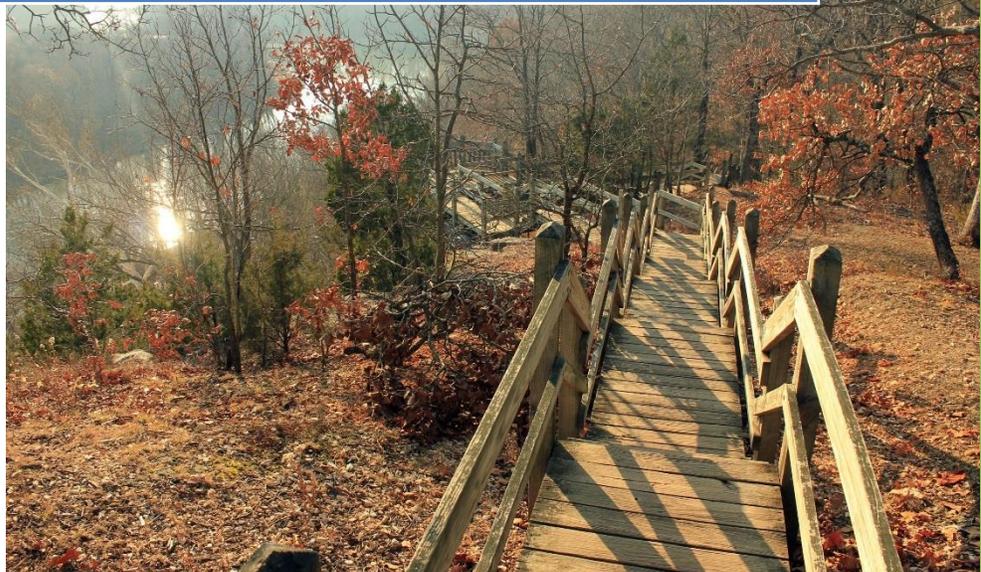




November, 2017

Guide to Behavioral Health Services at the Harry S. Truman Memorial Veterans' Hospital



<https://www.columbiamo.va.gov/>

<https://www.facebook.com/VAColumbiaMO/>

<https://twitter.com/VAColumbiaMO>

573-814-6486

We hope that this guidebook helps you make sense of services and treatments in Behavioral Health. Every member of the Behavioral Health staff and I are committed to doing everything we can to help you improve your life. We would like to thank the Veterans Mental Health Council for directing the development of this guide.

Sincerely,

Cheryl Hemme, M.D.,
Chief, Behavioral Health

Welcome to Your Mental Health Services Guide

The Veterans Mental Health Council (MHC) at the Harry S. Truman Memorial Veterans' Hospital (Truman VA) has developed this guide to help you access the services you need. We realize that many times accessing Mental Health Services can feel like an overwhelming task. This guide will help you navigate the confusion and help you get the services you need - when you need them.

WELCOME

VA's commitment to the mental health of Veterans is evident from the moment you walk in the door. The first provider you see will ask about your sleep, personal safety, mood, home life, and habits. He or she probably asked you about any history of depression or anxiety that you've had and any current symptoms, as well.

The purpose of these questions is to give you an opportunity to get the kinds of help you may need. We want you to feel comfortable in asking for help when you need it. That's why we've put together this guide to mental health services.

The following information contained in this Guidebook is specific to Behavioral Health Services at the Truman VA.

Truman VA web resources:

<https://www.columbiamo.va.gov/>.

<https://www.facebook.com/VAColumbiaMO/>.

<https://twitter.com/VAColumbiaMO>

For general information about Behavioral Health Services at every VA, please visit the following we address:

[http://www.mentalhealth.va.gov/docs/Guide to VA Mental Health Srvcs FINAL12-20-10.pdf](http://www.mentalhealth.va.gov/docs/Guide%20to%20VA%20Mental%20Health%20Srvcs%20FINAL12-20-10.pdf)

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Finding Your Way Around

The Harry S. Truman Memorial Veterans Hospital (Truman VA) parent facility is located at 800 Hospital Drive, Columbia, MO 65201. Behavioral Health Services are known as “The Green Team,” which is located on the 2nd floor. Green Team providers are psychiatrists, social workers, psychologists, marriage and family therapists, addiction therapists, vocational rehabilitation specialists, peer support specialists, nurses, and medical support staff. The Green Team facilities include a large outpatient clinic, an acute, 11-bed inpatient psychiatry unit, and a 14-bed residential treatment unit.



The Truman VA Main campus located at 800 Hospital Drive
Columbia, MO, 65201.
573-814-6000

Community Based Outpatient Clinics (CBOCs)

Some Behavioral Health services are available at several Community Based Outpatient Clinics (CBOC) located throughout Mid-Missouri. Veterans can choose to meet with a medication provider via tele-health at the CBOC that is closest to their home. Tele-health is a service where Veterans can meet with a medication provider through a television monitor (see Telehealth Program on p. 15). Individual therapy and peer support groups also are available at the CBOCs. It should be noted that not all specialty treatments within Behavioral Health are available at the CBOCs. For some treatments, Veterans must travel to the parent facility in Columbia, MO. Pictures of the CBOCs and their locations and telephone numbers are included on the following pages



[Fort Leonard Wood VA Clinic](#)

700 GW Lane Street
Waynesville, MO 65583
Phone: 573-774-2285



[Jefferson City VA Clinic](#)

2707 W Edgewood Dr
Jefferson City, MO 65109
Phone: 573-635-0233



[Kirksville VA Clinic](#)

1510 North Crown Drive
Kirksville, MO 63501
Phone: 660-627-8387



[Lake of the Ozarks VA Clinic](#)

940 Executive Drive
Osage Beach, MO 65065
Phone: 573-302-7890



[Marshfield VA Clinic](#)

1240 Banning Street
Marshfield, MO 65706
Phone: 417-468-1963
Fax: 417-468-2736



[Mexico VA Clinic](#)

3460 South Clark Street
Mexico, MO 65265
Phone: 573-581-9630



[Saint James VA Clinic](#)

207 Matlock Drive
St. James, MO 65559-1999
Phone: 573-265-0448



[Sedalia VA Clinic](#)

3320 West 10th Street
Sedalia, MO 65301
Phone: 660-826-3800

The Green Team – The Behavioral Health Clinic at the Truman VA.

We are very proud to offer a variety of different services, therapies, programs and providers in the Green Team. However, we also understand that learning about services and trying to schedule appointments can be overwhelming. We hope this section of the *Guide to Behavioral Health Services* can help you make sense of everything. The next several pages will answer the following questions.

1. **How do I get started in the Green Team?** This section describes ways to meet a provider in the Green Team for an initial evaluation. There are a few ways to do this, which are all described in this section.
2. **What kinds of problems can the Green Team help me with?** This section provides a list of problems that the Green Team can help with. You can obtain more information about any of these problems by meeting with a Green Team Provider.
3. **What kinds of services and treatments are offered in the Green Team?** This section will give you an idea of the variety of things we do to help Veterans.
4. **What are the specialty Teams within the Green Team?** This section will provide information about how the Green Team is structured. You will see the different teams that implement the treatments and services that can help Veterans.
5. **What other programs are in the Green Team?** There are a few other programs we wanted to provide you with information about. They can be found in this section.

How do I get started in the Green Team?

There are several ways to arrange a meeting with a Green Team provider to become involved with Green Team services.

1. During your primary care appointment, you can ask your nurse or primary care provider to speak with a behavioral health provider after your appointment. Every primary care team has a behavioral health provider on staff. Or, you can ask your nurse or primary care provider to submit a consult to the Green Team. In this case, staff from the Green Team will call you to schedule an appointment.
2. You can come to the Green Team reception desk Monday through Friday, 8:00am through 4:30pm and meet with a Triage provider that day. The earlier in the day you arrive, the shorter amount of time you will have to wait to see a provider. After hours Behavioral Health staff will meet with you in the Emergency Department if you arrive late in the day.
3. You can call the Green Team and schedule an appointment with a provider. The phone number is **573-814-6486**.



What kinds of problems can the Green Team help me with?

Green Team Providers have specialized skills to help Veterans with a wide range of problems. The following is a list of problems that the Green Team can help with:

Stress	Psychotic Disorders
Depression	Traumatic Brain Injury
Anxiety	Adjustment to Medical Illness
Trauma	Chronic Pain
Post-Traumatic Stress Disorder	Housing Problems
Anger	Vocational Problems
Relationship Problems	
Substance Abuse	

What kinds of services and treatments are offered in the Green Team?

There are a variety of treatments and services in the Green Team that can help with the above problems. Some Veterans find that only one of these treatments or services is sufficient, whereas other Veterans utilize a combination of these services.

- Individual Therapy
- Group Therapy
- Empirically Based Treatments
- Medication Management
- Neuropsychological Assessment
- Tele-Health
- Homeless Services
- Vocational Rehabilitation
- Peer Support
- Outreach and treatment services for Veterans with legal issues
- Couples and Family therapy
- Intensive Case Management

What are the specialty teams within the Green Team?

The following five pages include information about specialty teams and services in the Green Team. It is important to note that in most instances the first step in meeting with a provider in a specialty service is to meet with a provider from the Triage Team or the Primary Care/Mental Health Integration Team (see “How do I get started in the Green Team” on page 7).

1. **Behavioral Health Triage Team:** The primary purpose of the Triage team is to provide quick access to care for Veterans who are new to the Green Team. When Veterans come to the Green Team to discuss behavioral health treatment options, it is a provider on the Triage Team who first meets with the Veteran to begin developing treatment plans. The provider will talk with the Veteran about his or her problems, treatment options, and treatment preferences, and then schedule a follow-up appointment with the specialty team or provider within the Green Team that can most effectively help the Veteran with his or her problems. Also, “same day” access to Behavioral Health providers is a top priority for us. This refers to doing everything we can to enable a Veteran to see his or her primary Behavioral Health provider in times of crisis. However, in the unique situations when that is not possible, the Triage team will provide a detailed crisis evaluation for established Veterans who present in distress when their primary providers are not available.
2. **Primary Care / Mental Health Integration (PCMHI):** The purpose of PCMHI at Truman VA is to make behavioral health providers available to Veterans in Primary Care Clinics. Primary Care / Mental Health Integration is part of Primary Care at the Truman VA and the Community Based Outpatient Clinics. Veterans can request to meet with a Behavioral Health provider during their primary care appointment. The therapist will talk with the Veteran about his or her concerns, discuss treatment options, and begin making initial treatment plans. Depending on the type of problem and the Veteran’s preferences, the psychologist may make a referral to the Green Team or schedule follow up appointments with the Veteran.

3. **Addictions Treatment Program (ATP)**: Providers in the Addictions Treatment Program specialize in helping Veterans who have problems with substance use disorders. There is a focus on empirically supported treatments, including medications for substance use problems such as Suboxone for opioid use disorder and naltrexone, disulfiram and others for alcohol use disorders. Therapy can be in the form of individual and/or group therapy. Also, the Truman VA has a 14-bed residential treatment program.
4. **Behavioral Health Recovery Team (BHRT)**: The BHRT team provides treatment to help Veterans who experience a variety of problems related to things like depression, anxiety, PTSD, problems with adjustment, relationship problems, and psychotic disorders. There is a focus on empirically-supported treatments, and treatment can be in the form of individual and/or group therapy.
5. **Behavioral Medicine and Neuropsychology Services (BMNS)**: Providers in BMNS specialize in helping Veterans with medical conditions to lead full and healthy lives. Examples include helping Veterans with conditions such as pain, heart disease, diabetes, insomnia, tinnitus, or disabilities associated with aging. BMNS providers also may assist Veterans adjust to psychosocial challenges that may be associated with acute medical conditions. Neuropsychological evaluation attempts to measure cognitive functioning, such memory, attention, and language. These tests are not invasive but a full evaluation does take several hours and typically involves one-on-one questions and answers, or working with puzzles and other materials, in a laboratory setting. Neuropsychological evaluations can be helpful for patients with a variety of neurologic concerns such as brain injury, seizure disorder, multiple sclerosis, or those at risk for dementia (typically 60+).
6. **PTSD Clinical Team (PCT TEAM)**: The PCT team provides education and treatment to help Veterans who are experiencing symptoms of post-traumatic stress disorder, either combat-related or non-combat-related. There is a focus on empirically-supported treatments, and treatment can occur in individual or group therapy sessions.



7. **Psychosocial Rehabilitation (PSR)**: The PSR team is a very large team consisting of providers working in homeless services, vocational rehabilitation, outreach to Veterans involved in the legal system, and peer support.

- **Homeless Services**: There are a variety of programs and resources for Veterans experiencing homelessness. These services are described below. Please note that not all these programs are available in an emergency basis. The Homeless Triage Clinic and Health Care for Homeless Veterans (HCHV) have resources for emergency shelter, but other homeless services have a more detailed admission process.

- **Homeless Triage Clinic**: The Homeless Triage Clinic is available to Veterans who are actively in crisis with housing (i.e. needing a place to stay that night, such as a referral to a homeless shelter). Veterans and/or community partners can either call 573-814-6000, ext. 56486 and ask for the Homeless Triage Pager, or present as a walk-in to the Green Team Clinic. Homeless Triage staff are available Monday-Friday; 8am-4pm.
- **Health Care for Homeless Veterans (HCHV)**: The HCHV program is a housing program that helps Veterans experiencing homelessness gain stability through case management and shelter, with the goal of helping Veterans transition to their own independent, permanent, affordable housing. HCHV contracts with local programs including Welcome Home Inc. and Phoenix Programs
- **Grant and Per Diem Program (GPD)**: The GPD program is a transitional housing program in collaboration between the VA and

Phoenix Programs. The GPD program provides supportive services for Veterans experiencing homelessness with co-occurring disorders (substance abuse and other psychiatric disorders). Veterans must complete a detailed evaluation to be added to the GPD interest list. This program does not provide emergency shelter.

- *Housing and Urban Development – Veterans Affairs Supported Housing (HUD-VASH)*: The HUD-VASH program is an intensive case management program that assists Veterans in securing long-term independent housing. Veterans must complete a detailed evaluation to be added to the HUD/VASH interest list. This program does not provide emergency shelter.
- *Compensated Work Therapy Transitional Residence (CWT/TR)*: The CWT-TR is an 8-bed transitional housing program for homeless Veterans involved with the VA vocational programs. Veterans receive case management and supportive services to assist in their transition into independent living. Veterans must complete a detailed evaluation to be added to the CWT/TR interest list. This program does not provide emergency shelter.
- *Vocational Rehabilitation Services*: These services are designed to help Veterans regain psychosocial stability and learn the skills needed return to competitive employment and prevent homelessness. Vocational Rehabilitation assists veterans with securing competitive employment in the community. Through participation in Vocational Rehabilitation, the Veteran will increase his/her level of functioning and self-esteem, expediting the recovery process, and improving his/her overall quality of life.
 - *Transitional Work Program (TWE)*: Transitional Work Program helps unemployed Veterans gain work experience working at the VA. The program provides a supportive working environment for Veterans with symptoms or disabilities that impede occupational functioning.

- Supported Employment (SE): The SE Program provides employment services to Veterans with psychosis and other serious mental illness. Supported Employment services are integrated with Mental Health services to assist Veterans with obtaining and maintaining competitive employment. Veterans will receive assistance with designing individualized employment goals and supports based on their strengths, needs, abilities, and preferences.
- Community Based Employment Services (CBES): Veteran is provided with personal assistance and continued employment case management. Community Based Employment Services seeks to find the “best fit” between a Veteran seeking employment and an employer partner who wants to hire a service member with military experience that compliments their civilian employment.
- Missouri State Vocational Rehabilitation: Provides job search activities including: Developing potential training/education activities, resume development, interviewing techniques, workforce preparedness, assistance navigating and applying for jobs online (i.e. USAJOBS.GOV).
- Veterans Justice Outreach (VJO): The Mission of Veterans Justice Outreach is to partner with the criminal justice system to identify Veterans who would benefit from treatment as an alternative to incarceration. Veterans Justice Outreach will ensure access to exceptional care, tailored to individual needs, for justice-involved Veterans by linking each Veteran to VA and community services that will prevent homelessness, improve social and clinical outcomes, facilitate recovery and end Veterans’ cyclical contact with the criminal justice system.

- Peer Support Services: Peer Supports allows Veterans who have received behavioral health services to serve as role models for other Veterans receiving mental health services. Peer Supports promote hope, demonstrate recovery, and teach advocacy skills to help dismantle the stigma of mental health services and promote recovery for Veterans with a wide range of psychological and social concerns.

8. Suicide Prevention (SP): The SP team provides support for Veterans who are at risk for self-harm, and provides support for other Providers who are working with Veterans who are at risk for self-harm. The SP team also does community outreach, collaborates with community based suicide prevention groups, and promotes suicide prevention initiatives in the VA.

Other Treatment Programs in the Green Team

1. The Psychosocial Residential Rehabilitation Treatment Program (PR RTP). This is a 14-bed, residential treatment program for Veterans with substance use disorders and other problems that interfere with day-to-day functioning. The treatment program is six weeks in duration. It is an intensive treatment program consisting of four to six hours of group therapy programming, seven days per week. Veterans in this program have access to numerous clinical interventions and psychosocial rehabilitation services designed to help them reach their recovery goals.
2. The Personal Recovery Rehabilitation Center (PRRC). The PRRC provides classes, groups, therapy, assessments, and coaching to help Veterans with Serious Mental Illness (SMI) develop recovery plans and start the journey to recovery. The PRRC is designed to help Veterans with serious mental health challenges to become more active and happy in the community.
3. The Acute Psychiatric Care Unit (APCU). The APCU is an inpatient treatment unit. The main purpose of the APCU is to provide a safe treatment setting and

psychiatric intervention for Veterans who are in crisis.

4. Community Based Mental Health Programs

- MHICM (Mental Health Intensive Case Management) RANGE: Providers in the MHICM RANGE program follow the Recovery model of community-based, intensive treatment for persons with severe and persistent mental illness. Providers meet with MHICM range Veterans in the community, in their homes and at the medical center. They help veterans meet treatment goals established by the veteran and the team. These goals generally include managing symptoms and improving functioning in work, education, recreation, housing and social relations. The mission of MHICM RANGE is to provide Veterans with a serious mental illness with intensive recovery-oriented mental health services that enable them both to live meaningful lives and in the community of their choosing.
- HBPC (Home Based Primary Care): There is one psychologist on the HBPC team. The psychologist meets with Veterans in their home. These typically are Veterans whose mobility is very limited, who have transportation problems, and who are receiving other home based primary care services. The psychologist can help with a variety of problems such as adjustment to chronic medical problems, depression, and anxiety.
- Telehealth Program: Tele-mental Health is the use of technology to deliver mental health care services in situations where the provider and the Veteran are separated by geographic distance. Tele-mental Health Services are available for Veterans who want to meet with a medication provider but who live closer to a CBOC in Central Missouri than to the Truman parent facility in Columbia, MO.

What is Psychotherapy?

Psychotherapy focuses on improving quality of life through changes in behaviors, thoughts, and emotions. Your goals (the ways you want your life to change) are the driving forces of therapy. Thus, therapy is “goal-focused.” You are the most important person involved in your therapy. Therapy is not “venting.” It is actively

working toward your goals. This means working between sessions to practice the skills learned and committing yourself to making changes. Therapists cannot make changes for you. They can work with you to identify the changes you want to make and develop ways to enact those changes. Change is up to you.

Therapy is time limited. Most therapy occurs over 8 to 12 appointments. This depends on your goals and concerns.

Therapy can be Individual Therapy or Group Therapy. Individual therapy is one-to-one therapy between a Veteran and a behavioral health therapist. The therapist helps the Veteran reach his or her goals. In group therapy, Veterans work with other Veterans experiencing similar difficulties. A behavioral health provider facilitates the discussion. The focus of the group is learning new skills and supporting each other in reaching goals.

Both individual and group therapy can help:

- Improve your mood and attitude.
- Improve your overall health and well-being.
- Learn healthy coping strategies.
- Learn problem solving skills.
- Change behaviors that are causing problems.
- Learn to manage stress and worry.
- Improve your sleep.
- Improve your relationships.

Evidenced Based Therapy (EBT)

Therapies that are repeatedly shown in research to be effective for a particular condition or conditions are referred to as “evidence-based” therapies. In mental health, there are evidence-based psychotherapies and pharmacotherapies (medicine) for PTSD and other anxiety disorders, depression, schizophrenia and other serious mental illnesses, insomnia, and marital problems.

Examples of Evidenced Based Therapies that are available in the Green Team are:

- Prolonged Exposure for PTSD
- Cognitive Processing Therapy for PTSD
- Cognitive Behavioral Conjoint Therapy for PTSD
- Behavioral Family Therapy

- Integrative Behavioral Couples Therapy
- Behavioral Couples therapy for Substance Use Disorders
- Acceptance and Commitment Therapy for Depression
- Cognitive Behavioral Therapy for Depression
- Interpersonal Psychotherapy for Depression
- Cognitive Behavioral Therapy for Insomnia
- Cognitive Behavioral Therapy for Substance Use Disorders
- Motivational Enhancement for Substance Use Disorders
- Motivational Interviewing
- Cognitive Behavioral Therapy for Chronic Pain
- Social Skills Training for Serious Mental Illness
- Problem Solving Training

You can get more information about these treatments by speaking with Green Team Providers. Please see the above section on page 7 entitled “Meeting a Provider in the Green Team” for ways to set up an appointment.

Important Facts about Therapy and other Behavioral Health Services.

Below are some tips that will help you receive the most out of your treatment. These are important things about therapy that everyone should understand prior to beginning therapy. For you to receive the most out of your recovery and Behavioral Health Services, it will be important to understand and appreciate the facts below.

1. Remember the phrase, “**You have to do the work to get the results you want.**” Individual and group therapy work best if you are motivated and actively participate in making behavior changes in your life.

Your providers will work with you to help identify and follow through with important changes that can have a lasting and positive impact on your life. If a person is unwilling to make changes in his/her behavior, day-to-day routine, environment, or social network, he/she will get only limited benefit from therapy or other Behavioral Health Services.

2. Remember the phrase, **“A road map gets you to your destination.”** Individual and group therapy work best if you and your therapist develop clear goals for therapy.

Your providers can talk with you to help develop clear and measurable goals that will guide the therapy process and promote change. If a person is unwilling to develop clear, measurable goals that can guide recovery, he/she will experience only limited benefit from therapy or other Behavioral Health Services.

3. Remember the phrase, **“Keeping an open-mind means trying new things.”** Individual and group therapy work best if you are open-minded about strategies, interventions, and options.

Your providers will help you generate ideas about how to help you reach your goals. They have extensive experience helping people with similar problems. They will draw from that experience to help you with your goals. If a person is unwilling to consider suggestions from therapists and peers, he/she will experience only limited benefit from therapy or other Behavioral Health Services.

4. Remember the phrase, **“The most important part of therapy is what happens outside of therapy.”** Individual and group therapy work best if you are committed to practicing the skills you learn in your everyday life.

Your providers can teach specific skills to help with a variety of concerns such as stress and anxiety management and relapse prevention. If a person is unwilling to complete therapy and practice activities outside of sessions, he/she will get only limited benefit from therapy or other Behavioral Health Services.

Also Remember...

1. Recovery is a way of life. It is not an “outcome” that is achieved once and for all. It is something that is lived day-to-day. Recovery begins in treatment, but continues outside of treatment/therapy.

TAKE HOME MESSAGE: Just remember the phrase, **“Recovery is a way of life.”**

2. Recovery does not necessarily mean that a person becomes symptom free. Instead, when a person is living a recovery lifestyle, he or she develops healthier ways of managing and coping with symptoms.

TAKE HOME MESSAGE: Just remember the phrase, **“Be proud of your improvements.”**

3. Figuring out how problems and symptoms started is not necessarily essential or even important in figuring out how to improve them. Usually, things that start a problem are different from the things that maintain the problem.

TAKE HOME MESSAGE: Just remember the phrase, **“Focus on the solution, not the cause.”**

4. Therapy can be difficult and unpleasant in the short term, but can result in improvements in psychiatric symptoms, mood and quality of life in the long term.

TAKE HOME MESSAGE: Just remember the phrase, **“Nothing worth having is easy to get.”**

5. Therapy is time-limited, Recovery is forever. The goal of therapy is to help a people live successfully in recovery; to take ownership of their lives with decreased symptoms and increased community-based supports.

TAKE HOME MESSAGE: Just remember the phrase, **“Therapy is time-limited, Recovery is forever.”**



<http://healthforlife.vacloud.us>

Good Group Therapy Etiquette

In order for group therapy to work well, it is important to understand and follow some basic rules. Any behavior that contributes to therapeutic movement is desirable. Any behavior that does not contribute to therapeutic movement is NOT desirable. Be supportive of your fellow group members/Veterans. Do not do things that will interfere with your fellow group members/Veterans' engagement and participation in group.

1. Please be on time for all groups. Chronic lateness may result in being asked to stop attending the group.
2. Please turn off all cell-phones and noise making electronic devices.
3. Please pay attention in group.
4. Please participate in the group discussion, if you can.
5. Keep your discussion on topic, and avoid telling long, personal stories.
6. Be supportive of other group members, practicing empathy and patience.
7. Understand that every Veteran's recovery journey is unique, and what fits one veteran may not work for you.
8. It is okay to disagree, but do not be disagreeable. Be respectful.
9. Please use understanding with others. We are all in the process of learning.
10. Congratulate group members on their successes and help them through their setbacks with encouragement.
11. Please do not use profanity or make off-color comments (no sexual comments).
12. No derogatory or insensitive comments based on race, sex, gender-orientation, or religion.
13. What is discussed in the group is confidential. It is okay to share principles learned, but not personal information disclosed during a group.
14. Group leaders have authority to ask disruptive participants to leave the group when behaviors interfere with other's recovery.

Frequently Asked Questions:

What is Self-Directed Care? Self-Directed Care (or, “patient-centered” care) means that Veterans can—and are encouraged to—take a more active role in their health care, including mental health. This new model looks at the doctor / patient relationship as one of partners. However, as in any partnership each has specific responsibilities. The doctor (or other provider) has the responsibility to ask questions, actively listen, provide treatment options based on your needs and goals, provide support to meet your goals, and provide follow-up. The Veteran has the responsibility to speak openly and honestly with your provider, ask questions, participate in developing a treatment plan, and follow through with the treatment plan. It is also the Veteran’s responsibility to inform his or her provider when experiencing difficulties or having problems following through with agreed-upon treatment plans.

The days are gone where the physician is going to throw a bottle of pills at you and say “have a nice day.” The days where you have to trudge out to the VA just to get a message to your provider are also gone. The VA has provided many ways to follow-up with your providers. We urge you to use these methods-- they work! Each of these methods will be discussed in more details in this guide. There is secure messaging, telephone triage, and calling the clinic.

What is Secure Messaging? Secure Messaging is a system that allows you to communicate securely with your health care team. It’s a form of email that is encrypted for your privacy. You can access secure messaging through My Health e Vet (more info below).

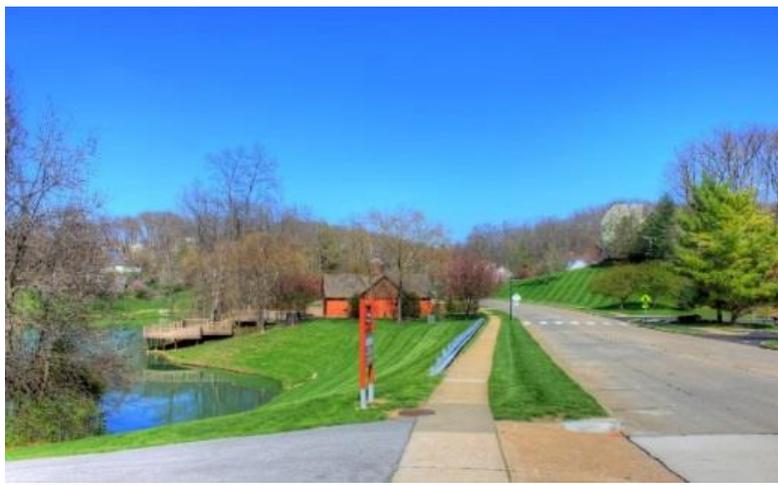


What if I have to go into the hospital? The HSTMVH Emergency Department is open 24 hours a day, 7 days a week including holidays, to provide Veterans with walk-in clinical care.

What are the VA/DoD Clinical Practice Guidelines (CPGs)? CPGs are systematically developed statements to assist the practitioner and Veteran in choosing the most appropriate healthcare for specific conditions. VA/DoD CPGs are available for PTSD, major depression, bipolar disorder, substance abuse disorder, and patients at risk for suicide. You can read the CPGs at www.healthquality.va.gov.

What is the Uniform Mental Health Services Handbook? In 2008, VA introduced a new mental health handbook that provides guidelines for VA hospitals and clinics across the US. This handbook specifies exactly what mental health services VA hospitals and clinics are required to offer to Veterans and their families. The 2015 updated handbook is available at http://www1.va.gov/vhapublications/ViewPublication.asp?pub_ID=1762. There is also a shorter overview of the handbook for Veterans and families at [http://www.mentalhealth.va.gov/docs/Guide to VA Mental Health Srvcs FINAL 12-20-10.pdf](http://www.mentalhealth.va.gov/docs/Guide%20to%20VA%20Mental%20Health%20Srvcs%20FINAL%2012-20-10.pdf).

Beneficiary Travel (BT)



The Beneficiary Travel program provides eligible Veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail etc.), or

when medically indicated, "special mode" (ambulance, wheelchair van) transport for travel to and from VA health care, or VA authorized non-VA health care for which the Veteran is eligible.

A Veteran may be eligible for Beneficiary travel services if the following criteria are met:

YOU QUALIFY IF:	YOU QUALIFY FOR SPECIAL MODE
<ul style="list-style-type: none"> • you have a service-connected (SC) rating of 30 percent or more, or • you are traveling for treatment of a SC condition, or • you receive a VA pension, or your income does not exceed the maximum annual VA pension rate, or • your income does not exceed the maximum annual VA pension rate, or • you are traveling for a scheduled compensation or pension 	<ul style="list-style-type: none"> • you meet one of the eligibility criteria in the left column, and • your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician, and • the travel is pre-authorized (authorization is not required for emergencies if a delay would be hazardous to life or health)

How to Apply: Veterans may apply for travel reimbursement by completing [VA Form 10-3542](#) (Veteran/Beneficiary Claim for Reimbursement of Travel Expenses). The travel reimbursement form replaces older versions and local forms and improves the process for Veterans applying for mileage reimbursement at more than one VA facility.

Methods to request travel pay:

- Visit the Beneficiary Travel Office after completing an appointment, or
- Call the Beneficiary Travel Office (this method will require an added step to complete and sign the travel reimbursement form), or

- Send the travel reimbursement form via either secure fax or mail to the local Beneficiary Travel Office.

Applications for payment must be submitted within 30 calendar days from the date the travel is completed or the date the applicant is notified he or she is eligible for travel payments if the request is based on a change in eligibility.

Mileage Calculations: The mapping tool VA uses for beneficiary travel will now calculate the driving distance using the fastest route and shortest route according to Bing maps. This is a change to the Beneficiary Travel program that will make the distance determinations consistent with distance calculations under the Veterans Choice Program.

General Travel: The current mileage reimbursement rate is \$0.415 (41.5 cents) per mile for general travel. Scheduled appointments qualify for round-trip mileage. Unscheduled visits may be limited to return mileage only. The reimbursement will be paid for travel to the closest VA facility unless a different location was determined by VA.

Deductible: The deductible is \$3.00 one-way (\$6.00 round trip). Deductible requirement is subject to a monthly cap of \$18. Upon reaching \$18 in deductibles or six one-way (or three round trip) trips, whichever comes first, in a calendar month travel payments for the balance of that month will be free of deductible charges.

Waiver of Deductible: A waiver of the deductible may be provided, if you are eligible for travel and are:

- In receipt of a VA pension
- A Non-Service-Connected Veteran and your previous year's income does not exceed (or your projected current calendar year's income, in the year of application will not exceed) the applicable VA pension rate, or
- A Service-Connected Veteran and your previous year's income does not exceed (or your projected current calendar year's income in the year of application will not exceed) the applicable national means test income threshold or
- Traveling for a scheduled compensation and pension exam.

General Information

My Health e Vet and e-Benefits:  is an online personal health record and web-based message system that allows Veterans to access information from their medical record, refill VA prescriptions, communicate non-emergency health-related information with their VA providers through secure messaging, view scheduled appointments, monitor and graph personal health statistics, receive wellness reminders, and access online medical libraries. You can sign up at www.myhealth.va.gov. To get the most from My Health e Vet, get a free upgraded account at the VA library.

Release of Information: The Release of Information (ROI) staff can assist you with requests for your medical records, including access to your medical records, obtaining copies of your medical records, requests to amend your medical records, completion of forms, and My Health e Vet In-Person Authentication.

Making a complaint or compliment: If you have a compliment, complaint, or other issue which you would like to elevate up the chain of command, you may contact the patient representative. They work directly with all departments on your behalf and can address your questions, problems or special needs more quickly.

Changing Providers: Veterans may request to change to a different provider by discussing the request with their care team leader or with the patient representative. A form must be filled out to request the change at the check in/check out desk at your clinic.

DAV Transportation. Disabled American Veterans sometimes is able to provide another option for transportation to VA facilities in Mid-Missouri. The DAV office is on the 5th floor, and the telephone number is 573-814-6002.

Transitioning Out of Mental Health Care



Recovery is the expected outcome after having mental health problems. That doesn't mean you'll never need support again. Recovery means that you can live a full and meaningful life in the community and can access care when you need it. This may be through a number of venues:

Vet Centers: The Vet Center in Columbia, MO is located at 4040 Rangeline St, 573-814-6206. The Vet Center at the University of Missouri is located within the Memorial Student Union, 518 Hitt Street, Columbia, MO, 573-884-4383, veterans@missouri.edu. The Ousley Family Veterans Service Center at Columbia College is located at 226 Missouri Hall, 1001 Rogers Street, Columbia, MO 56201, 573-875-7504, vacert@ccis.edu.



Vet-to-Vet and other mutual support programs: Many times, Veterans feel most comfortable in the company of other Veterans. Talking with others who have “been there, done that” provides support, assurance, understanding, and empowerment. There are several peer support groups available at the Truman VA.

Community supports and programs: Support is available in the community as well. There are many organizations that specialize in mental health recovery, including NAMI (www.namigo.org), Wounded Warrior Project (www.woundedwarriorproject.org/programs.aspx), Mission Continues (www.missioncontinues.org), Camaraderie Foundation (www.camaraderiefoundation.com), Team Red-White-Blue (www.teamrwb.org) just to name a few. Military One Source (www.militaryonesource.com) is an excellent source of information for community organizations supporting Veterans and our families.

On-line resources and apps: Additionally, there are excellent online resources developed specifically for Veterans and military members to cope with problems and mental health issues. Check <http://t2health.dcoe.mil> for programs such as Start Moving Forward for overcoming life's challenges, and Military Parenting to improve your parenting skills; and check www.militaryonesource.mil for resources including online non-medical counseling and transition services.

There are literally hundreds of apps for the iPhone for mental health. Some are free and some cost money to download. There are subjects ranging from self-help to mental health tests and studies on mental health. To access these apps on your iPhone, tap "App Store" and then "Search" at the bottom of the page.

Some examples include:

BioZen



The Department of Defense developed Biozen to help service members use the therapeutic benefits of biofeedback. BioZen is the first portable, low-cost method for clinicians and patients to use biofeedback in and out of the clinic. This app takes many of the large medical sensors in a clinic and puts them in the hands of anyone with a smart phone. BioZen makes it easier for anyone to get started with biofeedback. <http://t2health.dcoe.mil/apps/biozen>

Breathe2Relax



Breathe2Relax is a portable stress management tool. Breathe2Relax is

a hands-on diaphragmatic breathing exercise. Breathing exercises have been documented to decrease the body's 'fight-or-flight' (stress) response, and help with mood stabilization, anger control, and anxiety management.

<http://t2health.dcoe.mil/apps/breathe2relax>

LifeArmor



LifeArmor is a comprehensive learning and self-management tool to assist members of the military community with common mental health concerns. LifeArmor is portable and provides information and assistance at the touch of a button.

<http://t2health.dcoe.mil/apps/lifearmor>

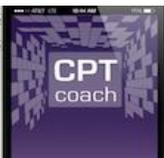
PTSD Coach



PTSD Coach is a mobile application to assist Veterans and Active Duty personnel (and civilians) who are experiencing symptoms of Post Traumatic Stress Disorder (PTSD).

<http://t2health.dcoe.mil/apps/ptsd-coach>

PE and CPT Coaches



PE Coach and CPT Coach are mobile apps designed to support your evidence based psychotherapy for PTSD. Providing hip-pocket access to the necessary tools for successful PE or CPT participation, the app includes audio recording capability for easy playback after sessions; tools to support patient tasks between sessions; and visual displays of symptom reduction over time.

<http://t2health.dcoe.mil/apps/pe-coach> and

<http://t2health.dcoe.mil/search/node/cpt%20coach>

Positive Activity Jackpot



The Positive Activity Jackpot app uses augmented reality technology to combine a phone's GPS and camera to find nearby enjoyable activities or pleasant diversions.

<http://t2health.dcoe.mil/apps/positiveactivityjackpot>

T2 Mood Tracker



T2 Mood Tracker is a mobile application that allows users to monitor and track emotional health. Originally developed as a tool for service members to easily record and review their behavior changes, particularly after combat deployments, it has now become very popular with many civilian users around the world.

<http://t2health.dcoe.mil/t2-mood-tracker>

Tactical Breather



The Tactical Breather application can be used to gain control over physiological and psychological responses to stress. Through repetitive practice and training, anyone can learn to gain control of your heart rate, emotions, concentration, and other physiological and psychological responses to your body during stressful situations.

<http://t2health.dcoe.mil/tactical-breather-0>

You can also search Google or Yahoo for “mental health” or various subjects you may be interested in, all starting with “mental health.” This may include services, associations, jobs, counselors, disorders, facilities, and much more.

The Veterans Mental Health Council

The Veterans Mental Health Council (VMHC) is a group of volunteer Veterans, family members, and other stakeholders in Veteran behavioral health services. The VA is not involved in selecting council members and council members are not VA employees. The VMHC will act in an advisory role to behavioral health leadership to provide a Veteran point-of-view on mental health issues, program development, and other matters affecting Veterans who use behavioral health services. The overall goals of the VMHC are promote mental health resources, assist in the development of mental health programs, and reduce the stigma of mental health.

Please consider participating in the VMHC as a member or an officer of the council. For more information, please email: veteransempowermentcouncil@gmail.com, or call the Truman VA Local Recovery Coordinator, Randall Rogers, Ph.D., at 573-814-6486.

The VMHC would like to thank Kristin Baker, Danielle Easter, Cheryl Hemme, Zac Osborn, John Neudecker, Jill Shanteau, Ashley Smith, and Phil Wilkinson for their work in the development of this guide.

Thanks for reading this guide! We're here to help and cheer you along on your journey toward recovery!



*Harry S Truman Memorial Veterans Hospital
Mental Health Council*

EMERGENCY MENTAL HEALTH CARE

The following are ways to contact emergency mental health care

1. Call 911
2. Call the Veterans Crisis Line 1-800-273-8255
3. Go to the Emergency Department of your closest hospital
4. Go to the Emergency Department of the Harry S. Truman Memorial Veterans Hospital

Other important telephone numbers:

- Truman VA Main Number: 573-814-6000
- Behavioral Health: 573-814-6486
- DAV: 573-814-2290
- Emergency Department: 573-814-3096