benefits when receiving care from this outside provider, and you will be responsible for the standard, CHAMPVA cost share. This is typically 25% of allowable charges up to \$3,000 per year after a \$50 annual deductible. The CITI facility will not be involved in payment for this care. The commercial provider should be instructed to bill CBOPC directly.

How much is the cost share under CITI?

There are no cost shares or deductibles for covered services *received at* a participating CITI facility.

How do I get more information?

- Mail: Chief Business Office Purchased Care,
ATTN: CITI
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/>