

A NEW phone system?

What to Expect and How to Navigate the Change

The VA Maine Healthcare System has created a NEW phone system to IMPROVE how we handle YOUR calls.



What's NEW and what you can expect:

- You will hear a **NEW GREETING** when you call the main Togus number; this greeting meets VA National mandates and gives you all the information you need (see further info to the right).
- We've added **TWO NEW** Call Centers staffed by helpful agents who are there to assist YOU personally.
- Many of your needs can be taken care of by the Call Center Agent you speak to ("one call resolution"):
 - Scheduling many types of appointments
 - Answering questions such as, "when/where is my next appointment?"
 - Updating your address and/or phone number.
 - Some prescription renewals requests.
 - And, if unable to help you personally, they may be able to give you directly to someone who can.

WHY did it NEED to CHANGE?

YOU are our priority, and the **GOAL** of our new phone system is to get you to the right place the 1st time AND to have your call answered by a "LIVE person" who can take care of you right away:

- No more endlessly ringing phones
- No more general voicemail boxes and unreturned messages.
- No need to be transferred over and over and over to get to the right place.

IMPORTANT NUMBERS and HOW things work:

- **Crisis Line:** 1-800-273-8255 + Press 1
- **Crisis Line:** dial 988 + Press 1
- **VA Maine (Local):** (207) 623-8411
- **VA Maine (toll free):** (877) 421-8263
- **General Extensions:**
 - **Mental Health scheduling/questions:**
 - Ext 5515
 - **Community Care referrals/questions:**
 - Ext 6121
 - option #5: Don't hang up, can ring up to 5 minutes for answer or voicemail
 - **Primary Care scheduling/questions:**
 - Ext. 7490
 - **Specialty Clinics (see other side)**
 - Ext. 3395
- **Phone Tree Option Overview:**
 - **Option #1** Pharmacy refills/questions
 - **Option #2** Scheduling/Clinic questions
 - **Option #3** New/Worsening concerns
 - **Option #4** Eligibility/Bills/Community Care
 - **Option #0** Other issues (Operator)
- **Navigate the NEW Greeting:**
 - **NOTE:** As this is a NEW greeting, please be sure to listen to it entirely to assure you know the correct selection to get you where you need to know.
 - If you are sure where you need to be connected or have the extension you need to dial, you can enter it at any time once the greeting begins.

Turn page over for more specifics on these extensions



Dial (877)-421-8263 or (207) 623-8411

As soon as the automated greeting begins,
You can enter the Extension that meets your needs:

Mental Health – 5515 Deals with Mental Health Concerns ONLY:

- May allow you to schedule/change/cancel and reschedule an appointment for Mental Health/Neuropsychology at VA Maine or our CBOCs.
- Assist with some programs such as smoking cessation, Consolidated Work Program, Homeless Program Coordinator, Hud-Vash, MHICM, etc.

Community Care – 6121 Automated “phone tree” with the following choices:

- Option #1: Claims line/outside billing
- Option #2: Notification line
- Option #3: Travel
- Option #4: CPAC/Bills from VA
- Option #5: Speak with someone (can ring up to 5 minutes before someone answers)
- Option #6: Service Line Advocate

Primary Care – 7490 Deals with Primary Care Concerns ONLY:

- May allow you to schedule a new appointment, change an appointment, or cancel and reschedule an appointment with your Primary Care Physician.
- If you need to speak to someone about a new or worsening medical conditions.
- Give information about Covid and Flu Vaccines (only)

Specialty and Acute Care (SPeCC) – 3395 Deals with many of the other clinics at

VA Medical Center Togus and the VA Community Based Outpatient Clinics (CBOCs):

- May allow you to schedule/change/cancel and reschedule an appointment for the Specialty Clinics.
- Radiology and Radiology Studies:
 - CT/MRI/Ultrasound
 - Nuclear Medicine
 - Fluro/DXA/Int. Radiology
- Medicine Clinics:
 - Renal/Nephrology
 - Neurology/EEG
 - Pulmonary/Gastro/Endoscopy
 - Sleep/Apnea
 - Cardiology/Stress Testing
 - Oncology/Chemotherapy
 - Rheumatology/Endocrinology
 - Infectious Disease
 - SPRS-Spinal Injury/
Polytrauma/Pain
- Surgical Clinics:
 - Surgery
 - ENT
 - Audiology/Eye Clinic
 - Podiatry/Wound Care
 - Orthopedics
 - Urology
 - Vascular
 - Dermatology
- CBOC laboratory/Blood Draws
- Nutrition and Food/Dietetics
- Telehealth/Telederm
- Physical Therapy

Have suggestions or questions? Email Mary.Gilbert@va.gov



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