Please make sure your microphone on your computer or phone is *muted.*

We will be starting in a few moments.

Thank you
Director Updates
- What is the AIR Commission?
- Governors Challenge
- Contacts at the CBOCs
- Self-Scheduling & MyHealtheVet
- BeneTravel Self Service Demonstration
- Updates to Appointment Reminders (Postcards)
- Annual Report
- Upcoming Events
1. Putting Veterans first by providing quality care every day in every service.
2. Ensuring our employees have a good place to work.
3. Developing and sustaining a culture of safety, quality and excellence. (Do no harm)
4. Walk the talk in a respectful and collaborative manner.
5. Leadership focused on creating a culture that is passionate about innovation and continuous learning.
WHAT IS THE AIR COMMISSION, AND HOW COULD IT HELP IMPROVE VA HEALTH CARE?
• VA Mission Act provides for a full review of the VA’s facilities to assess how the department is serving veterans and what improvements it can make. That review will be done by a Senate appointed panel of experts called the Asset and Infrastructure Review (AIR) Commission.

• SECVA has extended the time period to review and then brief congress on recommendation

• Will cover in future Town Halls
Governors Challenge
Know who to talk to at your CBOC:

Richard Cetkowski
Nurse Manager – Vineland
302-994-2511 x6557

Lisa D’Adamo
Acting Nurse Manager – Northfield
302-994-2511 x5004

Kelly Craig
Nurse Manager – Cape May
302-994-2511 x5327

Laura Shockley
Nurse Manager – Georgetown
302-994-2511 x2314

Saino Henries
Nurse Manager – Dover
302-354-0414
Self Scheduling & MyHealth eVet

Mary Gallagher
Monique Caldwell
My HealtheVet Update
Wilmington DE VA Medical Center

VA HEALTH CARE
Defining EXCELLENCE in the 21st Century

My healthevet
www.myhealth.va.gov

Blue Button Download My Data

Veterans Health Administration
Call the National MHV Help Desk
Available M-F, 8 AM-8 PM
1.877.327.0022

Call the National MHV Help Desk regarding issues with your account such as:

- **Not seeing your appointments on MHV**
- **Forget User ID/Forget Password**
- **Do not remember your Hint Answers when trying to recover your User ID or Password**
  - Hint answers are case sensitive
  - You need to answer both hint questions but only get one correct to recover User ID and reset Password
New secure log-in coming March 21, 2022
All to make Veterans MHV accounts Secure

• ID.me is a new sign in partner
• Login.gov is another new sign-partner: ‘coming soon’

• **ID.me has a Help Desk to call:**
  • (814) 436-4363 (Local)
  • (855) 927-4363 (Toll-Free)
VA Online Scheduling Tool

- Mary Gallagher, MSN, RN, CCRN
- MHV Coordinator & Secure Messaging Administrator
  - and
  - Monique Caldwell
- Facility VA Online Scheduling Point of Contact
  - Program Application Specialist
- Automated Data Processing Application Coordinator
What is the Veteran experience when scheduling an appointment?

Frustrating calls

Getting lost in phone trees

Waiting long periods on hold

Feeling no control, limited options
You can now manage your VA appointments online through My HealtheVet

Learn more at:

myhealth.va.gov

VA Online Scheduling OVERVIEW
A mobile application can schedule appointments with comfort, ease, timeliness & transparency.

- No calling
- No waiting
- One stop
- Control over available options
VA Online Scheduling Benefits Veterans and staff with more control & efficiency

- Self scheduling and convenient requesting
- Expanded options

CONTROL

- Faster process for scheduling
- Schedulers control when they process requests
- Fewer phone calls to VA call centers
- Reduced ‘No Shows’ and Walk-ins

EFFICIENCY
Services Available for VA Online
Scheduling Requests

Primary Care & Mental Health & Audiology
Requirements for Veterans

- Access to a compatible internet browser
- Enrolled in VA healthcare
- Must have a Premium My HealtheVet Account
- Registered to a facility
- Assigned to a Primary Care Provider, BHS Provider or Audiology Provider
With VA health care benefits, Veterans can schedule or request their VA **Primary Care Mental Health and Audiology** appointments online if they:

- Are scheduling your appointment with a VA **medical facility that accepts online scheduling**, and
- Have had an appointment at that VA medical facility within the last 2 years, and
- Have a **My HealtheVet Premium account**
- If they can’t use online scheduling, they can call the VA health facility where they want to receive care. **Find your VA health facility’s phone number.**

https://mobile.va.gov/app/va-online-scheduling
• If logged into My HealtheVet with a premium account and eligible for online scheduling, the user has a single logon for both My HealtheVet and the Online Scheduling Tool.

• The links are in the Appointment tile on the Home Page:
  – View My VA Appointments
  – Schedule a VA Appointment
Alternatively, Veterans can access this feature through other websites:

- Users in e-Benefits or Vets.gov can access the online scheduling tool through the VA Appointment module if they meet the criteria.
• Self Scheduling and Appointment Requests
Self Schedule an Appointment

- Self schedule through the VA Online Scheduling app
- Available for:
  - Veterans already established with a primary care and/or mental health provider
  - Primary Care appointments
  - Mental health appointments
  - Clinics where self-scheduling is made available

Request an Appointment

- Veteran provides up to three dates using VA Online Scheduling
- Appointments requests will be processed within 3 business days
- Available for primary care or mental health providers
- Only available for facilities where the Veteran is registered

Veterans should select a date close to any Return to Clinic orders when applicable.
Contact:
Mary Gallagher, MSN, RN, CCRN
My HealtheVet Coordinator
Secure Messaging Administrator
VA Apps
Wilmington DE VA Medical Center
Room 1232, 1st floor
(302) 994-2511, X 5849
mary.gallagher2@va.gov
Secure Message me on WIM-MHV Help Desk$
Contact:
Monique Caldwell
Program Application Specialist/ADPAC
VAOS Point of Contact
VETEXT (text message appointment reminder)
Wilmington, DE VA Medical Center
Telework: Monday-Friday 0730-1600
Monique.caldwell@va.gov
Questions ????

• Concerning
  
  My HealtheVet
  
or

• VA Online Scheduling
  
or

• VeTexting
BeneTravel Self Service

Ahia Linda McKeown
QUICK & EASY ACCESS TO THE TRAVEL PAY PORTAL

You can now use My HealtheVet to sign into the Beneficiary Travel Self-Support System (BTSSS) Travel Pay Portal

AccessVA + My HealtheVet = ACCESS TO BTSSS PAY PORTAL

Log onto access.va.gov & claim today!
STEP #1
Select “I am a Veteran” from the category list.
STEP #2
Click the "Veteran Travel Claim Entry" button.
STEP #3
Click the "Sign in with My HealtheVet" button.
STEP #4
Click the “Accept” button.

Secure Login Redirect
You are being sent to a secure webpage on the My HealthE Vet website to register or log in to your account. After you log in, you will be sent to Veteran Travel Claim Entry.

By continuing you agree to the terms of VA System use.
Travel Pay Portal Help Desk: 1-855-574-7292

Wilmington VA Medical Center Travel Clerk
1(302)-994-2511 x4053, x4794, x7565, x4639
Beneficiary Travel Tips

- Veterans can use their MHV User ID and Password to log into Beneficiary Travel website
- The website is AccessVA or www.access.va.gov
- Beneficiary Travel is on Secure Messaging
- Travel Assistants: 302 994 2511 EXT 7565, 4639, 4797, 4053
Contact Information for Beneficiary Travel Department

Ahia (Linda) McKeown
Supervisor Transportation Assistant

1601 Kirkwood Hwy
Wilmington, DE 19805

Office: 302-994-2511 x4062

Secure Message Bene-Travel on MHV if you have any questions
Appointment Reminder Notification Updates

Susana Cebula
Upcoming changes to appointment reminders

Attention Veterans
In an effort to reduce the no-show rates for medical appointments, new & improved Appointment Reminder Notices will be sent to our Veterans beginning February 7, 2022
2021 Annual Report
Adapting Care in Challenging Times

https://www.va.gov/wilmington-on-health-care/about-us/#annual-reports-and-newsletters
WOMEN’S VIRTUAL HEALTH CARE SUMMIT
Thursday April 7th
From 10 a.m. - 12:00 p.m.
Hosted by the
Wilmington VA Medical Center
Call in line:
1-872-701-0185, 104 612 533 #
We thank you for taking the initiative to help support Veterans experiencing hardships. Together we can provide easier access to life-saving resources.

Scan the QR code with your mobile device to help navigate VA resources available to Veterans. This contact information is designed to meet the needs of Veterans encountered by law enforcement and first responders.

**Contacts**

Paul Woodland  
Chief of Police  
Wilmington VA Medical Center  
302-300-0019  
Paul.woodland@va.gov

Cecilia Gonzalez, LCSW  
Homeless Program  
Wilmington VA Medical Center  
302-824-9322  
Cecilia.gonzalez2@va.gov
Patience, please: Due to a recent update to our Call Center/Scheduling system, Wilmington VAMC Call Center is experiencing unexpected outages. We are working to resolve the situation as quickly as possible. In case of a medical emergency, please call 911. Talk to a Veterans Crisis Line responder now at 1-800-273-8255 and press 1, send a text message to 838255, or chat online at https://bddy.me/3IQQHMP. To reach us regarding an appointment, call 302-994-2511. We apologize for the inconvenience.