

PROVIDER FAQ'S

Can I participate in the VETERAN FAMILY MEMBER PROGRAMS (VFMP) programs administered by OptumRx?

If you are a currently participating in the OptumRx Premier Network, you are eligible to provide services to VETERAN FAMILY MEMBER PROGRAMS (VFMP) beneficiaries. If not, you can contact OptumRx's Provider Helpdesk for contracting information at 1-888-546-5503.

How do I submit a VETERAN FAMILY MEMBER PROGRAMS (VFMP) claim to OptumRx?

Bin Number: 610593 Processor

Control Number: VA Group

number: *

Please use the beneficiary's Social Security Number (SSN) for the NCPDP Cardholder ID (302-C2). Due to security and privacy reasons, OptumRx will not provide a beneficiary's SSN to anyone. The VETERAN FAMILY MEMBER PROGRAMS (VFMP) payer sheet is listed on the home page.

How can I contact OptumRx?

You can reach OptumRx's Provider Help Desk at 1-888-546-5503. Please do not contact OptumRx for eligibility issues as program eligibility is determined solely by VETERAN FAMILY MEMBER PROGRAMS (VFMP). You can reach VETERAN FAMILY MEMBER PROGRAMS (VFMP) at 1-800- 733-8387.

When do I receive payment for VETERAN FAMILY MEMBER PROGRAMS (VFMP) claims?

You will receive payment for VETERAN FAMILY MEMBER PROGRAMS (VFMP) claims on the standard OptumRx payment cycle. OptumRx does not wait for full adjudication by VETERAN FAMILY MEMBER PROGRAMS (VFMP) before reimbursing you for your dispensing activities. Your reimbursement rate will be based upon your current OptumRx contracted rate.

Why are CHAMPVA deductible and catastrophic cap balances not current?

OptumRx calculates the amounts applied to deductibles and catastrophic caps based upon information supplied by VETERAN FAMILY MEMBER PROGRAMS (VFMP) on a nightly basis. It typically takes VETERAN FAMILY MEMBER PROGRAMS (VFMP) 8 to 10 days to update deductibles and catastrophic caps. If VETERAN FAMILY MEMBER PROGRAMS (VFMP) finds that a beneficiary has overpaid their copayment due to a deductible or catastrophic cap balance, they will reimburse the beneficiary for the overpayment.

What do I do when a beneficiary says that they do not have any other insurance?

If they believe the VETERAN FAMILY MEMBER PROGRAMS (VFMP) Other Health Insurance Information is inaccurate, they should contact VETERAN FAMILY MEMBER PROGRAMS (VFMP) at 1-800-733-8387 as soon as possible.