



Battle Creek VA Medical Center  
5500 Armstrong Road  
Battle Creek, MI 49037  
(269) 966-5600  
[www.battlecreek.va.gov](http://www.battlecreek.va.gov)

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## Managed Care/Dual Care

We encourage you to receive all your medical care through the VA and have a single VA primary care provider who coordinates all aspects of your care. However, we are willing to work with your private doctors to provide and coordinate your health care. We call this Co-managed Care or Dual Care. It means that your VA and private doctors will work together to provide safe, appropriate, and ethical medical care.

### VA Policy

If you are seeking care, medications, or supplies from VA, you must enroll in VA health care and have a primary care provider who manages your care, even if some of your care is provided in the community.

Specialty services will be provided according to the local facility or Veterans Integrated Services Network (VISN) policy once you are enrolled in primary care.

### VA Provider Responsibilities

Your VA provider has the final say about how the VA will meet your health care needs. Your VA provider is not required to write prescriptions or order tests for any health problem that the VA provider does not directly manage.

If your private doctor writes a prescription for a medicine that is not on the VA list of approved medicines, your VA provider may offer you another medicine that is very similar, safe, and effective for your condition. If you choose, you may want to talk to your private doctor before changing to the VA medicine.

Some medicines need special blood tests. Your VA provider will not write prescriptions for any high-risk medicines unless you agree to have the tests done by the VA. If you live far away or have difficulty traveling, you have the option of providing the written results from your private doctor's blood tests to your VA provider.

If you request a highly specialized medication, you must be seen by a VA provider competent in that specialty, or the prescribing clinician must communicate directly with a VA provider competent in that specialty, either verbally or in writing.

VA providers are under no obligation to follow a treatment or medication plan recommended by community physicians if they disagree with that plan or if that plan conflicts with national or local policies related to prescription of medications. VA providers will explain to you their reasons for changing or refusing a treatment or medication plan.

If you receive controlled substances on an ongoing basis, close monitoring is required by **one** designated provider. Dual care is avoided unless your community provider and VA provider both agree that this is in your best interest.

## **Patient Responsibilities**

You need to give your VA provider the name, address, and telephone number of all your private doctors. You should also give your private doctors the same information about your VA provider.

If your VA team needs assistance in obtaining your private doctor's records, you may need to obtain copies yourself or go to the private doctor's office and request they be sent.

If you would like information from your VA medical record sent to your private doctor, you may need to sign a form allowing the VA to send the records.

For your safety, let your VA provider know about all medicines you're taking, including prescriptions written by your private doctor, over-the-counter medicines, vitamins, supplements, and herbals. You will also want to tell your private doctor about any medicines prescribed by your VA provider.

You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your private doctor. You will also want to tell your private doctor about any changes made by your VA provider.

Please feel free to talk further with your VA primary care provider about co-managed/dual care health benefits.