



Phoenix VA Health Care System





U.S. Department of Veterans Affairs

U.S. Department of
Veterans Affairs
(VA)

Veterans Health
Administration
(VHA)

Veterans Benefits
Administration
(VBA)

National Cemetery
Administration
(NCA)



Veterans Benefits Administration VA Regional Office

www.benefits.va.gov

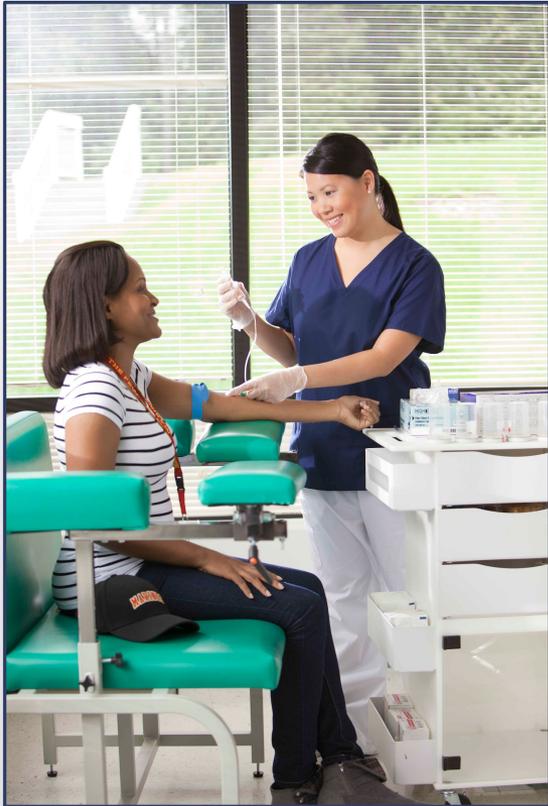
1-800-827-1000

www.ebenefits.va.gov – Access VA and DoD Benefits 24/7

- **Disability Compensation**– instructions for filing eClaim, tracking claims, arranging C&P exams, etc.
- **Summary of VA Benefits**, including VA Home Loan Guaranty Benefits, Education Benefits, Life Insurance, Vocational Rehabilitation and Employment Benefits

FOR BENEFITS INFORMATION: Representative from VA Regional Office will be on site in Amethyst Clinic on the 2nd and 4th Thursday of each month; no appointment required – walk-ins welcome!

VA Healthcare



- VA operates the largest health care system in the country, with over 1,400 medical centers and clinics across the nation
- VA health care is portable, so your coverage stays with you if you move or relocate
- Since your medical records are electronic, they are accessible at any VA facility and online
- Once you become enrolled, you remain enrolled and you can receive VA's comprehensive medical benefit package

To schedule an appointment, please call

602-222-6550- primary care

602-222-2752- mental health



How to enroll for healthcare at VA

- www.va.gov
- **By telephone:** 1-877-222-VETS (8387), Mon-Fri between 0800 and 2000, EST.
- **In Person:** Enrollment and Eligibility
 - Carl T. Hayden, Northwest VA Clinic, Southeast VA Clinic
- **By Mail:** Complete 10-10EZ and mail to
 - Health Eligibility Center
2957 Clairmont Road, Suite 200
Atlanta, GA 30329-1647



Eligibility

- Active military service, separated under any condition other than dishonorable, may qualify for VA health care benefits.
- Current and former members of the Reserves or National Guard who were called to active duty by a **federal order** and **completed the full period** for which they were called or ordered to active duty may be eligible for VA health benefits
- OTH discharges may be eligible for **emergency** mental health services for 90 days if care is initial sought through ER
- Since there are a number of exceptions to the minimum duty requirements, VA encourages all Veterans to apply so that we may determine their enrollment eligibility.



Community Based Outpatient Clinics (CBOC)

- Southwest CBOC- 9250 W. Thomas Rd. Suite 400
- Midtown- 5040 N. 15th Ave
- Southeast CBOC- 3285 S. Val Vista Dr.
- Northeast CBOC- 11390 E. Via Linda Rd. Suite 105
- Northwest CBOC- 13985 W. Grand Ave. Suite 101
- Thunderbird CBOC- 9424 N. 25th Ave.
- Showlow- 5171 Cub Lake Rd. Suite C380
- Globe- 5860 S. Hospital Dr. Suite 111



Mental Health Services

- All community based outpatient clinics offer mental health services
- Main Phoenix Campus services are available through Jade Opal
 - Monday-Friday 8:00-3:30pm
 - To be seen urgently for current symptoms or medication adjustments, walk-in is available during these hours
 - Outside of these hours, mental health services are available through Emergency Department (24/7)
- If in crisis:
 - 911
 - 1-800-273-8255 press 1
 - 602-222-9444



Substance Use Disorder Clinic

- Building 31
- Walk-in screening assessments available Monday-Friday
1:00-3:00 pm
 - Additionally available by appointment ext. 7640
- Intensive outpatient program (9 hours/week)
- Justice involved outpatient (9 hours/week)
- Outpatient (determined based on needs)
- Seeking safety (PTSD and substance abuse outpatient)
- Inpatient treatment available



Community Resource and Referral Center (CRRC)

- Health Care for Homeless Veterans Program (HCHV)
- Homeless program eligibility (contract housing, sober housing, long-term housing)
- Clinical screenings
- Benefits eligibility
- Immediate shelter
- Access to medical, mental health, and substance abuse care, peer support services
- Collaboration with community partners (probation, financial coaching, AHCCS/SNAP, employment, community bridges)



Other available specialty programs

- VA Supportive Housing (HUD-VASH)
- Compensated Work Therapy (CWT)/Supported Employment
- Women Veterans Health Care Program
- Military Sexual Trauma Services
- Transition and Care Management Program (TCM)/(OEF/OIF/OND)
- Psychosocial Rehabilitation & Recovery Center (PRRC)
- Veterans Justice Outreach (VJO)
- Mental Health Intensive Case Management (MHICM)
- Primary Care- Mental Health Integration (PCMHI)
- PTSD Clinical Team (PCT)
- Recreation Therapy (RT)
- Caregiver Support Program

Dental



- ***Cost free one time treatment*** of dental conditions for recently separated veterans who:
 - ✓ served for 90 days or more,
 - ✓ apply within 180 days of separation, and
 - ✓ DD214 does not indicate necessary dental care was provided within 90 days of release or discharge



Dental Cont.

- Service-connected dental disability or condition
- Former POW
- Service- connected disabilities rated 100% or unemployable and paid at the 100%
- Actively engaged in a 38 USC Ch. 31 Vocational Rehab Prog

Transition and Care Management Program (Post Deployment Clinic)

- **Transitional case management** – formal process in which Veteran and assigned Case Manager work towards specific and identified goals which may include service linkage, care coordination and resource referral
- Mental Health services with a focus on post deployment and transitional/readjustment related concerns which may include groups, individual therapy, marriage and family therapy and medication evaluation/management





5 year combat Veteran status

- If you have served on active duty in a theater of combat operations after 11 November 1998 and d/c under other than dishonorable conditions
- And discharged from active duty on or after 28 January 2003
- You qualify for enhanced eligibility
- For 5 years after your last active duty day, anything that can be related to your military service is covered by the VA



the Seven Principles *for* Making Marriage Work



- Offered at the Phoenix VA Medical Center
- Currently offered through VVC
- 8 week psycho-educational workshop

The Seven Principles of Making Marriage Work





- Refill your VA prescriptions online
- Get VA Wellness Reminders
- When available, participate in Secure Messaging with your health care team
-all available 24/7, wherever there is Internet access.
- www.myhealth.va.gov
- Register in person to access all services in Room 1109



Download My



Prescription



Refill



Contacts &



Physicians



Readings
Military Health



Medical



Library
VA Honors

Veterans



Contact Information

1-800-905-4675 (Eastern)

1-866-496-8838 (Pacific)

www.vetcenter.va.gov



Vet Center

The Vet Center offers...

- A safe and protected place to talk
- Confidentiality
- Flexible hours
- Easily accessible
- Network is knowledgeable about the resources available
- Staff are >65% Combat Veterans
- All family members are welcome
- No cost

Vet Center Services

- Individual/group counseling



Veterans Crisis Line



1-800-273-8255
PRESS 1



- **1-800-273-8255 PRESS 1**
- Helps you identify warning signs
- Provides suicide and crisis resources
- Text to 838255
- Confidential Veteran's chat
www.veteranscrisisline.net

- **1-877-927-8387 (WAR-VETS)**
- Around the clock confidential call center
- Combat Veterans and their families can talk about military or readjustment issues
- Staff is comprised of combat Veterans and family members of combat Veterans