Welcome to the Erie VA Medical Center!

Thank you for choosing the Erie VA Medical Center (VAMC) for your health care.

Our mission is to improve the lives of Veterans with world-class care. Erie VAMC is recognized nationally as a top-performing medical center in the delivery of compassionate, high-quality health care to more than 21,000 Veterans throughout northwestern Pennsylvania, northeastern Ohio, and southwestern New York.

On behalf of all our Erie VAMC & community-based outpatient clinics (CBOC) staff, thank you for your service and welcome home!

Subscribe to our website at erie.va.gov to receive email updates featuring our latest news and upcoming events.

What you will find inside.

3-4 Erie VAMC Overview
Medical Center & Clinic Locations
Erie VAMC Campus Map

5 Erie VAMC Overview
List of Services
How to Schedule Appointments

6 Erie VAMC Mission
I CARE

7 Five Myths of VA Health Care

8 Eligibility & Enrollment
How to Apply
VA Priority Groups
VA Health Care Copay Rates

9-10 Additional Services
Veterans Health Identification Card
Schedule Your First Appointment
Direct Scheduling for Audiology & Optometry
Helpful Tips Once Enrolled

11-12 DAV Volunteer
Transport Network

25-26 Whole Health Services
Self-Care Classes & Support
Pain Management Therapies

27 Community Living Center

28 Chaplain Services

29-30 Urgent Care
VA Urgent Care Center
VNSN 4 Tele-Urgent Care
Non-VA Urgent Care in the Community

31-32 Emergency Care
Non-VA Care Emergency
Room 72 Hour Notification
Care in the Community
Contact Resources
Pay VA Bills From Home

33 Newly Separated Veteran Resources
Post-9/11 Military/VA (M2VA)
VA Dental Insurance
Combat Veteran Health care
Airborne Hazard & Open Burn Pit Register

34 Employment Resources
Erie VAMC Job Club
Vocational Rehabilitation & Employment Program (VR&E)
State Unemployment Resources
Career Link Regional Offices
Job Search Engines
Community Assistance

35 The Department of Veterans Affairs
Veterans Health Administration
Veterans Benefits Administration
National Cemetery Administration

36 Additional Services
Filing Service Connection Claims
VA Home Loan
GI Bill - Education Benefits
Veterans Representative Options
Tricare
Military Medals & Records
ID Card Resources

37 Important Contacts

Download your VA Welcome Kit!
www.va.gov/welcome-kit
Whether you're just getting out of the service or you've been a civilian for years, the VA Welcome Kit can help guide you to the wealth of VA resources available to you.
Community Based Outpatient Clinics (CBOC)
CBOCs are similar to a doctor’s office. Veterans may receive Primary Care, Behavioral Health, and other services such as lab work at the CBOCs, while relying on the Erie VA Medical Center for specialty treatment not available at the CBOC locations. Telehealth Services have helped to bring more specialty services to the CBOCs, but it is not appropriate for all types of appointments, so be sure to check with your Primary Care Provider to see if this is appropriate for you!

Please note, all CBOC telephone numbers are routed through the Erie VAMC Call Center.
Erie VAMC leads the way as a High Reliability Organization. We are committed to ensuring Veterans and employees receive a five-star experience in quality, efficiency, and satisfaction. To do that, we are shifting from a traditional health care setting to a forward-moving, technology-embracing health care provider so you can receive the right care, at the right time, in the right place.

Our goal is to offer value-added health care that meets your needs, your schedule, and your preferences. To do that, your appointments may be done:

- **VIRTUALLY**
- **ONLINE**
- **BY PHONE**
- **FACE-TO-FACE**

**Erie VA Medical Center provides comprehensive health care through a wide-range of programs and services.**

**Erie VAMC**

Who We Are | What Services We Provide

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**HOW TO SCHEDULE YOUR APPOINTMENTS**

Here are several easy ways to schedule your appointment:

1. **By Phone:**
   - Call 814-868-8661, press 2 to schedule your appointment

2. **Online:**
   - Login to your My HealtheVet account and send a secure message to your team or clinic to schedule a VA appointment (only available with Premium accounts – see page 15).

3. **App:**
   - Download the VA Online Scheduling App at mobile.va.gov and schedule online.

**A**
- Acupuncture
- Ambulatory Surgery
- Audiology (Ear Clinic)

**B**
- Behavioral Health Care

**C**
- Caregiver Support Program
- Cataract Surgery
- Chaplain Services
- Chiropractic Care
- Community Living Center (Inpatient Care)
- Coumadin Clinic

**D**
- Dental Clinic

**H**
- Home Based Primary Care
- Hospice Care
- Homeless Support

**N**
- Nutrition/Dietitians

**O**
- Occupational Therapy
- Oncology
- Optometry (Eye Clinic)
- Orthopedics

**P**
- Pain Clinic
- Palliative Care
- Pharmacy
- Physical Medicine & Rehabilitation
- Physical Therapy
- Podiatry
- Primary Care
- Prosthetics

**S**
- Social Work
- Specialty Care

**T**
- Tobacco Cessation
- Transition & Care Management

**U**
- Urgent Care
- Urology

**V**
- Virtual Care
  - Dermatology
  - Home Telehealth
  - Pre-Diabetes
  - Retinal Imaging
  - Sleep Clinic
- Visual Impairment Services
- Vocational Rehabilitation

**W**
- Weight Management
- Whole Health/Integrative Health care
- Women Veterans Health

Our mission is to improve the lives of Veterans with world-class care.
Refer a Veteran

Enroll in VA Health Care Today

Do you know a veteran who may be eligible for VA health care? All Veterans are encouraged to apply for benefits. Our five-star facility is committed to improving the lives of Veterans by providing world-class care.

In this section, we address and debunk common myths that keep many Veterans from applying for benefits. Help us spread the word and open doors for fellow Veterans to see if they qualify today.

MYTH #1
“I did not serve in combat; I wasn’t injured in the service, so I’m not eligible for VA health care.”

FACT: If you served in the military – even during peacetime – the active military, naval, or air service, and are separated under any condition other than dishonorable, you may qualify for VA health care benefits.

MYTH #2
“I do not want to go to the VA because I want to save those appointments for those who really need them.”

FACT: We receive funding based on the number of Veterans who use our services. You do not reduce the opportunity for other Veterans to receive care, in fact, you increase the chances for them to benefit from our services.

MYTH #3
“I make too much money, so I have never applied for VA care.”

FACT: It is not all about income. There are many other factors taken into consideration when applying for VA health care. Other factors may include service-related injuries or illnesses such as exposure to Agent Orange, time and location of service, former Prisoner of War status, or Purple Heart Medal recipients.

MYTH #4
“I want to go to the VA, but I do not want to lose my private health insurance.”

FACT: Assuming you are eligible for VA health care, you do not need to give up your private health insurance. You can keep your own insurance and seek health care from the VA as well – the best of both worlds.

MYTH #5
“I have a service-connected rating or disability rating through the VA, so I am already enrolled in VA health care.”

FACT: Receiving benefits through the Veterans Benefits Administration (VBA) does not automatically enroll you in VA health care. You must apply to the Veterans Health Administration (VHA) for a determination. The good news is a service-connected disability is a qualifying eligibility factor!

Where to Start:
Eligibility & Enrollment

If you served in the active military, naval, or air service and are separated under any condition other than dishonorable, you may qualify for VA health care.

Current and former members of the Reserves or National Guard who were called to active duty, except for training, may be eligible for VA health care. All those who served in the military – including those who served during peace time – are encouraged to apply for health care.

THREE WAYS TO APPLY

In Person

Online at va.gov/healthbenefits to complete and submit the eligibility form.

By Phone at 814-860-2970 or toll-free at 800-274-8387 and press 4.

Bottom Line:
If you served in the military, you may be eligible for VA health care. Act now – online, in-person, or by phone!

Visit the Erie VAMC Eligibility Office between 7:30 a.m. - 4:30 p.m. and bring your DD-214.

Call 814-860-2970 or toll-free 1-800-274-8387 to speak with an eligibility representative.

VA PRIORITY GROUPS


When you apply for VA health care, you will be assigned to one of 8 priority groups. This system helps ensure Veterans who need immediate care are enrolled quickly. It also helps us provide high-quality care to all Veterans enrolled in VA health care.

If you do not know your priority group, please contact the eligibility department at 814-860-2970.

Priority groups may be adjusted based on changes to income or service-connected disability ratings.

VA HEALTH CARE COPAY RATES


Depending on priority group assignments, copays may be required for medication, urgent, outpatient, inpatient, geriatric, and extended care services.

Please note: Veterans determined to be exempt based on income level, disability rating, or other special eligibility factors, are not subject to copayments.

For more details, visit www.va.gov/healthbenefits/vhbb to review the VA Health Benefits Overview.
HELPFUL TIPS ONCE ENROLLED IN VA HEALTH CARE
Why it’s important to schedule a primary care appointment at least once per year.

Your health is important to us. Staying active with your primary care team ensures you have easy access to VA health care services. Schedule an appointment at least annually to:

• Keep your VA prescriptions. You must see your primary care provider at least once a year to keep receiving your prescriptions from the VA.
• Keep your same primary care team. If it has been longer than a year since your last visit, you may be switched to another primary care team.
• Make sure you have quick and easy access to certain specialty care services including whole health, podiatry, and many others.

Sign-up for a My HealtheVet account at myhealth.va.gov to manage your VA health care online (see page 15 for more details).

VETERANS HEALTH IDENTIFICATION CARD
Once enrolled in VA Health Care, you may use your VHIC to check in VA appointments. Contact the Eligibility Office at 814-860-2970 or your local Community Based Outpatient Clinic (CBOC) to have your picture taken and to process your card. The VHIC will be mailed to your home address within 6-8 weeks.

SCHEDULE YOUR FIRST APPOINTMENT
To arrange your first primary care appointment, call the Erie VA Medical Center at 814-868-8661 and press 2. Erie VA Primary Care Clinics operate Monday through Friday with Saturday and Sunday appointments as needed. We offer three types of appointments based on the level of care you require:

• Routine & Follow-Up Appointments: regular appointments are scheduled in advance for routine check-ups and/or lab work.
• Access Appointments: same day appointment for medical problems or symptoms.
• Virtual and/or Phone Appointments: Patient Aligned Care Teams may resolve issues by phone or virtually when a face-to-face appointment is not necessary.

DIRECT SCHEDULING FOR AUDIOLOGY & OPTOMETRY
No Referral Needed
You can direct schedule for routine audiology (ear) or optometry (eye) appointments by calling 814-868-8661 and press 2. No referrals needed. Routine audiology services include hearing tests, complete hearing aid services, balance assessments, cochlear implant services, tinnitus evaluation and management. Routine optometry services include eye examination (to determine the need for eyeglasses or adjustments in vision prescription and provision) and eyeglass frame fitting. Direct scheduling provides faster and more direct access to VA health care.

WHAT TO DO WHEN YOU ARE ENROLLED IN VA HEALTH CARE
Upon confirmation of eligibility and enrollment in VA Health Care, you will receive a Veteran Health Identification Card (VHIC). Make an appointment to meet your Patient Aligned Care Team (PACT) to begin receiving care.

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NEED A RIDE TO YOUR VA APPOINTMENT?
DAV Volunteer Transportation Network (VTN) Program (Courtesy Service) | 814-860-2095
The DAV Volunteer Transportation Network provides FREE transportation to and from VA medical appointments for Veterans who have no other means of transportation. This is a courtesy service - completely operated by volunteers. This means transportation is not guaranteed. The DAV VTN van operates daily, providing local transportation and rides to or from other VA facilities – including Pittsburgh, Cleveland, and Buffalo. To request transportation, call 814-860-2095 at least 7 business days before your appointment.

VA TRAVEL PAY REIMBURSEMENT
Erie VAMC Travel Clerk | 814-860-2973
Veterans may be eligible to receive mileage reimbursement for independent travel to a VA authorized appointment. Veterans eligible for VA travel pay reimbursement can use the Beneficiary Travel Self-Service System (BTSSS) designed to help Veterans submit claims for mileage reimbursement and other travel related expenses. BTSSS offers fast payment and direct deposit, 24/7 access to submit or track travel claims, and more all online at www.va.gov/health-care/get-reimbursed-for-travel-pay/.
As a reminder, eligible Veterans will only be reimbursed based on travel from a Veteran’s residence to the closest VA facility where the care or services could be provided. Any additional mileage driven beyond the closest VA facility that offers the service, will not be reimbursed. Please note, you may continue to go to the VA facility of your choice to receive your care, understanding that not all mileage may be reimbursed.
For more information, contact Erie VAMC’s Travel Clerk at 814-860-2973 or visit www.va.gov/health-care/get-reimbursed-for-travel-pay/. Call 814-860-2095 at least 7 business days before your appointment.

VA TRAVEL PAY REIMBURSEMENT
Erie VAMC Travel Clerk | 814-860-2973
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SEAMLESS CARE FOR TRAVELING VETERANS
Going on a trip? Please notify us at least 4-6 weeks before you leave, or as soon as you are aware of the trip. Call your health care team or the Traveling Veteran Coordinator. Your team ensures you have access to the best care during your travel.

NURSE CALL LINE
814-868-8661 and press 3
As an Erie VAMC patient, you have access to our free Ask a Nurse Line for any medical questions you may have.
Pharmacy Services
Safe and reliable prescriptions from trusted providers

MEDICATION REFILL INSTRUCTIONS
Request refills at least two weeks before you run out of your prescription. Prescription refills are processed through the Consolidated Mail Outpatient Pharmacy (CMOP) located out of Chicago. Please allow 7-14 business days for your medication to be delivered.

CONVENIENTLY REFILL YOUR VA PRESCRIPTIONS REMOTELY

Via Phone
Automated 24-Hour Hotline:
• 814-868-6294
• 814-868-8661, press 1
• (toll free) 800-274-8387, press 1

Using the Rx Refill App
You can request refills of your refillable VA prescriptions, track VA prescription deliveries, and view VA prescription history from the convenience of your mobile device with the Rx Refill app. Learn more at mobile.va.gov/app/rx-refill.

Online with My HealtheVet
Through My HealtheVet, VA’s online patient portal, you can request refills of your refillable VA prescriptions, track VA prescription deliveries, and view VA prescription history online. Get started at myhealth.va.gov.

Through the Mail
A refill request form comes with every VA prescription filled. To refill your prescription by mail, complete the request form and mail it to your VA pharmacy at the address listed on the paperwork that arrived with your prescription.

If you forget to refill your prescription on time, or if your prescription is no longer refillable, please contact the Erie VAMC Pharmacy at 814-868-8661, press 1 or use My HealtheVet’s Secure Messaging to contact your VA care team. Remember to verify that your mailing address on file with VA is accurate. If you need to make a change, please visit www.va.gov/change-address.

HELP US BEST SERVE YOU
If you are a patient at one of the Community Based Outpatient Clinics (CBOCs) your prescriptions will be mailed to you. Please reorder your refills online, by phone, or by mail at least two weeks before you run out. Your cooperation refilling your prescriptions this way allows us to serve your fellow Veterans who require new, discharge or urgent prescriptions promptly.

Tell your provider if another doctor has prescribed new medications or has changed the dose of medications you are taking.

You must show a valid photo ID when picking up your medication.

NEW TEXT MESSAGE REFILL REMINDER
Receive a text message reminder* when it is time to refill your prescription. The message prompts you to refill your prescription using one of two options. This notification is sent out 14 days before you are set to run out of the medication. You can opt out of the service by replying “STOP” to the message or by speaking to a Pharmacy team member.

*This feature will begin automatically for all patients who have a valid cell phone number on file with the VA.

OUTPATIENT PHARMACY
Located on the 1st floor of the Erie VAMC.
The Erie VAMC Outpatient Pharmacy is for new, partial, or emergency prescriptions only. Full prescription refills will be mailed.

Hours of Operation:
Monday-Friday
8:00 a.m. – 6:00 p.m.
Weekends
8:00 a.m. – 4:00 p.m.
Holidays
8:00 a.m. – 4:00 p.m.

Rx Text Message Alert*
If you are picking up a prescription from the outpatient pharmacy, you will receive a text message when your prescription is ready.

*This feature will begin automatically for all patients who have a valid cell phone number on file with the VA.

You have (1) prescription ready at your VA pharmacy. Prescriptions not picked up within 3 days will be mailed. Reply STOP to end texts.

Track your mailed prescriptions

Access using your computer
www.myhealth.va.gov

Access using your smart phone
www.mobile.va.gov

Know when your mailed prescriptions will arrive!

Sign up for a My HealtheVet account at: www.myhealth.va.gov

With a Premium account, you can virtually refill and track your VA prescriptions online. Log onto www.myhealth.va.gov and create an account if you do not already have one.

The Rx Refill app provides a native mobile interface for the Rx Refill feature found within My HealtheVet.

Need Help or Have Questions?
Contact the Help Desk online by selecting:
Contact MHV tab in My HealtheVet
Call the Help Desk:
Monday – Friday | 7:00 a.m. – 7:00 p.m.
877-327-0022 or 800-877-8339
Connected Care
Access to Exceptional VA Care at your Fingertips.

VA is committed to extending access to care beyond the traditional office visit. Through virtual technology, you can receive convenient access to your VA care where and when you need it.

WHAT IS MY HEALTHEVET?
My HealtheVet is VA’s private and secure online Personal Health Record (PHR) for Veterans, active duty service members, their dependents and caregivers. Its online resources and tools offer you greater control over your care and wellness.

My HealtheVet provides you with trusted health information 24/7
Having this information at your fingertips can help you make informed decisions about your overall health and wellness.

Go to myhealth.va.gov to get started:
1. Log into myhealth.va.gov
2. Select the “Register” button
3. Fill out the required fields and submit

IS MY INFORMATION IN MY HEALTHEVET SECURE?
It is important to protect your information. You are responsible for protecting the personal information you print or download. Protect this information the same way you would protect your banking or credit card information.

- Do not leave your printed information on a printer.
- Do not save your downloaded information to a public computer.

When using a public computer, save your information to a storage device, such as a CD, thumb drive, or mobile device. Remember to take it with you when you finish.

My HealtheVet Help Desk
Toll Free Telephone Number: 877-327-0022 | 800-877-8339 (TTY)
Monday – Friday
7:00 a.m. to 7:00 p.m. CT
Erie VAMC My HealtheVet Coordinator: 814-860-2821

Note: A MHV PREMIUM ACCOUNT IS REQUIRED to fully access all of these helpful features.
Please contact Erie VAMC My HealtheVet Coordinator to assist you with the upgrade.

WHAT CAN I DO ON MY HEALTHEVET?
- Pharmacy: Refill your VA prescriptions, track delivery, view a list of your VA prescriptions and other details.
- Health Records: View, print, or download information from your VA medical record.
- Messages: Communicate securely online with your VA health care team and other VA staff about non-urgent information or questions.
- Appointments: Manage your upcoming VA medical appointments and get email reminders. VA patients with a Premium My HealtheVet account can schedule and cancel VA appointments at participating facilities.

Anniversary App for Veterans
Improved Veteran Self-Care Through Mobile Text Messaging

Annie App helps remind you of your doctor’s instructions through alerts on your mobile phone. Annie can be used on its own or in combination with any of the VA Virtual Care Tools.

Get the App
Visit the VA App Store to learn more:
mobile.va.gov/appstore

VA Video Connect
Real-time access to VA care in a way that works best for you!

VA Video Connect enables you to conduct visits with your doctor in a virtual medical room, using the camera on your phone, computer, or tablet.

Telehealth Help Desk Monday-Friday, 7 a.m. to 11 p.m. ET
Telephone: 703-234-4483 Toll Free: 866-651-3180

Get the App
Visit the VA App Store to learn more:
mobile.va.gov/appstore

Note: A MHV PREMIUM ACCOUNT IS REQUIRED to fully access all of these helpful features.
Please contact Erie VAMC My HealtheVet Coordinator to assist you with the upgrade.
VA Virtual Care Tools
Expanding Veteran Access to Care
Through Virtual Technologies

Connect today!
To browse more tools that may fit your needs, visit mobile.va.gov/appstore

CALL THE VA MOBILE HELP DESK:
Veterans: 877-470-5947 | VA Care Teams: 844-482-6624
Monday – Saturday: 7 a.m. to 7 p.m. CT

MANAGE YOUR CARE

- Airborne Hazards and Open Burn Pit Registry: Access information and resources for deployment-related exposures.
- MobileKidney: Monitor your kidney health and access educational resources.
- Pain Coach: Receive helpful tools for tracking and managing chronic pain.
- Rx Refill: Request, refill and track VA prescriptions with ease.
- VA Pressure Ulcer Resource: Learn to prevent and care for pressure ulcers and injuries.

CONNECT WITH YOUR CARE TEAM

- Annie App for Veterans: Receive text reminders to help you manage your care.
- REVAMP for Veterans: Pair this app with your CPAP machine to track your sleep apnea at home.
- VA Health Chat: Chat with VA-staff members through easy online access (available at limited sites).
- VA Online Scheduling: Schedule, request, and track VA appointments with ease.
- VA Video Connect: Secure video visits with your VA care team from anywhere.

ACHEIVE YOUR HEALTH GOALS

- CBT-i Coach: Receive support for cognitive behavioral therapy (CBT) for insomnia.
- Concussion Coach: Manage concussion symptoms with this customizable tool.
- MOVE! Coach: Lose weight with this app’s 19-week weight loss program.
- Moving Forward: Receive tools to keep you moving forward during times of stress.
- Stay Quit Coach: Create a tailored plan to quit smoking and stay smoke-free.
- VetChange: Develop healthier drinking habits through this app’s tools and guidance.

IMPROVE YOUR MENTAL HEALTH

- ACT Coach: Practice lessons learned during acceptance and commitment therapy (ACT) in your daily life.
- AIMS for Anger Management: Better track, address, and manage your anger with AIMS.
- Mood Coach: Boost your mood by participating in positive activities.
- PE Coach: Use this app during prolonged exposure (PE) therapy with a health professional.
- PTSD Coach: Get the info, support, and tools you need to manage PTSD.
- STAIR Coach: Enhance your in-person STAIR psychotherapy with interactive tools and education.

Please note that although most apps are available on the Apple App Store and Google Play, some apps are available only on the VA App Store through a desktop version.
Behavioral Health Care
Improving Veteran Quality of Life Through Recovery-Oriented Services

814-860-2038 or 800-274-8387

Erie VAMC’s Behavioral Health Clinic provides a wide range of services to help Veterans meet their mental health and substance abuse recovery goals. In addition to individual therapy, group therapy, and medication management, the Behavioral Health Clinic offers programs to assist with crisis intervention, homelessness, employment, substance abuse, and so much more.

The Behavioral Health Clinic is dedicated to providing high-quality, trauma-informed care by offering services that promote a culture of safety, empowerment, and healing.

The Behavioral Health Clinic offers traditional hours, evening, and Saturday morning appointments. Certain services are also available in the Ashtabula, Crawford, McKean, Venango, and Warren Community Based Outpatient Clinics (CBOCs) either in-person or through telehealth.

BEHAVIORAL HEALTH SERVICES AT A GLANCE:

- Primary Care/Mental Health Integration
- Psychosocial Residential Rehabilitation Treatment Program (PRRTP)
- Substance Abuse Treatment
- Post-Traumatic Stress Disorder (PTSD) Treatment
- Homeless Care Support
- Peer Support
- Psychosocial Rehabilitation and Recovery Center
- RANGE: Case Management (for rural counties)
- Veterans Employment Services/Job Club
- Veterans Justice Outreach
- Crisis Intervention & Suicide Prevention
- Military Sexual Trauma Support

Confidentiality: Behavioral health services are confidential
We will not talk to anyone about information you share unless you give written consent. Under federal law, a few exceptions to this rule exist. If you have questions, please ask your behavioral health provider.

814-860-2038 or 800-274-8387

If you would like to know more or would like to enroll in any of the services, please call the Behavioral Health Clinic to self-refer.

Veterans Crisis Line
800-273-8255 Press 1
Text: 838255
www.Veteranscrisisline.net

Homeless Veteran National Call Center
877-4AID-VET
(877-424-3838)
www.va.gov/homeless

Confidentiality: Behavioral health services are confidential
We will not talk to anyone about information you share unless you give written consent. Under federal law, a few exceptions to this rule exist. If you have questions, please ask your behavioral health provider.
Support Services
Multiple Resources to Help with your Wellness Journey

General inquiries: 814-860-2778
Domestic violence support: 814-860-2227

Our Medical Social Work team is available to provide you with education, support, and referrals to both VA and community-based programs. Medical Social Workers offer assistance with a variety of needs including in-home health care, empUI services, adult day care, hospice, caregiver support, visual impairment services, spinal cord injury and related disability services, intimate partner violence/domestic violence support and services, discharge planning for Veterans transitioning back home from a hospital or other facility, and case management for Veterans assigned to a VA primary care provider.

814-860-2662

Our local Minority Veterans Program coordinator is available to provide support to minority Veterans (Black/African American, Hispanic, Asian American, Native American, Pacific Islander American, or Female). The MVPC may assist with advocacy, education, support, and referral to eligible VA services. Additionally, the MVPC is available for community outreach to educate our local community organizations on the available benefits to minority Veterans.

814-860-2554 or 800-274-8387 ext. 2554
nutrition.va.gov | move.va.gov

Erie VAMC offers nutrition and weight management support to help you meet your healthy living goals. Services include healthy teaching kitchen cooking demonstrations, MOVE! Weight Management support, nutrition counseling, pre-diabetes and diabetes support, lactation support services, nutrition services for inpatient, rehab and nursing home stays, nutrition support for home care, virtual weight management programs, and more.

LGBTQ+ VETERAN CARE COORDINATOR
814-868-8661 press 2

Then ask to speak with the LGBTQ+ VCC.

Erie VAMC welcomes all Veterans and we are committed to being a leader in health care for LGBTQ+ Veterans by providing high-quality care in a sensitive, respectful environment. We provide comprehensive care for LGBTQ+ Veterans, including routine health service, mental health care, and hormone treatment. Every VA medical center has a designated LGBTQ+ Veteran Care Coordinator available to help you navigate VA health care and connect with the right resources.

LGBTQ+ refers to lesbian, gay, bisexual, transgender, queer/questioning identities. The ‘+’ sign also captures identities beyond LGBTQ, including pansexual, asexual, agender, gender diverse, nonbinary, gender-neutral, and other identities.

For more information on VA services available to LGBTQ+ Veterans, visit www.patientcare.va.gov/lgbt/.

VET CENTER
814-453-7955

The Vet Center provides a broad range of counseling, outreach, and referral services to eligible Combat Veterans to help them readjust to civilian life. Support is available for Veterans and family. The Erie Vet Center is located in the Metro Building at 240 West 11th Street, Suite 105 in Erie, PA.
Erie VA Medical Center’s Women Veterans Program specializes in women’s health with an expertise in Women Veteran-related health issues. Women’s Health Champions are located in every primary care clinic, including the CBOCs, to ensure women Veterans receive the best gender-specific care possible. The Women Veteran Program Manager is also available to help women Veterans navigate the VA system – everything from medical care, to mental health, and community services.

Women Veteran Specific Services include:

- Prenconception counseling
- Contraceptive services
- Maternity care
- Infertility treatment
- Mammography
- Breast exams
- Menopause management
- Pap smears/pelvic exams

Specialty gynecological treatment if needed*

*Referrals are made for needed services that VA is unable to provide.

CAREGIVER SUPPORT PROGRAM
814-860-2657

Family caregivers play an important role in caring for the Veteran at home and in the community. VA’s Caregiver Support Program is designed to help provide support, education, and resources to caregivers of Veterans. VA offers two programs: The Program of General Caregiver Support Services (eligible Veterans of all areas) and the Program of Comprehensive Assistance for Family Caregivers.

LACTATION SUPPORT SERVICES
814-860-2146

VA’s Lactation Support Program offers support, education, tools, and services throughout the entire breastfeeding journey. Lactation support is personalized to meet your needs offering individual and group support. Services are available in-person, by phone, and virtually to ensure you have the right support at the right time. Lactation support services are available for Veterans and their significant others.

The Program of General Caregiver Support Services (PGCSS)
VA provides a wide-range of education and training to help support caregivers and the Veterans they serve. Support services include peer support mentoring program, online workshops, group support, self-care activities, tools to help manage medications and finances, and more. VA also provides a REACH VA Caregiver Program designed to assist caregivers of Veterans with unique challenges covering topics such as taking care of yourself, problem solving, mood management, asking for help, and stress management.

Who Qualifies: This program is available to all caregivers who provide personal care services to Veterans enrolled in VA health care. No formal application is required to enroll in VA health care. Contact our Caregiver Support Program today for more information.

The Program of Comprehensive Assistance for Family Caregivers (PCAFC) (Recently Expanded)
This program provides eligible caregivers with education and training, access to health care insurance (if caregiver is otherwise uninsured), mental health counseling, financial stipend, respite care, wellness contact, and travel and per diem compensation when traveling for a Veteran’s VA health care appointment. VA offers enhanced clinical support for caregivers of eligible Veterans who are seriously injured. Enhanced services include offering legal and financial services for designated Primary Family Caregivers of eligible Veterans.

Who Qualifies: Veterans who incurred or aggravated a serious injury (including a serious illness) in the line of duty in the active military, naval, or air services on or after September 11, 2001, or on or before May 7, 1975. PCAFC eligibility for all remaining eras will expand on October 1, 2022. Veterans also must have a single or combined service-connected disability rating of 70% or more, AND, must need in-person personal care services for a minimum of six (6) continuous months based on an inability to perform an activity of daily living, or need for supervision, protection, or instruction on a daily basis.

VA Caregiver Support Line (CSL)
1-855-260-3274 (toll free)

Hours: Monday – Friday 8 a.m. – 10 p.m. | Saturdays 8 a.m. – 5 p.m. EST
Get support from a caring, licensed professional and connect with our VA Caregiver Support Line.

Visit www.caregiver.va.gov to learn more.
Whole Health Services
Empowering and Enabling Patients to Take Charge of Their Health and Well-being and to Live Life to the Fullest.

814-860-2437
Whole Health centers around what matters to you—your values, needs, and goals.

SERVICES INCLUDE:

• Taking Charge of My Life & Health Class
• Acupressure for Self-Care
• Battlefield Auricular Acupuncture (available in CBOCs & Primary Care)
• Cupping
• Guided Imagery
• Mindfulness & Meditation
• Nutritional Support
• Qi Gong
• Reiki
• Smoking Cessation
• Tai Chi
• Whole Health Coaching for Healthy Living
• Yoga
• And many more

814-860-2437
www.va.gov/WHOLEHEALTH
#LiveWholeHealth
blogs.va.gov/VAntage/category/health/livewholehealth/

VETERANS WHO USED WH SERVICES (COMPARED TO THOSE WHO DID NOT) REPORTED:
Greater improvements in:
• perceptions of the care received as being more patient-centered
• engagement in health care, self-care, and life indicating improvements in mission, aspiration, and purpose
• perceived stress indicating improvements in overall well-being

FREE ONLINE WELLNESS PLATFORM
Sign-up at www.MillenniumHealthandFitness.com/virtual-classes/
Receive FREE unlimited access to the Millennium Health and Fitness online wellness platform from the comfort and privacy of your own home. Access live, online fitness classes lead by instructors via two-way video – all fitness levels welcome.

31% OF VETERANS WITH CHRONIC PAIN ENGAGED IN SOME WH SERVICES.

THREEFOLD REDUCTION IN OPIOID USE AMONG VETERANS with chronic pain who used WH services compared to those who did not. Opioid use among comprehensive WH users decreased 38% compared with only an 11% decrease among those with no WH use.
Community Living Center

The Community Living Center (CLC) at Erie VAMC Provides Nursing Home Type Services in an In-patient Setting.

The mission of a CLC is to restore each Veteran to his or her highest level of well-being. Services are also available to prevent health declines and to provide comfort at the end of life.

Veterans may stay temporarily for short-term rehabilitation-type care, or, for the rest of their lives. Veterans receive a nursing home level of care which includes help with daily living activities (such as bathing and dressing), skilled nursing, and medical care.

CLC Services provided include:
- 24-Hour Skilled Nursing Care
- Restorative Care
- Access to Social Work Services
- Geriatric Evaluation and Management
- Physical Therapy & Occupational Therapy
- Mental Health Care
- Chaplain Services
- Special Care for Veterans with dementia or other cognitive deficits
- Respite Care
- Palliative Care and Hospice Care for end of life comfort

For more information about the CLC, please contact: 814-860-2778

Chaplain Services at the Erie VAMC

814-860-2539 or 814-860-2537
After-hours: 814-868-8661

- The Erie VAMC Chaplain team provides compassionate support and timely pastoral care and spiritual ministry for our Veterans and their families.
- Our chaplains are available for pastoral visits, counseling, support and sacramental rites; Faith group representatives/clergy of other religions or denominations can be called upon request.
- If you are admitted as an in-patient or to a program that is served by an interdisciplinary team of specialists, the chaplain will be a member of that team and ensure that your spiritual needs are met during your stay. They are available to assist you in drawing upon your self-defined spiritual resources to aid in the healing process.
- Please note, our chaplains will never attempt to impose any religious beliefs or practices on you; and they are also responsible for protecting you from such attempts.

The Chapel is located on the 2nd floor.

For Hospice & Palliative Care questions, please contact: 814-860-2471

Palliative Care & Hospice Care services are also provided to improve the quality of life and reduce suffering for patients facing a life-threatening illness. The emphasis of care is to foster the best possible quality of life through relief of suffering, control of symptoms, and preservation of functional capacity.
VA Urgent Care Center
Location: 1st Floor, Erie VAMC
Hours of Operation: 8:00 a.m. to 8:00 p.m.
Open every day of the year, including weekends and holidays

Erie VA Medical Center’s Urgent Care Center is open from 8 a.m. to 8 p.m. every day, including weekends and holidays. No appointment necessary: walk-ins are welcome!

The Urgent Care Center is equipped to take care of most of your urgent, non-life threatening, or unanticipated medical needs. With access available on weekends and holidays, Veterans have easy and convenient access to urgent care services. If you are experiencing a life-threatening medical emergency, please call 911 or visit the nearest community emergency room. If you are admitted to a non-VA hospital, please remember that to be considered for payment, you must call the VA within 72 hours of your non-VA emergency room visit.

VISN 4 TELE-URGENT CARE
Your access to virtual urgent care services. 814-868-8661 press 3
Call the Ask a Nurse Line at 814-868-8661 and press 3. The nurse will review your symptoms, provide a care recommendation, and if appropriate, schedule a Tele-Urgent Care appointment.
There are NO copayments associated with virtual visits. This service is available Monday-Friday from 8:00 a.m. to 4:30 p.m.
Tele-Urgent Care is appropriate for common conditions including: minor cuts, scrapes, rashes and skin irritations, ulcers, wounds, nail disorder, tick, insect and spider bites, itching

• common cold, cough and flu symptoms, bronchitis, sinus, sore throat
• headaches
• sprains, back pain and joint pain/stiffness, knee/ankle/wrist/hand
• eye complaints, pink eye, red or weeping eye
• urinary tract infections
• upset stomach and constipation
• elevated BP or blood sugars
• medication reviews and checks from recent outside hospital discharge or recent outside ER visits

FIND AN IN-NETWORK NON-VA URGENT CARE PROVIDER/PHARMACY NEAR YOU:
1. Visit www.va.gov/find-locations
2. Select the “urgent care” VA facility type and then “Community urgent care providers (in VA’s network)” or “Community pharmacies (in VA’s network)” from the service type drop-down.
Note: To confirm that the provider is in VA’s network, call 888-901-6609 (7:00 a.m. – 12:00 a.m. ET/7 days a week).
3. Or, call your local VA medical facility to find an in-network urgent care provider/pharmacy.

HELPFUL TIPS WHEN USING AN IN-NETWORK NON-VA URGENT CARE PROVIDER/PHARMACY
• Bring a valid, government-issued photo ID to the in-network urgent care location/pharmacy.
• Ask and verify the urgent care provider/pharmacy is in VA network.
• Depending on your priority group, you may be charged a $30 copay. Do NOT pay a copayment at the time of urgent care visit. VA will send you a separate bill following your visit.
• VA will pay for a 14-day supply (no refills) of prescription medication for urgent care. Opiates are limited to seven days or less.
• Provide the following information to your local in-network retail pharmacy:
  o Enter VA Pharmacy Claims using the following information:
    Step 1: Enter BIN: 004336
    Step 2: Enter PCN: ADV
    Step 3: Enter Rx Group: RX4136
    Step 4: Enter Veterans 9-digit SSN or 10-digit Veterans ID number
    Step 5: Enter Veteran’s date of birth (YYMMDD format)

*If there is an issue verifying your eligibility or any questions when you arrive at the non-VA urgent care provider/pharmacy, call Optum at 888-901-6609 (7:00 a.m. – 12:00 a.m. ET/7 days a week).
For more information, visit: www.va.gov/communitycare/programs/veterans/Urgent_Care.asp
Reminder: Urgent Care Services are specifically for health issues that are not life-threatening. If you have a medical emergency, call 911 or visit the nearest emergency room (see page 31 for non-VA emergency care details).
If you present to an in-network Emergency Room or are admitted to a community hospital, you must notify the VA within 72 hours of arrival to be considered for payment.

Call 844-724-7842 to be considered for VA payment.

Erie VAMC does NOT have an emergency room. If you are experiencing a life-threatening emergency, call 911 or go to the nearest emergency room immediately. Veterans do not need to check with VA before going to an emergency room in the community or calling an ambulance. During a medical emergency VA encourages all Veterans to seek immediate medical attention without delay.

It is important to notify VA within 72 hours because it allows us to assist in coordinating care or transfer to a VA facility and helps ensure administrative and clinical requirements that allow VA to pay for the care are met.

Please note, VA payment is not guaranteed.

* The 72 hour time frame begins at the START of your visit or admission.

For more information, visit www.va.gov/communitycare
Transitioning Into Civilian Life
Resources for Newly Separated Veterans

POST-9/11 MILITARY2VA (M2VA) CASE MANAGEMENT PROGRAM FOR NEWLY SEPARATED VETERANS 814-860-2567 or 814-860-2965 | www.oefifoil.va.gov

The M2VA clinical team helps Post-9/11 Veterans navigate the VA system while providing transition care management support based on the Veteran’s needs, wishes and civilian goals. This team provides support, education, and referrals to help Veterans transition from the military to civilian life successfully.

GET FREE MENTAL HEALTH CARE AFTER SEPARATION 814-860-2038

This service is available to Veterans regardless of discharge status, service history, or eligibility for VA health care.

5 YEARS OF COST-FREE HEALTH CARE FOR COMBAT VETERANS www.va.gov/health-care/eligibility/active-duty

If you served in a theater of combat operations after November 11, 2001, and were discharged on or after January 28, 2003, you have special eligibility to enroll in the VA health care system for 5 years from your date of discharge or release. You can receive cost-free medical care for any condition related to your service in theater and access to VA’s full medical benefit package. The Erie VAMC offers post deployment clinical screenings for Combat Veterans.

Participate: veteran.mobilhealth.va.gov/
AHBurnPitRegistry
Learn more: 877-222-8387 | www.publichealth.va.gov/exposures
You can make a difference in your health and the health of fellow Veterans and Servicemembers.

The Airborne Hazards and Open Burn Pit Registry is a database of information about Veterans and Servicemembers exposure to airborne hazards such as burn pit smoke which may cause health effects. This registry will help to monitor health conditions affecting eligible Veterans and Servicemembers. VA will use the data to improve our programs to help Veterans and Servicemembers with deployment exposure concerns.

Eligibility for the Registry: Any Veteran who served in:
• OEF/OIF/OND or in Djibouti, Africa, after September 11, 2001, or
• Operations Desert Shield or Desert Storm or the Southwest Asia theater of operations after August 2, 1990.

EMPLOYMENT RESOURCES

CAREER LINK REGIONAL OFFICES
www.pacareerlink.pa.gov
Erie County: 814-455-9966
Crawford & Clarion County Office: 844-333-5248
Venango County Office: 814-678-5050
Warren County Office: 814-723-2350
McKean County Office: 814-363-9100

JOBS SEARCH ENGINES
USAJOBS
www.usajobs.gov
Career One Stop
www.careeronestop.org
Jobs for Vets
www.jobsforvetsalpha.org
Transition Assistance Online
www.taonline.com
Hire Heroes USA
www.hireheroesusa.org
US Department of Labor VETS
www.vetjobs.com

COMMUNITY ASSISTANCE
PA Department of Public Welfare
Apply to receive cash assistance, food stamps, and medical assistance benefits for you and your family. www.dpew.state.pa.us
800-635-1014
814-461-2000

Ohio Department of Job and Family Services
Veterans Representative 440-994-2518
Pennsylvania Department of Military and Veteran Affairs
717-861-6979
800-547-2838
www.dmva.pa.gov

*Please note, reference to this community resource does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government.

ONE TIME COST FREE DENTAL EVALUATION AND TREATMENT VA offers free dental benefits for evaluation and treatment for recently discharged Veterans. Veterans may be eligible for these benefits for up to one year if they meet both of the following requirements:
• Veterans served more than 90 days of continued service, and
• Veterans’ DD-214 does not show that they received all needed dental service at least 90 days prior to their separation.

Note: Veterans must apply for this dental care within 180 days of separation from active duty service.

VA DENTAL INSURANCE PROGRAM (VADIP)
www.va.gov/healthbenefits/VADIP
VADIP offers eligible individuals the opportunity to purchase discounted dental insurance coverage. This program’s limited eligibility includes Veterans enrolled in the VA health care program and CHAMPVA beneficiaries.

www.benefits.va.gov/vocrehab
The VR&E program provides educational and vocational counseling to Veterans who have service-connected disabilities (at least 10%) to help them obtain and maintain suitable employment. This program is designed to help an individual choose a vocational direction, determine the course needed to achieve the goal, and evaluate career possibilities. Apply online at www.benefits.va.gov/vocrehab.

Please note: to schedule an appointment with a local Vocational Rehab Specialist, an application must first be submitted to the Regional Office for approval.
The Department of Veterans Affairs

Additional Services

The U.S. Department of Veterans Affairs is comprised of three administrations:

1. Veterans Health Administration: covers VA Medical Center, Vet Centers, and CBOCs
2. Veterans Benefits Administration: covers any benefits and services that provide financial and other forms of assistance to Servicemembers, Veterans, their dependents and survivors which includes compensation, pension, education, home loans, life insurance, and vocational rehabilitation.
3. National Cemetery Administration: covers burials and memorial benefits for eligible service members, Veterans, and family members.

VETERANS HEALTH ADMINISTRATION (VHA)

VA provides a variety of health care services through the Veterans Health Administration (VHA) providing care at 1,255 health care facilities including VA Medical Centers, Vet Centers, and community-based outpatient clinics. Erie VAMC is one of VHA’s network of 170 Medical Centers across the nation that provides comprehensive health care to Veterans:
• Basic Primary Care
• Specialty Care
• Mental Health Care
• Long Term Care
• Crisis Support

VETERANS BENEFITS ADMINISTRATION (VBA)

Pittsburgh VBA Regional Office
800-827-1000
Claim inquiries: www.benefits.va.gov/benefits/applying.asp
Claim tracking: www.ebenefits.va.gov
VA provides a variety of benefits and services through the Veterans Benefits Administration (VBA) that provide financial and other forms of assistance to Servicemembers, Veterans, and survivors:
• Compensation & Pension (monthly disability payments)
• Education & Training
• Home Loans
• Life Insurance
• Vocational Rehabilitation
• Burial Allowances
To file a claim, you will need to seek the assistance of a Veteran Service Officer (VSO). Each county has a designated VSO as do many Veteran-related service organizations. Please note, you should never have to pay to file a claim.

NATIONAL CEMETERY ADMINISTRATION (NCA)

800-827-1000 | www.cem.va.gov
VA operates 135 national cemeteries in the U.S. and Puerto Rico. VA offers Veterans and their spouses and dependents:
• Burial and honoring services, including gravestones and grave lines
• Maintenance of national cemeteries
• Headstones, markers, and presidential memorial certificates

FILING SERVICE CONNECTION CLAIMS
800-827-1000 | www.benefits.va.gov
Do you have injuries or illnesses that you feel are related to your time in service? If so, you may want to file claims for these issues to become service connected. Service-connected disabilities are injuries or illnesses that were caused—or made worse—by your active-duty military service. Benefits to being granted service connection: There are many benefits to filing for service connection including free VA treatment for the service-connected issue. If you are rated 10% or above you may receive financial compensation for the service-connected issue.
To file a claim, you may work with a Veteran Service Officer (VSO) to help you gather the necessary supporting documentation required. Once the claim is submitted, it enters a review process at which point you will be notified of your next steps. These next steps typically include a Compensation and Pension exam. The reports from the Comp & Pen exam will continue through the review process. Once a determination is made, you will receive notification telling you the claim was either approved or denied.

VA HOME LOAN
877-827-3702 | www.va.gov/housing-assistance/home-loans
VA helps Service members, Veterans, and eligible surviving spouses become homeowners. As part of our mission to serve you, we provide a home loan guarantee benefit and other housing-related programs to help you buy, build, repair, retain, or adapt a home for your own personal occupancy.

GI BILL – EDUCATION BENEFITS
888-442-4551 | www.benefits.va.gov/gibill
Interested in continuing your education? VA’s GI Bill helps pay for education for Veterans or their dependents. VA education benefits help you pay your tuition, pick out a school, choose a career, and more. Find out if you’re eligible by visiting va.gov/education/eligibility.

RESOURCES REACHING BEYOND THE VA

TRICARE (MANAGED BY THE DEFENSE HEALTH AGENCY)
800-444-5445 | www.Tricare.mil
Tricare is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. Tricare is managed by the Defense Health Agency, separate from VA. Because Tricare is not a VA program, Tricare users may experience costs associated with VA care. We recommend Tricare users contact their Tricare team first to ensure a VA visit or service is authorized.

MILITARY MEDALS & RECORDS
www.archives.gov
Request copies of your DD-214, replacement medals, health records, and other military discharge paperwork online: Visit www.archives.gov/veterans/military-service-records to begin your request or call 314-801-0800.

VETERANS REPRESENTATIVE OPTIONS
County Veterans Affairs Directors
Ashtabula, OH......440-964-8324
Chautauqua, NY.....716-363-3842
Chautauqua, NY.....716-661-8255
Crawford, PA........814-333-7314
Elk, PA..............814-776-1161 x 5370
Erie, PA...............814-451-6270
Forest, PA...........814-755-8842
McKean, PA..........814-887-3241
Venango, PA........814-432-9780
Warren, PA.........814-728-3478
County Veterans Affairs Directors and certified Veteran Service Officers are available to assist Veterans in submitting claims. Please note, you should never have to pay for assistance for submitting a claim.

VETERANS HEALTH IDENTIFICATION CARD (VHIC) OR VA ID CARD

ID CARDS
Military ID Cards
Veteran Health Identification Card (VHIC) or VA ID Card
If you are in need of a military ID card, visit idco.dmdc.osd.mil/ idco/#/ 
*A please note, the Erie VAMC does not supply these cards.

A Veteran ID Card (VIC) is a form of photo ID you can use to get Veteran discounts at many businesses. To check your eligibility or apply for a Veteran ID Card, visit www.va.gov/records/get-veteran-id-cards/vic

*Please note, the Erie VAMC does not supply these cards.

The VHIC Card is specifically for those enrolled in VA health care used to check-in at VA appointments. To receive a VHIC, contact the Erie VAMC Eligibility Office at 814-860-2970 or your local Community Based Outpatient Clinic (CBOC) to get your picture taken and to process your card.
Important Contacts

Main Line – Phone Tree
814-868-8661
800-274-8387 (toll free)

Press 1
Pharmacy

Press 2
Appointments,
Specialty Care Providers, &
CBOCs

Press 3
Ask a Nurse Line

Press 4
Eligibility

Press 5
Billing

Press 7
Veterans Crisis Line

Behavioral Health Clinic
814-860-2038

Eligibility
814-860-2970

Release of Information
814-860-2212

Hospice Unit (Unit 5)
814-860-2480

Community Living Center (Unit 4)
814-860-2332

Transition & Care Management
814-860-2567 or 814-860-2965

Medication Refills
814-868-6284
800-274-8387 (toll free) x 6284

Women Veterans Program
814-860-2907

MOVE! Weight Management
814-860-2554

Caregiver Support Program
814-860-2657

Homeless Care Team
814-860-2038

My HealtheVet Program
myhealth.va.gov
814-860-2821

Transportation, Regional
Office, National Cemetery
DAV Transportation
Courtesy Service, scheduled as
available. Please call to schedule two
weeks before an appointment.
814-860-2095

VA Regional Office (Benefits)
800-827-1000

Non-VA Care Notification
Notify within 72 hours
844-724-7842

National Hotline Numbers
Homeless Veterans Hotline
877-424-3838

Veterans Crisis Line
800-273-8255 (press 1)
Text to 838255
veteranscrisisline.net

Caregiver Support Hotline
855-260-3274

Women Veterans Hotline
855-VA-WOMEN

Office of Patient Experience
(Patient Advocates)
814-860-2500

Our goal is to provide you with the best patient
experience possible. To help guide you through your
health care journey, we have Service Level Advocates (SLA) in every department
to help address any questions or issues you may have. We value your feedback and ask
you about your experience regularly through ICARE cards, focus groups, town halls,
social media, after-visit surveys and more to help us improve the way we provide
care to our Veterans. Thank you for choosing Erie VAMC for your health care.
Safe Care is Our Mission.