# New Enrollment Information (10-10)

**PACT Team**

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About Our VA

On November 1, 1924, the 68 member staff of Veterans Hospital Number 100 accepted their first patient. Situated on a 675 acre site that was part of Camp Custer, the original plans for the hospital included the construction of 22 buildings providing neuropsychiatric care to 500 patients.

Today, the Department of Veterans Affairs Battle Creek Medical Center provides comprehensive tertiary psychiatric care; primary and secondary medical care; and extended and long-term care for Veterans in 22 counties of southwestern Michigan with a dedicated staff of over 1,600 employees. The Medical Center provides services to over 44,000 Veterans. There are 276 operating beds at the main Medical Center including inpatient medicine, inpatient psychiatric care, and Residential Rehabilitation Treatment Programs. We have Community Based Outpatient Clinics in Benton Harbor, Lansing, Muskegon, and Wyoming, Michigan.

We would like to welcome you to the Battle Creek VA Medical Center. Our staff is dedicated to providing the best care possible for our nation’s heroes. Please let us know if there is anything we can do to improve your visit.

Michelle Martin
Medical Center Director
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About Veterans Affairs

Overview

U.S. Department of Veterans Affairs
810 Vermont Avenue
NW Washington DC 20420
www.va.gov

The Department of Veterans Affairs (VA) is composed of three major organizations:

**Veterans Health Administration (VHA)**
VHA runs the nation’s largest health care system with more than 1,700 hospitals, clinics, community living centers, readjustment counseling centers, and other facilities. VHA is also one of the largest providers of professional health training in the world, operates one of the largest and most effective research organizations in the United States, and serves as the largest direct-care provider for homeless citizens in the United States.

**Veterans Benefits Administration (VBA)**
VBA provides many benefits and services to military service members, Veterans, and their families. Major benefits include Veterans’ compensation, Veterans’ pension, survivors’ benefits, rehabilitation and employment assistance, education assistance, home loan guaranties, and life insurance coverage.

**National Cemetery Administration (NCA)**
NCA has more than 134 national cemeteries in 40 states (and Puerto Rico) as well as 33 soldiers’ lots and monument sites.

**VA Mission Statement:**

*To fulfill President Lincoln’s promise “To care for him who shall have borne the battle, and for his widow, and his orphan” by serving and honoring the men and women who are America’s Veterans.*
The Battle Creek VA Medical Center serves Veterans in 22 counties of southwest Michigan. Our mission and goal is to provide the best possible care for the Veterans we serve with personalized, proactive, patient driven care.

The Battle Creek VA Medical Center has:

- VA Medical Center in Battle Creek, Michigan
- Community Based Outpatient Clinics in Benton Harbor, Lansing, Muskegon, and Wyoming, Michigan.

VA Medical Center
The Battle Creek VA Medical Center was built in 1924 and sits on 206 acres with 30 buildings. It is a neuropsychiatric facility that provides long-term geriatric care; as well as, inpatient and outpatient medical and mental health services.

Community Based Outpatient Clinics
Our Community Based Outpatient Clinics (CBOCs) are located in Benton Harbor, Lansing, Muskegon, and Wyoming, Michigan. The CBOCs provide mental health and medical services. The Wyoming VA CBOC offers some specialty services as well.

www.battlecreek.va.gov
Like us on Facebook
Follow us on Twitter and Instagram
Lansing VA Community Based Outpatient Clinic
5656 South Cedar Street
Lansing, MI 48911
(517) 267-3925

Benton Harbor VA Community Based Outpatient Clinic
115 West Main Street
Benton Harbor, MI 49022
(269) 934-9123

Lansing VA Community Based Outpatient Clinic
5656 South Cedar Street
Lansing, MI 48911
(517) 267-3925

Muskegon VA Community Based Outpatient Clinic
5000 Hakes Drive
Muskegon, MI 49441
(231) 798-4445

Wyoming VA Community Based Outpatient Clinic
5838 Metro Way SW
Wyoming, MI 49519
(616) 249-5300
VA Healthcare Services

The following are some of the many inpatient and outpatient healthcare services offered by the Battle Creek VA Health Care Delivery.

**Primary Care/Patient Aligned Care Team (PACT)**

Primary Care is the first level of VA healthcare. Your primary care provider will meet your basic healthcare needs, and all your interactions and referrals within the VA healthcare system will start with them.

The VHA uses a team approach for primary care, in which your healthcare is delivered through a Patient Aligned Care Team (PACT).

**Members of your “Care” Team:**

- You! You are at the center of your team
- Your VA primary care provider (PCP). He or she works with other members of your VA care team to manage your care
- Registered Nurse (RN)
- Licensed Practical Nurse (LPN)
- Health Administration Service (HAS) clerk: The HAS clerk assists with appointment management and answering general questions
- Family members and friends whom you choose
- Other health care providers (clinical pharmacist, social worker, psychologist, dietitian, physical therapist, etc.), as needed

This program is based on principles that promote successful, fast, full care through constant communication and collaboration of services throughout the healthcare system. This means that your team will be working together to bring you the best possible healthcare. Ask about group medical appointments that can assist with chronic conditions.
Good communication with your primary provider is a vital part of PACT. When you meet with your primary provider:

- List and state your questions and concerns
- Write down your provider’s answers and what your provider tells you to do. If you do not understand something, ask the provider to explain in terms that you know
- Show all of your medications, vitamins, and herbal products to your provider at every visit. Take them in the containers that they came in
- Provide a list of names, addresses, and phone number of other providers who treated you and what they treated you for
- Write down the names of “Care” team members and how you can contact them
- Let your healthcare team members know how you feel and about any problems
- Make sure you leave each visit with a visit summary
**Specialty Care**

Specialty Care Services are more advanced and specific than Primary Care Services. These services provide expert knowledge about unique or complicated conditions and your treatment for these conditions. Specialty Care providers each focus on a particular system of the body and have extensive training and education in their specialties.

Some examples of Specialty Care are:
- Cardiologists – heart specialists
- Neurologists – brain specialists
- Gastroenterologist – stomach specialists

Some Specialty Care Services require a referral while other can be directly scheduled. You can discuss your interest and needs with your PACT team or scheduling clerk for more information.

**Inpatient Care**

Inpatient Care Services include hospital services, long-term care, and behavioral health programs. The Battle Creek VAMC has inpatient mental health and medical services, as well as residential programs for Post Traumatic Stress Disorder, Substance Abuse, and Psychosocial Rehabilitation. These programs assist Veterans with multiple mental health and psychosocial conditions, including substance abuse, post-traumatic stress disorder, homelessness, and other mental health conditions.

The Battle Creek VAMC also has a Community Living Center (CLC) that provides rehabilitation and medical care to help you reach the highest possible level of well-being and function. The goal of CLCs is to transition residents into a non-hospital care setting.
Extended Care and Rehabilitation Services

Extended Care and Rehabilitation offers a variety of services that help you increase functional independence and may be given over an extended period of time. These services may be offered both within and outside of the institutional/hospital settings.

Extended Care & Rehabilitation Services Include:

- Physical Medicine and Rehabilitation Therapies
- Physical Therapy
- Occupational Therapy
- Recreational Therapy
- Kinesiotherapy
- Speech Language Pathology
- Spinal Cord Injury Care
- Geriatric Problem Focus Clinic
- Advanced Low Vision Team

Telehealth Services

Telehealth Services use new technologies to improve health services and can allow the home to become a place of care.

Telehealth Services are available three ways at Battle Creek VAMC:

- Home Telehealth lets your case manager monitor your health through a device placed in your home
- Video Telehealth lets you visit with your specialty care provider using a two-way TV connection, usually between a CBOC and one of the main VA hospital campuses
- Teleretinal imaging takes a video picture of your eye to check for diabetic retinopathy, which could affect your vision. Experts located at the main hospital campus can then see the image

Reduce miles traveled, with care close to home.
**Home Health Services**

Skilled home care is provided by VA or through contract agencies to those who are homebound with chronic diseases. Available home health services include nursing, physical/occupational therapy, and social services.

**Home Based Primary Care (HBPC)**

HBPC provides primary care services in your home. For more information, call the HBPC office at (269) 966-5600 ext. 35303.

**Medical Foster Home (MFH)**

MFH care is provided by a caregiver in a private home, that is inspected and approved by VA. Contact the Medical Foster Home Coordinator at (269) 966-5600 ext. 35635.

**Caregiver Support Services**

This service offers support and training to caregivers of eligible Veterans. Additional services, including a monthly stipend, are available for eligible Veterans who were seriously injured in the line of duty on or after September 11, 2001. Your local coordinator can be contacted at (269) 966-5600 ext. 31644. Further information is also available at [www.caregiver.va.gov](http://www.caregiver.va.gov).

**Pharmacy**

VA has outpatient pharmacies in Battle Creek and Wyoming, Michigan, through which you can request prescriptions or refill prescriptions. You may also use mail-order prescription service.

**At the Pharmacy**

1. After seeing your provider, take a number to see a pharmacist.
2. When your number appears on the wall, please see the pharmacist in the counseling bay.

**Refilling Prescriptions**

Order refills at least two weeks before you run out of medicine. Please allow 7-10 days to receive these through the mail.
There are four ways to refill prescriptions:

1. **Order by Telephone**
   - Dial (888) 214-1247 toll free, press one (1) for Pharmacy then,
   - Press 1 for prescription refills OR press 2 if you’re out of refills

   Have available your full Social Security Number and the prescription number that is printed on the bottle for each medicine you are refilling.

2. **Order Online at www.myhealth.va.gov**

   First-time users, click “Register Now” and follow the instructions. Please see Team Clerk about “Authentication”

3. **Order by Mail**

   Mail your refill slips to the address below at least two weeks before you run out of medication:
   - **Battle Creek VAMC**
     - 5500 Armstrong Road (119)
     - Battle Creek, MI 49037

4. **Order at VA**

   Drop your refill slip in the red box at the VA Outpatient Pharmacy. Request refills at least 2-3 weeks before you need more medicine, to allow time for refilling and mailing your prescription.

When your refill arrives, check the bottle label to make sure:

   - Your name is on the bottle
   - The name of the medicine is your medicine
   - The color and shape of the medicine matches the description on the label
   - The amount you should take for each dose is correct
   - The directions for each dose are what the provider told you
**Patient Advocacy**

The Patient Advocate and Veteran Experience Program is established to promote positive experiences for all our Veterans. A fundamental value in VHA is for all our Veterans and their families, who are served in or through VHA facilities and clinics, to have their priorities and needs addressed in a proactive, convenient, and timely manner. You can reach the Patient Advocate office at (269) 966-5600 ext. 31990.

**Emergency Care**

A medical emergency is an injury or illness that is so severe that without immediate treatment, your life or health is in danger. **When you have an emergency you should call 911 or go to the nearest emergency room.**

**NOTE:** The Battle Creek VAMC provides Urgent Care Services 24 hours a day, seven days a week, but neither the Battle Creek VAMC nor any of our outpatient locations have an emergency room.

You do not need to call VA before calling an ambulance or going to the emergency room. But you, your family, friends, or hospital staff should contact the nearest VA medical center as soon as possible, within **72 hours** of your emergency, so you are better aware of what services VA may or may not cover. Ask VA for guidance on what emergency charges may or may not be covered so you can plan accordingly.

**Emergency Hospital Admission**

If the doctor wants to admit you to the hospital and it is an emergency, you do not need approval from VA beforehand. If admission to a hospital is not an emergency, you need to first receive approval from VA. If a VA bed is available and you can be transferred, you will have to move to the VA hospital in order for VA to continue to pay for your care.

Emergency hospital admission may be covered by VA. VA may pay all, some, or none of the charges depending on your VA eligibility. Some of the charges depend upon whether you have a service-connected condition, which is an illness or injury that was caused or aggravated by military service and has a rating assigned by the Veterans Benefits Administration.
Fee Base Main Number (269) 955-5600 ext. 31092
For service-connected conditions, here are some of the criteria that must be met:
1. Care or services were provided in a medical emergency, and
2. VA or another federal facility were not available, and
3. VA was notified within 72 hours of the admission
4. Ask your local VA Medical Center’s Non-VA (Fee) Care Office for further eligibility guidance

For non-service-connected conditions, here are some of the criteria that must be met:
1. Veteran is enrolled in the VA Health Care System, and
2. Veteran has received health care services from VA within the previous 24 months, and
3. Veteran has no other health insurance coverage
4. Ask your local VA Medical Center’s Non-VA (Fee) Care Office for further eligibility guidance

If you do have emergency medical care, file your claim with the nearest VA Medical Center quickly, because there is usually a time limit. For non-service-connected care, the time limit is 90 days. Again, ask your local VA Medical Center for more information.

NOTE: VA will pay for emergency care outside the U.S. only if your emergency is related to a service-connected condition. For more information about care provided outside the U.S., contact the Foreign Medical Program (FMP) at (877) 345-8179, or go to the FMP website at: www.va.gov/hac/forbeneficiaries/fmp
Time is Life!
Know the warning signs of a heart attack.

Heart Attack Warning Signs

• Uncomfortable pressure, fullness, squeezing or pain anywhere in the chest and lasting more than a few minutes

• Pain spreading to the shoulder, neck, in one or both arms, stomach, or back

• Chest discomfort with lightheadedness, fainting, sweating, nausea, vomiting, or shortness of breath

• Chest discomfort with a feeling, of doom or imminent death

Heart Disease is the leading cause of death in women

Besides symptoms common to men, women may have other symptoms such as:

• Shortness of breath without chest pain
• Pain in the lower part of the chest
• Fatigue

If you experience any of these warning signs, take one aspirin unless you are allergic to aspirin.

DON’T WAIT call 911 immediately!

Did you know…
Heart attack victims do best when they are taken to the hospital within the first hour of the first symptom.

VETERANS:
Call 911 right away if you think it may be a heart attack. Do not drive to the hospital. Emergency medical staff will take you to the hospital.
If you have any of these warning signs:
• Call 911 immediately
• Take one regular aspirin unless you are allergic to aspirin
• Tell the ambulance driver that you are having chest pain

Make a Plan
• Learn heart attack warning signs
• Talk to your VA provider about reducing risk of heart attack and completing a survival plan wallet card
• Share your survival plan with family and friends

MISSION Act Urgent Care
VA offers an urgent/walk-in care benefit for minor injuries and illnesses, such as pink eye or ear infections. To be covered by this benefit, you must be enrolled in the VA health care system and have received care from VA within the 24 months prior to seeking this care to be eligible for this benefit. Eligible Veterans can seek this care from an urgent care facility or walk-in retail health clinic that is part of VA’s community provider network, but not all urgent care facilities or walk-in retail health clinics are in VA’s network. VA will provide additional information on this benefit.

Community Care Eligibility
You may be able to receive care from a provider in your local community if you meet specific criteria. Generally, Veterans must be enrolled with VA to receive care, although some Veterans are not required to enroll to receive care. Eligibility further depends upon your individual health care needs or circumstances. It is important to remember that under the Veterans Community Care Program, in most
instances VA must authorize your care before you receive it.

Under the MISSION Act, there are six different eligibility criteria for community care. Meeting any one of these criteria for the specific care you need means you are eligible to elect to receive that care either through direct VA care or a community provider in VA’s network:

• The specific care you need is not provided by VA at any facility
• You reside in a U.S. state (AK, HI, or NH) or territory (Guam, American Samoa, Northern Mariana Islands, or U.S. Virgin Islands) that does not have a full-service VA medical facility
• "Grandfathered" eligibility based on residence and the 40-mile eligibility criterion from the Choice program
• The specific care you need is not available within designated access standards
• You and your referring clinician decide it is in your best medical interest to receive the specific care you need in the community
• VA has designated the VA medical service line delivering the specific care you need as not providing care that complies with VA’s standards for quality

**Copayments and Insurance**

Like other health care providers, VA may charge a copayment for health care. The copayment amount may be based on your enrollment priority group, the type of health care service you receive, and your financial situation. If a VA copayment applies, you are responsible for that amount whether your care is furnished directly by VA or through a community provider. VA may bill your health insurance for medical care, supplies, and prescriptions. As a result of the MISSION Act, VA no longer requires your permission to bill your health insurance carrier for health care related to a sensitive diagnosis. If you would like to submit a request to restrict this process, please contact your local VA facility’s privacy officer. If you have other forms of health care coverage (such as Medicare, Medicaid, TRICARE, Indian Health Service, and tribal health), you can use VA health care benefits along with these plans. To learn more, contact your local VA medical center or visit [www.missionact.VA.gov](http://www.missionact.VA.gov) and click:

• VA Health Care and Other Insurance
• Indian Health Service/Tribal Health Program (IHS/THP)
Veterans Crisis Line

The Veterans Crisis Line is a toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring U.S. Department of Veterans Affairs (VA) responders.

Veterans and their loved ones can

- Call 1-800-273-8255 and Press 1,
- Chat online at VeteransCrisisLine.net
- or send a text message to 838255

to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care.

The responders at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances – from Veterans coping with mental health issues that were never addressed to recent Veterans struggling with relationships or the transition back to civilian life. Veterans Crisis Line responders provide support when these and other issues – such as chronic pain, anxiety, depression, sleeplessness, anger, and even homelessness – reach a crisis point. Some of the responders are Veterans themselves and understand what Veterans and their families and friends have been through.

For more information about the Veterans Crisis Line, visit www.veteranscrisisline.net

For more information about VA’s mental health resources, visit www.mentalhealth.va.gov
Express Check-In

Checking in for your appointment is more convenient than ever. VA’s new VetLink kiosks are easy, convenient, and a secure way for you to check-in for your next appointment.

Control Your Information

In addition to checking in, these touchscreen devices enable Veterans to complete several tasks without the assistance of a clerk. Right now, the VetLink kiosk allows you to:

• Check-in for scheduled appointments
• View your future appointments
• View, and validate, your insurance information
• Update your next of kin information
• Request beneficiary travel mileage reimbursement
• Request medical records
• View your account balance
• Respond to national and site specific questionnaires
• Update personal contact information
Strive for a Healthy Weight
Get Recommended Screening Tests and Immunizations
Be Involved In Your Health Care
Manage Stress
Be Tobacco Free
Limit Alcohol
Be Safe
Strive for a Healthy Weight
Be Physically Active
Eat Wisely
Veteran Orientation

Veterans and families are invited to attend a monthly orientation session. Learn about key information and services available. Staff will be on hand to help answer questions following the presentation.

**Battle Creek VA Medical Center**
**Second Thursday of the Month**
**1:00 p.m. - 2:30 p.m.**
**Virtual (VVC)**

How to Access VA Health Care

**VA Telephone Service:** You can access VA care 24 hours a day, 7 days a week through VA’s telephone service!

Call (888) 214-1247 to:

- Schedule appointments for all clinical areas, including primary/ambulatory care, community based outpatient clinics (CBOCs), and specialty clinics
- Call the VA pharmacy to access the automated telephone refill services for medications or supplies
- Get advice about your health care concerns

During Business Hours (Monday through Friday, 8:00 a.m. to 4:30 p.m.) Call your primary care/specialty clinic to:

- Make an appointment, change an appointment, or cancel an appointment. If you know you are going to miss an appointment, please cancel it as soon as possible so that another Veteran can get an appointment
- Get advice about your health concerns

If you are feeling sick, please call your primary care clinic. The clinic will talk with you to address your medical needs.
Please understand that if you walk in to a primary care clinic without a scheduled appointment, your condition will be evaluated and you will then be seen according to the severity of your medical situation.

After Business Hours (Evening, Night, Weekend, Federal Holidays) Call the after-hours telephone triage at (888) 838-6446 to:

- Make an appointment, change an appointment, or cancel an appointment. If you know you are going to miss an appointment, please cancel it as soon as possible so that another Veteran can get an appointment
- Get advice about your health concerns
- The advice line is staffed by registered nurses who will discuss your medical concern and work with you to determine the care you need. The registered nurse will document the telephone call in your electronic medical record and notify the appropriate medical provider

**Veterans Transportation Network**

Patients who are unable to provide their own transportation for a VA scheduled appointment may be able to get assistance. Call for schedules and availability at (269) 966-5600 ext. 33871.

**VA Medical Care Hardship Program**

If you have experienced the following, you may qualify for VA’s Medical Care Hardship Program – even if you were denied previously:

- Your income has recently changed
- Loss of employment
- A sudden decrease in income
- Increases in out-of-pocket family healthcare expenses

For more information about VA healthcare, visit [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits)
Dental Care

The following Veterans are eligible to receive dental care from VA:

- Former POWs
- Participants in a VA vocational rehabilitation program
- Participants in a homeless Veteran program
- Veterans who have a compensable service-connected condition
- Veterans who have a dental condition resulting from service-connected trauma
- Veterans who have a service-connected rating of 100% or are rated unemployable because of service-connected conditions

**NOTE:** Recently discharged Veterans who served on active duty for at least 90 days and who apply for VA dental care within 180 days of separation from active duty may receive a one-time dental treatment if they have not received dental care within the 90-day period prior to discharge.

OEF/OIF/OND Combat Veteran Eligibility

If you served in a theater of combat operations after November 11, 1998, you are eligible for an extended five-year period of healthcare. The five-year enrollment period begins on the date of your discharge or separation from active duty military service, or, in the case of multiple call-ups, on your most recent discharge date.

Disability

Information about disability benefits can be found at the following website: [www.benefits.va.gov/compensation](http://www.benefits.va.gov/compensation) or call (269) 223-5106.
My HealteVet
My HealteVet is VA’s online Personal Health Record which offers Veterans, active duty service members, their dependents, and their caregivers complete internet access to VA healthcare information and services so they can make informed health decisions and store important health and military history.

To Register for My HealteVet:
1. Type www.myhealth.va.gov in the address bar on your web browser and then press Enter.
2. On the right-hand side, click the Register Today button. Complete the Registration Page and review and accept the Terms and Conditions and the Privacy Policy for using the website.
3. Select the “VA Patient” box. If the system does not allow you to save with the “VA Patient” box selected, contact the facility My HealteVet coordinator to help you fix your account.
4. Log into your My HealteVet account and begin to create your Personal Health Record.
5. Begin using My HealteVet to better manage your health and access VA health care and services at your convenience.

In-Person Authentication
To get the most out of your my HealteVet Personal Health Record, visit your local VA facility to get an upgraded account, known as In-Person Authentication (IPA). The IPA lets you have access to personal premiums tools, such as prescription services, secure messaging, appointment reminders, lab results, wellness reminders, and access to provider notes.

If you have questions, contact the My HealteVet Program Coordinator at (269) 966-5600 ext. 30604 or by secure messaging with an authenticated account.
Veterans Health Library
The Veterans Health Library (VHL) is an easy-to-access source of consistent, up-to-date, Veteran-centered health information.

You can access the VHL:
1. at www.veteranshealthlibrary.org or
2. by going to My HealtheVet, www.myhealth.va.gov and clicking on Enter Here > Research Health > Medical Library >Veterans Health Library

The VHL is easy to use and provides information on a wide range of health topics, including Veteran-specific health topics, such as post traumatic stress disorder (PTSD), combat-related traumatic brain injury, and condition management information. The VHL provides information and tools to help Veterans through thousands of content resources, such as:

- Information sheets and booklets
- Videos (with closed captions available)
- Workbooks about how to manage specific diseases
- Tests and treatment information
- Go-to-Guides™ - multi-media workbooks that combine video and animation, audio, text, and graphics to help Veterans manage their conditions
- Links to several VA resources, including Healthy Living Messages, VA Polytrauma/Traumatic Brain Injury, and VA Smoking Cessation
- Drug references (under the Medications tab)
- A “Living Well” section that includes information and advice to help Veterans stay healthy and understand and manage chronic conditions
- A “Contact Us” section with links to FAQs and toll-free numbers for additional help
Support Services

Transition and Care Management Team

The Battle Creek VAMC offers a Transition and Care Management Team, which supports Veterans as they transition from soldier to civilian life. The services include linkage and referrals to VA and other community services, counseling, and support. The purpose of these services is to address the medical and emotional needs of the Veteran and his or her family.

Contact the Transition and Care Management Program at:
(269) 966-5600 ext. 35307 or toll free (888) 214-1247 ext. 35307
For more information, visit:
www.va.gov/healthbenefits/apply/returning_servicemembers.asp.

The Vet Center

Vet Centers offer free and confidential counseling services to eligible Veterans and family members. Such services include readjustment counseling, military sexual trauma counseling, and bereavement counseling. Services are also offered for Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. Counseling may be offered within a group or individually.

A Vet Center in southwest Michigan is located at:
2050 Breton Rd., S.E.
Grand Rapids, MI 49546.

Call (616) 285-5795 for more information.
Other Services

Veterans Service Organizations (VSOs) are organizations that can offer additional help to Veterans by providing Veterans with information and assistance. These organizations may represent Veterans and their family members regarding claims. A Veteran does not have to be a member of the VSO to be represented.

A directory of these organizations can be found at www1.va.gov/vso/

Women Veterans

VA provides the specialized services for women Veterans:

- Breast health
- Contraceptive management
- Infertility treatment/care coordination
- Mammogram/breast care coordination
- Menopause management
- Cervical cancer screenings (Pap Test)
- Pelvic exams, ultrasounds
- Preconception counseling/screening
- Referrals for services that VA is unable to provide (specified gynecologic surgeries / procedures)
- Tubal ligation

For more information, contact the Women Veterans Program Manager at (269) 966-5600 ext. 35075.

Compliment vs. Harassment
Know the Difference

**OKAY**

- Thanking a Veteran for their service
- Telling someone to have a nice day
- Commenting on the weather
- Calling someone by their preferred name

**NOT OKAY**

- Staring or leering at someone
- Telling someone to give you a smile
- Commenting on someone’s body
- Calling someone “baby”
The Medical Center respects the resident’s right to make decisions about his or her care, treatment and services, and to involve the resident’s family in care, treatment, and services decisions to the extent permitted by the resident or surrogate decision-maker. Family is as defined by the resident. A family member may be the surrogate decision-maker, as defined in VHA Handbook 1004.02, if authorized to make care decisions for the individual, should he or she lose decision-making capacity or choose to delegate decision making to another. The Medical Center allows a family member, friend or other individual to be present with the resident for emotional support during the course of stay. The Medical Center allows for the presence of a support individual of the resident’s choice; unless, the individual’s presence infringes on others’ rights or safety, or is medically or therapeutically contraindicated. The individual may or may not be the resident’s surrogate decision-maker or legally authorized representative. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation, and gender identity or expression.
Whole Health is an approach to health care that empowers and enables YOU to take charge of your health and well-being and live your life to the fullest. Whole Health starts with YOU. It is fueled by the power of knowing yourself and what will really work for you in your life. Only you have these insights, this knowledge.

This information was gathered to help you as you make choices to support your health. As you learn more, you will have even more power to take care of yourself. Best wishes!

http://www.va.gov/patientcenteredcare/
Frequently Asked Questions

Do I have to enroll to receive VA healthcare?

Yes, unless you are seeking care for a VA-rated service-connected disability or have a service-connected disability of 50% or more.

How can I verify my enrollment for VA healthcare?

You may check your enrollment status by calling the Enrollment and Eligibility office at (269) 966-5600 ext. 33887 or toll free (888) 214-1247 ext. 33887. You may also enroll online at: https://www.vets.gov/healthcare/apply/

What is a VA service-connected rating and how do I establish one?

A service-connected rating is an official ruling by the Veterans Benefits Administration that the illness/condition is directly related to your active military service. Service-connected ratings are established by VA regional offices located throughout the U.S.

If I enroll in VA healthcare, must I use VA as my exclusive healthcare provider?

While there is no requirement that VA become your exclusive provider, please be aware that the authority to pay for Non-VA care is limited.

If I have private health insurance, can I keep my insurance and use VA healthcare?

VA encourages you to retain any healthcare coverage you currently have.

Am I required to make copays?

You may qualify for cost-free healthcare and/or medication based on:

- Compensable VA service-connected disabilities
- Former Prisoner of War (POW) status
- Low income
- Other qualifying factors, including treatment related to your military service experience
- Receiving a Purple Heart Medal
**How many copay charges may I have during a single day visit to a VA facility?**

For outpatient services, you will not be charged more than one copay, regardless of the number of healthcare providers you see in a single day. The amount of the copay will be based on the highest level of service you receive during that day’s visit.

**Can I get routine healthcare at a Non-VA facility at VA’s expense?**

VA must provide specific authorization for care outside of a VA facility. This service is otherwise known as Non-VA Care.

**Do I qualify for travel benefits?**

Travel pay is available to qualified Veterans with scheduled appointments. Travel to an unscheduled appointment will only be paid at half of the prescribed rate. Travel benefits are available to Veterans who:

- Are receiving a VA pension
- Are traveling for a scheduled compensation or pension exam
- Are traveling for treatment of a service-connected condition
- Have a service-connected rating of 30% or more
- Have preauthorized, arranged travel with VA

**How do I make the most of my healthcare appointment?**

Follow these tips:

- Check in 30 minutes before your appointment time
- Have a list of your most important concerns and questions
- Be prepared to talk about any changes in your health
- Ask about recent test results
- Bring up any medication concerns or needs
- Tell your VA provider if you have had any recent medical treatment elsewhere. Bring copies of those medical records
- Ask about any preventive health screenings, tests, immunizations, or exams you should have
- Tell your provider if you think you need help from other
members of the primary care team (social worker, psychologist, nutritionist, pharmacist, nurse, etc.)

- Ask, if you do not know, the name of the team or provider in charge of your care
- Register for MyHealthVet and manage your healthcare online at www.myhealth.va.gov
- Bring a list of medication you are taking, including any unprescribed remedies or vitamins
## Important Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
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</thead>
<tbody>
<tr>
<td>Battle Creek VA Medical Center</td>
<td>(269) 966-5600 or toll free (888) 214-1247</td>
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<tr>
<td>Automated Phone System</td>
<td></td>
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<tr>
<td>(Prescription Refills and Appointment Changes)</td>
<td>Toll free (888) 214-1247</td>
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<tr>
<td>Benefit Information</td>
<td>(877) 222-VETS</td>
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<tr>
<td><a href="http://www.va.gov/healthbenefits/">www.va.gov/healthbenefits/</a></td>
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<tr>
<td>Caregiver Support</td>
<td>(269) 966-5600 ext. 33424</td>
</tr>
<tr>
<td>Chaplain Service</td>
<td>(269) 966-5600 ext. 32433 or 32434</td>
</tr>
<tr>
<td>Community and Voluntary Services</td>
<td>(269) 966-5600 ext. 35497</td>
</tr>
<tr>
<td>Crisis Line</td>
<td>Toll free (800) 273-8255, then press 1</td>
</tr>
<tr>
<td>Dental Service</td>
<td>(269) 966-5600 ext. 35425</td>
</tr>
<tr>
<td>Department of Veterans Affairs</td>
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<tr>
<td>Educational Benefits Information</td>
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<tr>
<td>Toll free (888) 442-4551</td>
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<tr>
<td>Eligibility Information</td>
<td>(269) 966-5600 ext. 33887</td>
</tr>
<tr>
<td>Ethics Consultations</td>
<td>(269) 966-5600 ext. 38442</td>
</tr>
<tr>
<td>Fort Custer National Cemetery</td>
<td>(269) 731-4164</td>
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<tr>
<td>Gym</td>
<td>(269) 966-5600 ext. 35322</td>
</tr>
<tr>
<td>Healthcare for Homeless Veterans (HCHV)</td>
<td>(269) 966-5600 ext. 33148</td>
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<tr>
<td></td>
<td>(877) 4AID-VET</td>
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<tr>
<td>Home-Based Primary Care Services</td>
<td>(269) 966-5600 ext. 35303</td>
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<tr>
<td>Jesse House Program</td>
<td>(269) 966-5600 ext. 31303</td>
</tr>
<tr>
<td>Kinesiotherapy</td>
<td>(269) 966-5600 ext. 33926</td>
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<tr>
<td>Library</td>
<td>(269) 966-5600 ext. 36490</td>
</tr>
<tr>
<td>Medical Foster Home</td>
<td>(269) 966-5600 ext. 35635</td>
</tr>
<tr>
<td>Mental Health Veteran Advocacy Council</td>
<td>(269) 966-5600 ext. 31634</td>
</tr>
<tr>
<td>MOVE Coordinator</td>
<td>(269) 966-5600 ext. 35499</td>
</tr>
<tr>
<td>My HealthVet</td>
<td>(269) 966-5600 ext. 30604</td>
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<tr>
<td><a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a></td>
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<tr>
<td>Pain Management Clinic</td>
<td>(269) 966-5600 ext. 33861</td>
</tr>
<tr>
<td>Patient Advocates</td>
<td>(269) 966-5600 ext. 31990 or 31980</td>
</tr>
<tr>
<td>Pharmacy Assistance</td>
<td>(269) 966-5600 ext. 35430</td>
</tr>
<tr>
<td>Psychosocial Residential Rehabilitation Treatment Program (PRRTP)</td>
<td>(269) 966-5600 ext. 30086</td>
</tr>
<tr>
<td>Physical and Occupational Therapy</td>
<td>(269) 966-5600 ext. 31830</td>
</tr>
<tr>
<td>Post Traumatic Stress Disorder Residential Rehab Treatment Program</td>
<td>(269) 966-5600 ext. 30086</td>
</tr>
<tr>
<td>Post Traumatic Stress Disorder Outpatient Treatment Program</td>
<td>(269) 966-5600 ext. 31173</td>
</tr>
<tr>
<td>Release of Information Office</td>
<td>(269) 966-5600 ext. 33891</td>
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</tbody>
</table>
Speech Therapy  
(269) 966-5600 ext. 35321

Substance Abuse Residential Rehab Treatment Program (SAARTP)  
(269) 966-5600 ext. 30086

Substance Use Disorder Clinic (SUD-C)  
(269) 966-5600 ext. 33535

Transition and Care Management  
(269) 966-5600 ext. 36451

Therapeutic Recreation  
(269) 966-5600 ext. 33902

Travel Payment Reimbursement  
(269) 966-5600 ext. 35256

Travel to Appointments (DAV)  
(269) 966-5600 ext. 32300 or 32301

VA Caregiver Support  
(269) 966-5600 ext. 33424

Telephone Triage  
(after hours, weekends, holidays)  
(866) 838-6446

Tobacco Cessation  
(269) 966-5600 ext. 35357

VA Police (emergency only)  
(269) 966-5600 ext. 33735

VA Police (non-emergency)  
(269) 966-5600 ext. 33979

Vet Center  
(616) 285-5795

Veterans Benefit Administration Toll free (800) 827-1000

Veteran Health Education  
(269) 966-5600 ext. 32759

Veteran Outreach Center  
(616) 285-5795

Veteran Service Representative  
(269) 966-5600 ext. 35106

Veteran Transportation Network  
(269) 966-5600 ext. 33871

Visual Impairment Services Outpatient Rehabilitation (VISOR)  
(269) 966-5600 ext. 35195

Warrior to Soulmate  
(269) 966-5600 ext. 32433 or 32434

Wellness & Recovery Center (WRC)  
(269) 966-5600 ext. 30054

Women Veterans Program  
(269) 966-5600 ext. 35075

Did you know?

- Each organ donor can save up to eight lives. Each tissue donor can improve the lives of up to 50 people.
- More than 9,000 Michigan patients have received a life-saving organ transplant in the past 10 years. Many thousands more have benefited from tissue and corneal transplants.
- Nearly four million Michigan residents have made the decision they want to help others by joining the Michigan Organ Donor Registry.

For more information, visit giftolifemichigan.org, Michigan.gov/sos or call (800) 482-4881.
<table>
<thead>
<tr>
<th>Core Value</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Integrity</strong></td>
<td>Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.</td>
</tr>
<tr>
<td><strong>Commitment</strong></td>
<td>Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.</td>
</tr>
<tr>
<td><strong>Advocacy</strong></td>
<td>Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.</td>
</tr>
<tr>
<td><strong>Respect</strong></td>
<td>Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.</td>
</tr>
<tr>
<td><strong>Excellence</strong></td>
<td>Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.</td>
</tr>
</tbody>
</table>
Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600 or toll free (888) 214-1247
After hours, weekends, holidays, call a VA Nurse toll free at
(888) 838-6446
www.Facebook.com/BattleCreekVA
www.battlecreek.va.gov

Veterans Crisis Line
Receive free, confidential support from an experienced, caring VA responder 24 hours, 7 days per week toll free (800) 273-8255 + 1
Chat online www.veteranscrisisline.net
and click the Confidential Veterans Chat button
Send a text to 838255
Visit www.Veteranscrisisline.net

Vet Center Readjustment
Counseling services for Veterans and family members
2050 Breton Rd., S.E.
Grand Rapids, MI 49546
(616) 285-5795

Veterans Benefits Administration (VBA)
Patrick V. McNamara Federal Building
447 Michigan Ave.
Detroit, MI 48226
Toll free (800) 827-1000

Veterans Service Organization (VSO)
Patrick V. McNamara Federal Building
447 Michigan Ave.
Detroit, MI 48226
Toll free (800) 827-1000

Department of Veterans Affairs Educational Benefits Information
Toll free (888) 442-4551
QUICK HISTORICAL FACTS

★ The VA Medical Center opened October 15, 1924. The hospital at that time was referred to as Veterans Hospital, Number 100. The hospital was one of many built under the direction of the Veterans Bureau which was tasked by the US Congress to care for World War I Veterans.

★ The dedication ceremony was attended by more than 2,000 dignitaries and visitors.

★ The first Medical Center Director was Colonel Frank E. Leslie, who was appointed to be the Medical Officer in Charge by Brigadier General Frank T. Hines, United States Veterans Bureau.

★ The hospital was built as part of an $18 million dollar appropriation that funded the building of five hospitals. Battle Creek successfully lobbied to have a hospital built here on 675 acres of land donated by the War Department, which was part of Camp (Fort) Custer.
Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI  49037
(269) 966-5600

Benton Harbor VA Community Based Outpatient Clinic
115 West Main Street
Benton Harbor, MI 49022
(269) 934-9123

HCHV Service Center
620 Century Avenue SW, Suite 120
Grand Rapids, MI 49503
(616) 356-1746

Lansing VA Community Based Outpatient Clinic
5656 South Cedar Street
Lansing, MI 48911
(517) 267-3925

Muskegon VA Community Based Outpatient Clinic
5000 Hakes Drive
Muskegon, MI 49441
(231) 798-4445

Wyoming VA Community Based Outpatient Clinic
5838 Metro Way SW
Wyoming, MI 49519
(616) 249-5300