PLEASE NOTE: Tri-West has new contact number: 1-877-226-8749. Please add it to your contact list so when they reach out to you about your consult, you will know who is calling. This will help ensure Veterans don’t miss calls when Tri-West is trying to contact them with an update or to schedule community care appointments.

Also, please reach out to Tri-West and tell them the best method for contacting you. Services are improved when they have a clear communication channel arranged with the Veterans they serve.

Frequently Asked Questions (FAQs)

1) When will services open back up again for face-to-face appointments?

Face-to-face appointments began on August 17. We are in Phase 2 of our “Moving Forward” plan with approximately 50% of Veterans now having face-to-face appointments.

2) What is the plan to fix the parking situation at the medical center?

We understand that parking is an issue and we have a shuttle service that is available to transport Veterans throughout the campus. There are multiple areas for Veterans to park, but the available parking spot may not be close to the medical center. The shuttle service can pick Veterans up from the parking lot and take them anywhere they need to go on campus. The shuttle runs from 7 a.m. – 4:15 p.m. and there are multiple shuttle stops. Veterans can call 928-776-6013 to request a shuttle.

3) Why doesn’t the VA use an automatic medication refill system?

The option for automatic refills is not available at the VA at this time. New medication orders, or medication renewals, are managed and placed in the system by the providers. The preferred method for Veterans to request refills on active medication orders is through the telephone, My HealtheVet, or the VA Rx Refill mobile application. If automatic refills become an option in the future, VA will share that information with Veterans.

If you are not signed up for My HealtheVet, you can do so now through this link: https://www.myhealth.va.gov/mhv-portal-web/home
4) Will reminder notices still go out for upcoming appointments, including VVC or telephone appointments?

Yes. Veterans should receive a phone reminder or letter about their upcoming appointments.

5) Many appointments have been cancelled or pushed back due to COVID-19; how long will this continue?

We are now seeing approximately 50% of Veterans through face-to-face appointments as well as continuing to see Veterans through Visual Video Connect (VCC) and by telephone. The number of cancelled appointments should discontinue or be greatly reduced in many services.

At some clinics, when patients cannot be seen through VCC or by phone, cancellation of, or delay in appointments may still occur, but not nearly as much. Appointments may still be limited by 50% face-to-face availability for some services.

We will let Veterans know when a new phase of our “Moving Forward” plan is implemented.

6) How do I find out if the VA has a specific type of medication and if I can get that medication from the VA instead of Medicare?

My HealtheVet has an option now for Veterans to send a secure message to the Pharmacy. If you are signed-up for My HealtheVet, you can inquire about a certain type of medication through a secure message to your provider or even directly to the Pharmacy. If you are not signed up for My HealtheVet, you can do so now through this link:  https://www.myhealth.va.gov/mhv-portal-web/home

7) Is the VA offering flu shots? If so, when? What about the high dose version?

Yes, NAVAHCS has the flu vaccine available for Veterans. We have set-up a Drive Thru Flu Clinic for Veterans. Veterans can arrive at the campus and if they are here to only receive their flu vaccine, they will be directed to parking lot V where they will receive their vaccine and then they can exit the campus. The Drive-Thru Flu Clinic at the main hospital is available Monday – Friday from 9 a.m. – 3:30 p.m. Our Flagstaff, Cottonwood
and Anthem Community Based Outpatient Clinics (CBOCs) are also offering the Flu Vaccine on Saturday throughout the month of October from 8 a.m. – 12 p.m.

Veterans also have the option to get their flu vaccine through the community. This link: In Network Pharmacy and Urgent Care finder for flu shots will show you all of the locations where Veterans can receive the vaccine. The high dose vaccine is also available for Veterans who medically need it.

8) Why can't we pick up our medication at the Pharmacy window? Why do we need to have it mailed out to us?

NAVAHCS is trying to limit the face-to-face encounters as much as possible to protect Veterans and staff. When medically necessary, Veterans can pick up their prescription at the Pharmacy window, however, the majority of Veterans will continue to receive their medication primarily through the mail.

9) If a Veteran goes to the Emergency Department at a non-VA hospital, will the VA cover the charges?

Each situation is evaluated on a case-by-case basis. However, through the MISSION Act, Veterans are eligible to receive VA authorized emergency care at an in-network facility if the VA is notified of the event within 72 hours. Veterans do not need to check with the VA before going to an emergency department or urgent care clinic in the community or before calling an ambulance. During an emergency, the VA encourages all Veterans to seek immediate medical attention without delay.

10) Why can't I talk to my team when I call the VA?

NAVAHCS has a call center. The staff at the call center can reach out to your team if it is necessary. However, the best way for a Veteran to speak directly to their team is by sending them a secure message through MyHealtheVet. If you are not yet utilizing this service, please click here to sign up: https://www.myhealth.va.gov/mhv-portal-web/home.

11) When will CPAP services resume? I am having issues getting my CPAP supplies? Will this issue be resolved soon?

NAVAHCS recognizes the challenges occurring with CPAP services and we are working to get CPAP services back on the schedule for Veterans.
12) When will normal transportation services resume at the VA?

NAVAHCS is providing Veteran transportation services for essential appointments. NAVAHCS will continue to monitor the pandemic numbers and will reassess the situation again in the future. Unfortunately, the DAV transportation services are still cancelled. NAVAHCS will continue to update Veterans on the transportation services when new information is made available.

Veterans can also speak with their PACT Social Worker (SW) who may be able to help identify options to meet their transportation needs. If a Veteran is not sure who their PACT SW is, they can call 928-445-4860 ext. 2770 and someone will be able to direct them to the right person.

**Helpful Resources**


AZ Department of health Services provides updated map of COVID confirmed cases [https://www.azdhs.gov/](https://www.azdhs.gov/)

Crisis Hotline: [https://www.veteranscrisisline.net/](https://www.veteranscrisisline.net/) 1-800-273-8255 Press 1

Any Arizona service member, Veteran, family member or provider can contact the Be Connected program at [www.BeConnectedAZ.org](http://www.BeConnectedAZ.org) or 1-866-4AZ-VETS (429-8387). Be Connected offers support finding resources for Active Duty Military, Veterans & their families and works in direct partnership with NAVAHCS.