

The new Cheyenne VA HCS phone-tree will look like this when calling 307-778-7550, then:

Pharmacy, Medication Refills Press 1

- Press 1 Automated Refill
- Press 2 To Speak to a Pharmacist

Make, change cancel Appointment or leave a message to medical team Press 2

- Press 1 Automated appointment notification
- Press 2 for Primary Care
- Press 3 for Mental health
- Press 4 for Specialty Care
 - Press 1 Surgery, Orthopedics or Urology
 - Press 2 Cardiopulmonary home oxygen
 - Press 3 Audiology or Podiatry
 - Press 4 Eye Clinic
 - Press 5 Physical therapy, Occupational therapy, Speech therapy, Chiropractic services
 - Press 6 Neurology, Cardiology, ENT, Hospice, diabetic nurse educator, Gastro enterology
 - Press 7 Chemotherapy
 - Press 8 Dental clinic
 - Press 9 Radiology
 - Press 0 for all other specialties

Mental Health Press 3

Enroll in VA health care or to report the death of a Veteran press 4

- Press 1 to Enroll
- Press 2 for Veterans Benefits Administration
- Press 3 for National Cemetery
- Press 4 to report a Veteran death
- Press 5 to speak with a Health benefits advisor

Community care or to report a visit to a non-VA emergency room press 5

- Press 1 to report Non-VA Visit to an Emergency room
- Press 2 to request a new community care referral, extension or adjustment from your primary care team
- Press 3 to report a scheduled appointment on Voice Mail
- Press 4 if you are a community provider or VHA staff member to leave a Voice Mail
- Press 5 to speak to Community Care representative

Billing questions 6

- Press 1 to speak to a representative about a bill you received *from the VA*
- Press 2 for billing questions about non-VA emergency care
- Press 3 for billing questions about non-VA authorized community care
- Press 4 if you are an insurance representative and need to speak to an agent about a claim

Veteran crisis line Press 7

Beneficiary Travel or Veteran Transportation Service, press 8

- Press 1 for Beneficiary Travel
- Press 2 for the Veterans Transportation Program
- Press 3 for the Disabled American Veterans van

General Questions Press 9

- Press 1 for fax numbers
 - Press 1 for Cheyenne
 - Press 2 for Northern Colorado
- Press 2 for Voluntary Services
- Press 3 for Patient Advocate
- Press 4 for Human Resources
- Press 5 for General Questions about VA processes

For other questions, Press 0, for Operator Assistance