

For Veterans Receiving Care From a TriWest Provider

Your VA provider has authorized health care for you through the Patient-Centered Community Care (PC3) contract with TriWest.

What Is PC3?

PC3 is a nationwide VHA program that provides eligible Veterans access to:

- Primary Care
- Limited emergency care
- Mental health care
- Inpatient and outpatient specialty care
- Limited newborn care for enrolled female Veterans following the birth of a child

When Is PC3 Used?

When your VA provider determines the care you need is not available within VA, he/she authorizes care for you from a community provider. Your VA Medical Center may use the PC3 contract with TriWest to buy the care.

What Should I Expect?

- VA sends TriWest your authorization with information about the care you need.
- TriWest will leave you a message to schedule. Please return their call between 9 a.m. and 4 p.m. local time at 855-722-2838 or 855 (PCCCVET), option 1. When you call them back, they will conduct a three-way call with a network provider to find an appointment date and time that works for you.
- After the appointment is scheduled, TriWest will provide the appointment information to you and your VA Medical Center.
- TriWest will call you with a reminder prior to your appointment.
- On your appointment date, you should be seen within 20 minutes of the scheduled time.

What About Prescriptions?

VA is responsible for providing all non-urgent/emergent medications. TriWest providers may write a prescription for an emergency 14-day supply of medication, which can be filled at VA or a local pharmacy. If you get it filled at a local pharmacy, you must pay for this medication out of pocket and submit a copy of your prescription and receipt for reimbursement to the VA Medical Center.

Contact Information

Visit the [CBOPC PC3 webpage](#) or the [TriWest PC3 web page](#)

E-mail us at PCCC.Info@va.gov

Call TriWest Healthcare Alliance Customer Service Center:
1-855-722-2838 or 1-855-PCCCVET, option 1



**Veterans Health
Administration**