

## What is Dual Care?

Dual care occurs when you receive ongoing health care from **VA providers and non-VA providers.**

**The VA encourages you to receive all of your care from one primary care provider.** Using more than one primary care provider can increase the risk of mistakes in your health care treatment. We want your care to be as safe and accurate as possible.

If you choose to **participate in dual care**, the VA wants to make sure that your care is well coordinated with all providers. **The information and tips below** will help you to receive the best and safest care possible from your VA and non-VA providers.

- To receive prescriptions or medications from the VA, **you must be seen by your VA primary care provider at least once every 12 months.**
- Your VA provider will only provide medications for health conditions that your VA provider is managing.
- For your safety, it is important that you **notify all of your non-VA providers** of the medications you are receiving through the VA.
- The VA is under **NO** obligation to provide or pay for medications prescribed by a non-VA provider or for care that is given during an emergency or inpatient visit to a non-VA facility.
- VA Butler Healthcare has a list of prescription medications that are used at all VA medical centers across the country.
- If the medication that your non-VA provider prescribes is not available through the VA, your VA provider may write a prescription for a medication that is similar to the medication prescribed by your non-VA provider.

## VA Butler Healthcare

*...providing quality health care  
to our nation's Veterans*

### ARMSTRONG COUNTY VA OUTPATIENT CLINIC

Klingensmith Building  
313 Ford Street, Suite 2B  
Ford City, PA 16226  
724.763.4090

### CLARION COUNTY VA OUTPATIENT CLINIC

AC Valley Medical Center  
855 Route 58, Suite One  
Parker, PA 16049  
724.659.5601

### CRANBERRY TOWNSHIP VA OUTPATIENT CLINIC

Freedom Square  
1183 Freedom Road, Suite A101  
Cranberry Township, PA 16066  
724.741.3131

### LAWRENCE COUNTY VA OUTPATIENT CLINIC

Ridgewood Professional Centre  
1750 New Butler Road  
New Castle, PA 16101  
724.598.6080

### MICHAEL A. MARZANO VA OUTPATIENT CLINIC

295 North Kerrwood Drive, Suite 110  
Hermitage, PA 16148  
724.346.1569



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## Dual Care



## Prescription Medications

### How to Fill Non-VA Provider Prescriptions

VA Butler Healthcare  
325 New Castle Road  
Butler, PA 16001  
Toll free: 800.362.8262  
Direct dial: 724.287.4781  
facebook.com/VAButlerPA  
twitter.com/VAButlerPA



# VA Butler Healthcare is ensuring safe prescription care

## How to fill NON-VA prescriptions at VA Butler Healthcare

To have your non-VA prescriptions filled at VA Butler Healthcare, please have the following information sent to your VA provider:

1. **All written prescription(s)** from your non-VA provider
  2. **A signed progress note** from your non-VA provider explaining why you need the medication
  3. **A copy of your most recent lab test results** – from your non-VA provider – that will explain why you need the medication
- ★ **Reviewing your medical information may take up to 30 days.** If you need to start taking medication prescribed by your non-VA provider immediately, you may need to purchase a prescription supply from a non-VA pharmacy. **The VA cannot reimburse you for this purchase.**
  - ★ **If your VA provider determines that the medication prescribed by your non-VA provider is not needed to treat your illness, the VA provider WILL NOT approve your non-VA prescription.**

## How to REFILL VA prescriptions through VA Butler Healthcare



There are three easy ways to refill your VA prescriptions:

### • AUTOMATED REFILL LINE

- Call 800.362.8262, ext. 2280
- Have your Social Security number and prescription number ready
- All refills should be ordered at least ten days before your medication supply runs out (to ensure prompt processing and delivery time)

### • INTERNET REFILLS

Prescriptions may be filled online using the My HealtheVet program

Visit [www.myhealth.va.gov](http://www.myhealth.va.gov) for more information

### • MAIL-IN REFILLS

Each time you receive a prescription in the mail, it comes with a refill form. To request your next refill, complete the information on the form and mail it to:

VA Butler Healthcare Pharmacy  
325 New Castle Road  
Butler, PA 16001

Contact the **Call Center** at **724.346.1569** to:

- **Leave a message for your VA provider**
- **Request a prescription renewal**
- **Report an illness**

Calls are received during normal business hours Monday through Friday, 8 am – 4:30 pm.

Communicate electronically with your health care team through the **My HealtheVet website** ([www.myhealth.va.gov](http://www.myhealth.va.gov)). Click the *Secure Messaging* tab.

Once you have signed into My HealtheVet, click on the red *Securing Messaging* tab located below the Search box and OPT-IN to the terms and conditions. If you cannot see the *Securing Messaging* tab, contact the facility's My HealtheVet Coordinator.

## Do you need copies of your VA medical records?

- If you would like to send your VA medical information to your non-VA provider, you must present your photo ID *in person* and complete a RELEASE OF INFORMATION form
- The RELEASE OF INFORMATION staff will assist with:
  - access to your medical records
  - copies of your medical records
  - requests to amend your medical records
  - completion of forms for benefits, insurance, or other reasons
- You can contact VA Butler Healthcare's **RELEASE OF INFORMATION** office by calling 724.477.5041

**To learn more about filling non-VA or VA prescriptions, call 724.346.1569**

