This flyer provides patients with the basic process for receiving care in the community. By patients understanding the process, fewer issues will arise. Any questions can be directed to Non VA Community Care at 858-623-1879; dial option #1 to be sent directly to TriWest.

**Process for receiving Care in the Community**

**A. Initiating Care in the Community:**
1. Once it is determined that you need care in the community the consult will need to be approved by the appropriate specialty provider. This consult will either be sent directly to the Non VA Community Care Department for processing or to the associated specialty provider for review and processing.

   **OR**

2. When you are in a clinic or speaking to a call center agent and you are not able to be scheduled within 30 days of the day you wish to be seen, you can “opt-in” to using the Choice Program. This will place you on a list that is sent directly to the Non VA Community Care Department for processing.

**B. Processing Care in the Community:**
1. Once the Non VA Community Care Department has received a consult from the PCP or the “opt-in” entry from the clinic scheduler, these requests are then processed by a Non VA Community Care staff member. Expect the following approximate timelines thereafter:
   a. For consults submitted by a PCP, the patient should receive a returned call in order to establish care in the community within one week. The call will come from TriWest if the care is scheduled through TriWest or the VA if the care is scheduled through the VA.  
      **NOTE:** There are circumstances that require additional coordination with clinical staff and this may cause the patient to be notified after the one week time period.
   b. For patients receiving their community care through TriWest, the Non VA Community Care team will send all required medical documents to TriWest so they can coordinate the care in the community. All coordination is completed by TriWest.
   c. For patients receiving their community care through the VA, the Non VA Community Care team will send all the required medical documentation directly to the community provider that the patient will be receiving his/her community care from. The community provider will then call the patient in order to schedule the appointment. All coordination is completed by the VA.

**C. Additional Requests:**
1. Patients needing additional community care should contact the community provider in order to discuss as a Secondary Authorization Form (SAR) will need to be sent to TriWest if the provider agrees. Care not related to the authorization will need to be approved by your Primary Care Provider (PCP).
2. All prescriptions that are written by a community provider can be faxed by the community provider to the VA Pharmacy or hand carried to the VA Pharmacy by the patient. One exception: Schedule II medications required to be hand carried by patient.