

Erie VAMC Patient Resource Guide

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Erie VA Medical Center



This guide is also available digitally at:
www.va.gov/erie-health-care/about-us/

Welcome



Welcome to the Erie VA Medical Center!

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

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

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

On behalf of all our Erie VAMC & County VA Clinics staff, thank you for your service and welcome home!

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

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Pay VA Bills From Home Important Contacts

Choose **VA**



Download your VA Welcome Kit!

www.va.gov/welcome-kit

Whether you're just getting out of the service or you've been a civilian for years, the VA Welcome Kit can help guide you to the wealth of VA resources available to you.



MEDICAL CENTER & CLINIC LOCATIONS



Erie VA Medical Center

135 East 38th Street | Erie, PA 16504

814-868-8661

View the Erie VAMC Visitor Guide & Facility Map at www.va.gov/erie-health-care/va-erie-health-care-campus-map/

ASHTABULA COUNTY



2044 Lambros Lane | Ashtabula, OH 44004
866-463-0912 or 814-868-8661, press 2

MCKEAN COUNTY



20 Foster Brook Boulevard | Bradford, PA 16701
814-368-3019 or 814-868-8661, press 2

County VA Clinics

County clinics are similar to a doctor's office. Veterans may receive Primary Care, Behavioral Health, and other services such as lab work at the clinics; while relying on the Erie VA Medical Center for specialty treatment not available at the clinic locations. Telehealth Services have helped to bring more specialty services to the clinics, but it is not appropriate for all types of appointments, so be sure to check with your Primary Care Provider to see if this is appropriate for you!

CRAWFORD COUNTY



16954 Conneaut Lake Road
Meadville, PA 16335
866-962-3210 or 814-868-8661, press 2

VENANGO COUNTY



125 Home Depot Drive
Franklin, PA 16323
866-962-3260 or 814-868-8661, press 2

WARREN COUNTY



3 Farm Colony Drive
North Warren, PA 16365
866-682-3250 or 814-868-8661, press 2

Please note, all County VA Clinic telephone numbers are routed through the Erie VAMC Call Center.



Erie VAMC

Campus Map

ENTRANCES

- 1 Main Entrance**
- 2 Urgent Care Center/Police**
- 3 Surgery Center**
- 4 Second Floor Entrance**
This entrance is currently closed. To enter the main facility, please use main entrance (1).

PARKING

For easy access to our main facility, Veterans and visitors may park in the 280+ space parking garage or in our front parking lot.

- Patient & Staff
- Patient & Visitor Only
- Government Vehicles Only
- Temporary Parking Only



View our visitors guide at www.va.gov/erie-health-care/va-erie-health-care-campus-map/ for the latest campus map to help you plan your visit.

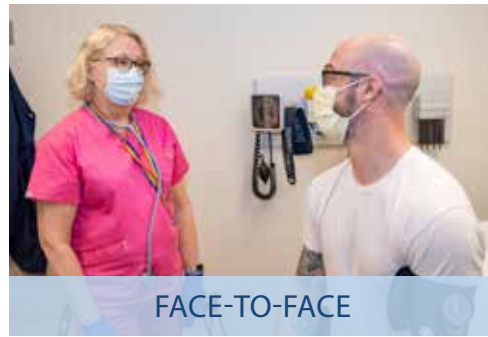
Erie VAMC

Who We Are | What Services We Provide

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

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

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



HOW TO SCHEDULE YOUR APPOINTMENTS

Here are several easy ways to schedule your appointment:



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



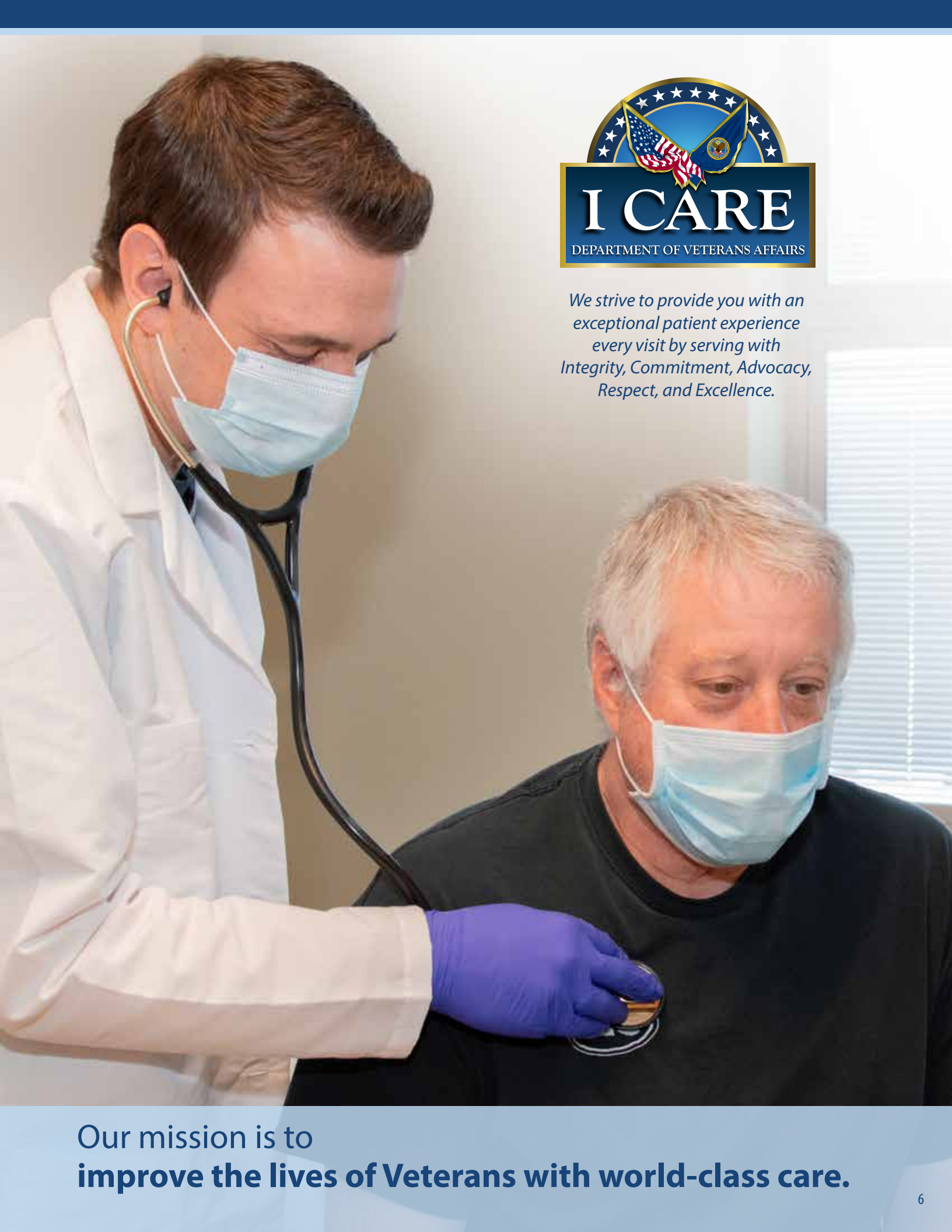
2. Online:
Login to your My HealtheVet account and send a secure message to your team or clinic to schedule a VA appointment (only available with Premium accounts – see page 15).



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



- A**
 - Acupuncture
 - Ambulatory Surgery
 - Audiology (Ear Clinic)
- B**
 - Behavioral Health Care
- C**
 - Caregiver Support Program
 - Cataract Surgery
 - Chaplain Services
 - Chiropractic Care
 - Community Living Center (Inpatient Care)
 - Coumadin Clinic
- D**
 - Dental Clinic
- H**
 - Home Based Primary Care
 - Hospice Care
 - Homeless Support
- N**
 - Nutrition/Dietitians
- O**
 - Occupational Therapy
 - Oncology
 - Optometry (Eye Clinic)
 - Orthopedics
- P**
 - Pain Clinic
 - Palliative Care
 - Pharmacy
 - Physical Medicine & Rehabilitation
 - Physical Therapy
 - Podiatry
 - Post-9/11 Military2VA (M2VA)
 - Primary Care
 - Prosthetics
- S**
 - Social Work
 - Specialty Care
- T**
 - Tobacco Cessation
- U**
 - Urgent Care
 - Urology
- V**
 - Virtual Care
 - Dermatology
 - Home Telehealth
 - Pre-Diabetes
 - Retinal imaging
 - Sleep Clinic
 - Visual Impairment Services
 - Vocational Rehabilitation
- W**
 - Weight Management
 - Whole Health/Integrative Health Care
 - Women Veterans Health



We strive to provide you with an exceptional patient experience every visit by serving with Integrity, Commitment, Advocacy, Respect, and Excellence.

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

Refer a Veteran

Enroll in VA Health Care Today

Do you know a veteran who may be eligible for VA health care? All Veterans are encouraged to apply for benefits.

Our five-star facility is committed to improving the lives of Veterans by providing world-class care.

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



MYTH #1

"I did not serve in combat/I wasn't injured in the service, so I'm not eligible for VA health care."

FACT:

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

MYTH #2

"I do not want to go to the VA because I want to save those appointments for those who really need them."

FACT:

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

MYTH #3

"I make too much money, so I have never applied for VA care."

FACT:

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

MYTH #4

"I want to go to the VA, but I do not want to lose my private health insurance."

FACT:

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

MYTH #5

"I have a service-connected rating or disability rating through the VA, so I am already enrolled in VA health care."

FACT:

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

BOTTOM LINE:

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

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

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

Where to Start:

Eligibility & Enrollment

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

Current and former members of the Reserves or National Guard who were called to active duty (except for training) by a federal order and completed the full period for which they were called or ordered to active duty, may be eligible for VA health care. All those who served in the military – including those who served during peace time – are encouraged to apply for health care.

THREE WAYS TO APPLY



In Person at the Erie VAMC Eligibility Office, located on the first floor near the main entrance, between the hours of 8:00 a.m. and 4:30 p.m. – please bring:

- A copy of your DD-214 (member 4) military discharge papers
- A copy of both sides of your current insurance card (including Medicare or Medicaid)
- Information about your household finances.



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



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

For more details, visit www.va.gov/healthbenefits/vhbb to review the VA Health Benefits Overview.

Please note, having a VA-rated service-connected disability, receiving a compensation and pension exam, and/or filing for a service-connected condition does not automatically enroll you in VA health care. You still must fill out a 10-10EZ health care application form. If you have a service-connected condition, please inform our eligibility department of this to ensure you are placed in the appropriate Priority Group and co-pay status for health care services.

VA PRIORITY GROUPS

Visit www.va.gov/health-care/eligibility/priority-groups for details.

When you apply for VA health care, you will be assigned to 1 of 8 priority groups. This system helps ensure Veterans who need immediate care are enrolled quickly. It also helps us provide high-quality care to all Veterans enrolled in VA health care.

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

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

VA HEALTH CARE COPAY RATES

Visit www.va.gov/health-care/copay-rates for specific copay rates.

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

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





WHAT TO DO WHEN YOU ARE ENROLLED IN VA HEALTH CARE

Upon confirmation of eligibility and enrollment in VA Health Care, you will receive a Veteran Health Identification Card (VHIC). Make an appointment to meet your Patient Aligned Care Team (PACT) to begin receiving care.

VETERANS HEALTH IDENTIFICATION CARD

Once enrolled in VA health care, you may use your VHIC to check in VA appointments. Contact the Eligibility Office at 814-860-2970 or your local County VA Clinic to have your picture taken and to process your card. The VHIC will be mailed to your home address within 6-8 weeks.

SCHEDULE YOUR FIRST APPOINTMENT

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

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





DIRECT SCHEDULING FOR AUDIOLOGY & OPTOMETRY

No Referral Needed

You can direct schedule for routine audiology (ear) or optometry (eye) appointments by calling **814-868-8661 and press 2**.

No referrals needed. Routine audiology services include hearing tests, complete hearing aid services, balance assessments, cochlear implant services, tinnitus evaluation and management.

Routine optometry services include eye examination (to determine the need for eyeglasses or adjustments in vision prescription and provision) and eyeglass frame fitting.

Direct scheduling provides faster and more direct access to VA health care.

HELPFUL TIPS ONCE ENROLLED IN VA HEALTH CARE

Why it's important to schedule a primary care appointment at least once per year.

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

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

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



Remember to schedule a primary care appointment at least once a year.





NEED A RIDE TO YOUR VA APPOINTMENT?

DAV Volunteer Transportation Network (VTN) Program (Courtesy Service) | **814-860-2095**

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

VA TRAVEL PAY REIMBURSEMENT

Erie VAMC Travel Clerk | **814-860-2973**

Veterans may be eligible to receive mileage reimbursement for independent travel to a VA authorized appointment. Veterans eligible for VA travel pay reimbursement can use the Beneficiary Travel Self-Service System (BTSSS) designed to help Veterans submit claims for mileage reimbursement and other travel related expenses. BTSSS offers fast payment and direct deposit, 24/7 access to submit or track travel claims, and more all online at **www.va.gov/health-care/get-reimbursed-for-travel-pay/**.

As a reminder, eligible Veterans will only be reimbursed based on travel from a Veteran's residence to the closest VA facility where the care or services could be provided. Any additional mileage driven beyond the closest VA facility that offers the service, will not be reimbursed. Please note, you may continue to go to the VA facility of your choice to receive your care, understanding that not all mileage may be reimbursed.

For more information, contact Erie VAMC's Travel Clerk at 814-860-2973 or visit www.va.gov/health-care/get-reimbursed-for-travel-pay. Call 814-860-2095 at least 7 business days before your appointment.





VOLUNTARY SERVICES

814-860-2454

Looking to give back to local Veterans? Erie VAMC's Voluntary Service Office offers a wide-range of volunteers opportunities – including visiting with Veterans, making coffee for Veterans who are waiting for appointments, driving Veterans to and from their VA appointments, escorting Veterans around the medical center, helping with mailings, and much more. Donations and sponsorship opportunities are available, for those unable to volunteer in-person. Visit www.va.gov/erie-health-care/work-with-us/volunteer-or-donate/ for more information.



SEAMLESS CARE FOR TRAVELING VETERANS

Going on a trip? Please notify us at least 4-6 weeks before you leave, or as soon as you are aware of the trip. Call your health care team or the Traveling Veteran Coordinator. Your team ensures you have access to the best care during your travel.



NURSE CALL LINE

814-868-8661 and press 3

As an Erie VAMC patient, you have access to our free Ask a Nurse Line for any medical questions you may have.



VALUE CONVENIENCE SERVICE

PATRIOT CAFÉ/CAFETERIA

Location: Basement
Monday – Friday
7:00 a.m. – 3:00 p.m.



PATRIOT STORE

Location: Basement
Monday – Friday
8:00 a.m. – 4:00 p.m.



PATRIOT BREW/STARBUCKS

Location: First Floor
Monday – Friday
7:00 a.m. to 11:00 a.m.



Shop the Veterans Canteen Service online for exclusive deals. Visit www.shopvcs.va.gov to sign up today!



Pharmacy Services

Safe and reliable prescriptions from trusted providers

MEDICATION REFILL INSTRUCTIONS

Request refills at least two weeks before you run out of your prescription.

Prescription refills are processed through the Consolidated Mail Outpatient Pharmacy (CMOP) located out of Chicago. **Please allow 7-14 business days for your medication to be delivered.**

CONVENIENTLY REFILL YOUR VA PRESCRIPTIONS REMOTELY



Via Phone

Automated 24-Hour Hotline:

- 814-868-6284
- 814-868-8661, press 1
- (toll free) 800-274-8387, press 1



Using the Rx Refill App

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



Online with My HealtheVet

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



Through the Mail

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

OUTPATIENT PHARMACY

Located on the 1st floor of the Erie VAMC.

The Erie VAMC Outpatient Pharmacy is for new, partial, or emergency prescriptions only. Full prescription refills will be mailed.

Hours of Operation:

Monday-Friday

8:00 a.m. – 6:00 p.m.

Weekends

8:00 a.m. – 4:00 p.m.

Holidays

8:00 a.m. – 4:00 p.m.



Rx Ready Text Message Alert*

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

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

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

Reply STOP to end texts.

If you forget to refill your prescription on time, or if your prescription is no longer refillable, please contact the **Erie VAMC Pharmacy at 814-868-8661, press 1** or use **My HealtheVet's Secure Messaging** to contact your VA care team.

Remember to verify that your mailing address on file with VA is accurate. If you need to make a change, please visit www.va.gov/change-address.

HELP US BEST SERVE YOU

If you are a patient at one of the Country VA Clinics your prescriptions will be mailed to you.

Please reorder your refills online, by phone, or by mail at least two weeks before you run out. Your cooperation refilling your prescriptions this way allows us to serve your fellow Veterans who require new, discharge or urgent prescriptions promptly.

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

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

MESSAGE REFILL REMINDER

RX Prefill notifies you via text message to request a medication refill.

This notification is sent out 14 days before you are set to run out of the medication, prompting you to **automatically refill your prescription by responding "Y" to the text message.**

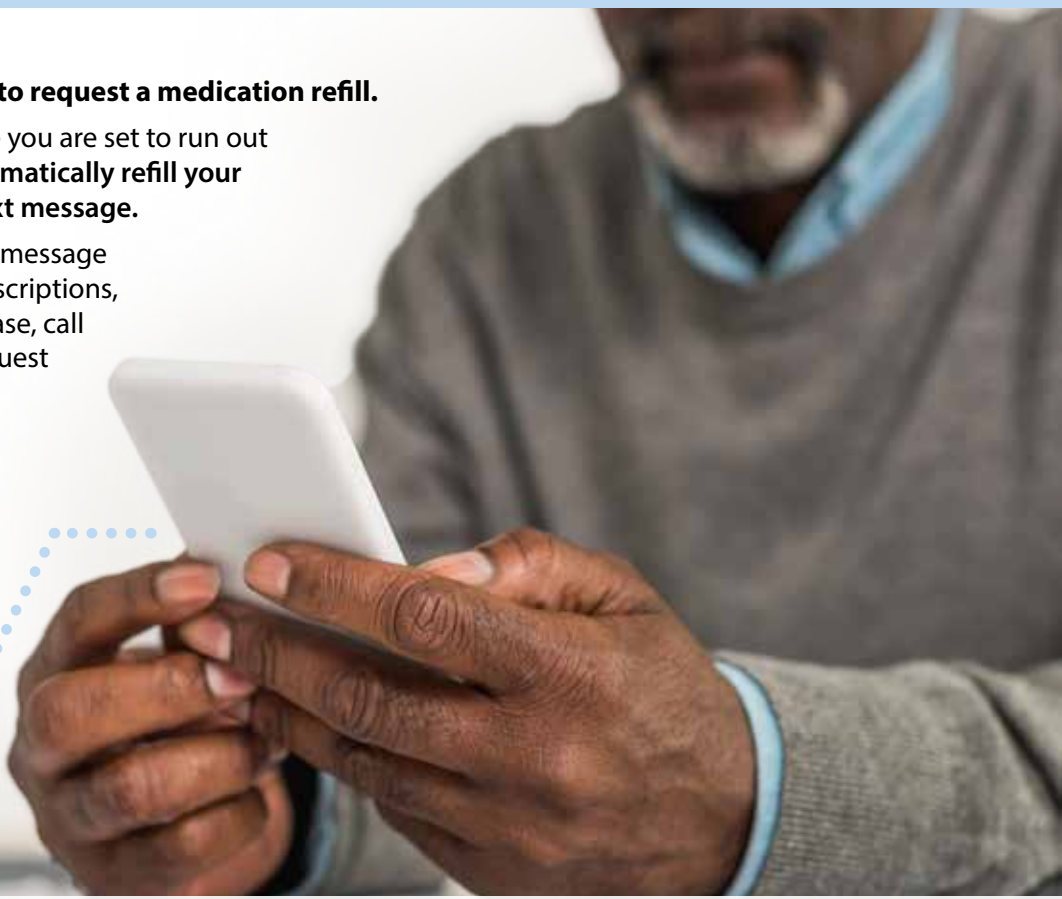
If multiple medications appear in the text message and you do not want to refill all of the prescriptions, do not reply to the text message. In this case, call by phone or log into MyHealtheVet to request only the prescriptions you wish to refill.

If the prescription that is due to be refilled has 0 refills or is expired, replying "Y" to the message will automatically send a refill request to your provider.

You can opt out of the service by replying "STOP" to the message or by speaking to a Pharmacy team member.

This is Erie VA Pharmacy reminding you that your medication starting with ASP is due to be refilled. Reply 'Y' to Refill or call 814-868-6284 or visit www.myhealth.va.gov.

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



Track your mailed prescriptions

Know when your mailed prescriptions will arrive!



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

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

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

Need Help or Have Questions?

Contact the Help Desk online by selecting: Contact MHV tab in My HealtheVet

Call the Help Desk:
Monday – Friday | 7:00 a.m. – 7:00 p.m.
877-327-0022 or 800-877-8339



ACCESS USING
YOUR COMPUTER
www.myhealth.va.gov



ACCESS USING
YOUR SMART PHONE
www.mobile.va.gov



Connected Care

Access to Exceptional VA Care at your Fingertips.

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



WHAT IS MY HEALTHEVET?

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

My HealtheVet provides you with trusted health information 24/7

Having this information at your fingertips can help you make informed decisions about your overall health and wellness.

Go to myhealth.va.gov to get started:

1. Log into myhealth.va.gov
2. Select the "Register" button
3. Fill out the required fields and submit

IS MY INFORMATION IN MY HEALTHEVET SECURE?

It is important to protect your information. You are responsible for protecting the personal information you print or download. Protect this information the same way you would protect your banking or credit card information.

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

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

My HealtheVet Help Desk

Toll Free Telephone Number:

877-327-0022 | 800-877-8339 (TTY)

Monday – Friday

7:00 a.m. to 7:00 p.m. CT

Erie VAMC My HealtheVet Coordinator: 814-860-2821

WHAT CAN I DO ON MY HEALTHEVET?



Pharmacy

Refill your VA prescriptions, track delivery, view a list of your VA prescriptions and other details.



Health Records

View, print, or download information from your VA medical record.



Messages

Communicate securely online with your VA health care team and other VA staff about non-urgent information or questions.



Appointments

Manage your upcoming VA medical appointments and get email reminders. VA patients with a Premium My HealtheVet account can schedule and cancel VA appointments at participating facilities.

Note: A MHV PREMIUM ACCOUNT IS REQUIRED to fully access all of these helpful features.

Please contact Erie VAMC My HealtheVet Coordinator to assist you with the upgrade.



REACH YOUR VA CARE TEAM VIA LIVE VIDEO



VA VIDEO CONNECT

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

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

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

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



ANNIE APP FOR VETERANS

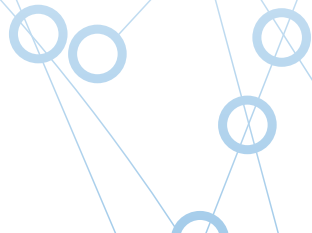
Improved Veteran Self-Care Through Mobile Text Messaging

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

Get the App
Visit the VA App Store to learn more:
mobile.va.gov/app/annie-app-veterans



STAY FOCUSED ON IMPROVING SELF CARE



VA Virtual Care Tools

Expanding Veteran Access to Care Through Virtual Technologies

VA Mobile

VA Telehealth



Connect today!

To browse more tools that may fit your needs, visit

mobile.va.gov/appstore

CALL THE VA MOBILE HELP DESK:

Veterans: **877-470-5947** | VA Care Teams: **844-482-6624**

Monday – Saturday: 7 a.m. to 7 p.m. CT



● iOS ▲ Android ■ Web 🔒 Requires login

MANAGE YOUR CARE



Airborne Hazards and Open Burn Pit Registry

Access information and resources for deployment-related exposures.



MobileKidney

Monitor your kidney health and access educational resources.



Pain Coach

Receive helpful tools for tracking and managing chronic pain.



VA Pressure Ulcer Resource

Learn to prevent and care for pressure ulcers and injuries.



Rx Refill

Request, refill and track VA prescriptions with ease.



CONNECT WITH YOUR CARE TEAM



Annie App for Veterans

Receive text reminders to help you manage your care.



REVAMP for Veterans

Pair this app with your CPAP machine to track your sleep apnea at home.



VA Health Chat

Chat with VA staff members through easy online access (available at limited sites).



VA Online Scheduling

Schedule, request, and track VA appointments with ease.



VA Video Connect

Secure video visits with your VA care team from anywhere.





Please note that although most apps are available on the Apple App Store and Google Play, some apps are available only on the VA App Store through a desktop version.

ACHIEVE YOUR HEALTH GOALS



CBT-i Coach

Receive support for cognitive behavioral therapy (CBT) for insomnia.



Concussion Coach

Manage concussion symptoms with this customizable tool.



Mindfulness Coach

Learn mindfulness to reduce stress and improve emotional balance.



MOVE! Coach

Lose weight with this app's 19-week weight loss program.



Moving Forward

Receive tools to keep you moving forward during times of stress.



Parenting2Go

Develop skills for connecting with and parenting your kids.



Stay Quit Coach

Create a tailored plan to quit smoking and stay smoke-free.



VetChange

Develop healthier drinking habits through this app's tools and guidance.



IMPROVE YOUR MENTAL HEALTH



ACT Coach

Practice lessons learned during acceptance and commitment therapy (ACT) in your daily life.



AIMS for Anger Management

Better track, address, and manage your anger with AIMS.



CPT Coach

Enhance your cognitive processing therapy (CPT) treatment for PTSD.



Mood Coach

Boost your mood by participating in positive activities.



PE Coach 2

Use this app during prolonged exposure (PE) therapy with a health professional.



PTSD Coach

Get the info, support, and tools you need to manage PTSD.



PTSD Family Coach

Receive the support you need for living with someone who has PTSD.



STAIR Coach

Enhance your in-person STAIR psychotherapy with interactive tools and education.



Behavioral Health Care

Improving Veteran Quality of Life Through Recovery-Oriented Services

814-860-2038 or 800-274-8387

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

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

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

BEHAVIORAL HEALTH SERVICES AT A GLANCE:

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

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



PRIVATE & CONFIDENTIAL



#BeThere

 **Veterans
Crisis Line**
DIAL 988 then **PRESS 1**



Call 988 and press 1



Text 838255



**Chat Online at
veteranscrisisline.net**

**BEHAVIORAL HEALTH
SUPPORT**

Contact Us

**Erie VAMC Behavioral
Health Clinic**

814-860-2038 or 800-274-8387

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

Veterans Crisis Line

988 Press 1

Text: 838255

www.Veteranscrisisline.net

**Homeless Veteran
National Call Center**

877-4AID-VET

(877-424-3838)

www.va.gov/homeless



Support Services

Multiple Resources to Help with your Wellness Journey



SOCIAL WORK SUPPORT

General inquiries: **814-860-2778**

Domestic violence support: **814-860-2227**

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



MINORITY VETERANS PROGRAM

814-860-2662

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



NUTRITION & WEIGHT
MANAGEMENT

814-860-2554 or 800-274-8387 ext. 2554

nutrition.va.gov | move.va.gov

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



For more information about Erie VAMC services,
visit www.va.gov/erie-health-care/health-services/



LGBTQ+ VETERAN CARE COORDINATOR

814-868-8661 press 2

Then ask to speak with the LGBTQ+ VCC

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

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

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

VET CENTER

814-453-7955

The Vet Center provides a broad range of counseling, outreach, and referral services to eligible Combat Veterans to help them readjust to civilian life. Support is available for Veterans and family. The Erie Vet Center is located in the Metro Building at 240 West 11th Street, Suite 105 in Erie, PA.



WOMEN VETERANS PROGRAM

814-860-2907 | www.womenshealth.va.gov

Erie VA Medical Center's Women Veterans Program specializes in women's health with an expertise in Women Veteran-related health issues. Women's Health Champions are located in every primary care clinic, including the County VA Clinics, to ensure women Veterans receive the best gender-specific care possible. The Women Veteran Program Manager is also available to help women Veterans navigate the VA system – everything from medical care, to mental health, and community services.

Women Veteran Specific Services include:

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

Specialty gynecological treatment if needed*

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



LACTATION SUPPORT SERVICES

814-860-2146

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



VA Caregiver Support

CAREGIVER SUPPORT PROGRAM

814-860-2657

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



The Program of General Caregiver Support Services (PGCSS)

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

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

The Program of Comprehensive Assistance for Family Caregivers (PCAFC) (Recently Expanded)

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

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

VA Caregiver Support Line (CSL)

1-855-260-3274 (toll free)

Hours: Monday – Friday 8 a.m. – 10 p.m. | Saturdays 8 a.m. – 5 p.m. EST

Get support from a caring, licensed professional and connect with our VA Caregiver Support Line.

Visit www.caregiver.va.gov to learn more.

Whole Health Services

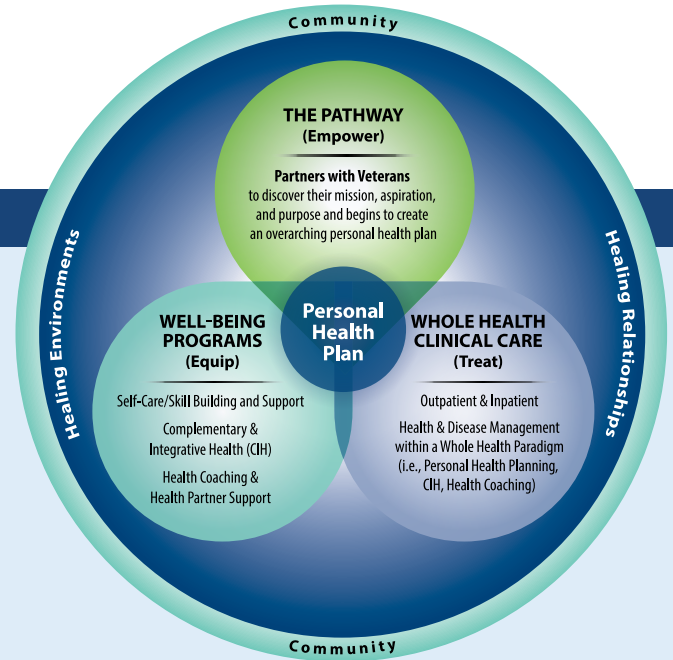
Empowering and Enabling Patients to Take Charge of Their Health and Well-being and to Live Life to the Fullest.

814-860-2437

Whole Health centers around what matters to you – **your values, needs, and goals.**

SERVICES INCLUDE:

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



Live Whole Health.



VETERANS WHO USED WH SERVICES (COMPARED TO THOSE WHO DID NOT) REPORTED:

Greater improvements in:

- perceptions of the care received as being more patient-centered
- engagement in health care, self-care, and life indicating improvements in mission, aspiration, and purpose
- perceived stress indicating improvements in overall well-being

WHOLE HEALTH RESOURCES

814-860-2437

www.va.gov/WHOLEHEALTH

#LiveWholeHealth

blogs.va.gov/VAntage/category/health/livewholehealth/

FREE ONLINE WELLNESS PLATFORM

Sign-up at www.MillenniumHealthandFitness.com/virtual-classes/

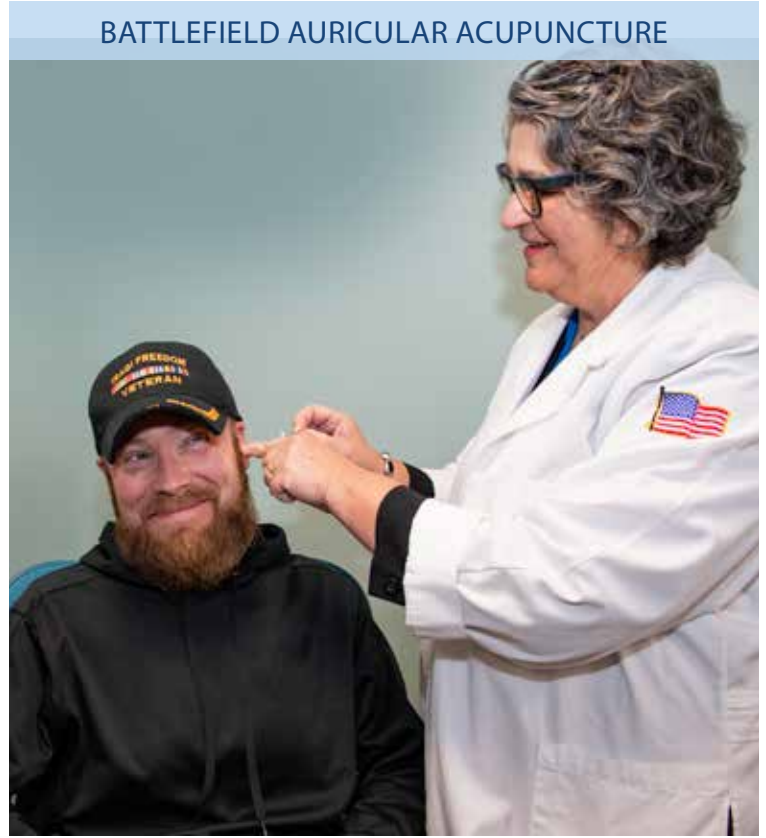
Receive **FREE** unlimited access to the Millennium Health and Fitness online wellness platform from the comfort and privacy of your own home. Access live, online fitness classes lead by instructors via two-way video – all fitness levels welcome.



QI GONG



BATTLEFIELD AURICULAR ACUPUNCTURE



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



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

Community Living Center

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

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

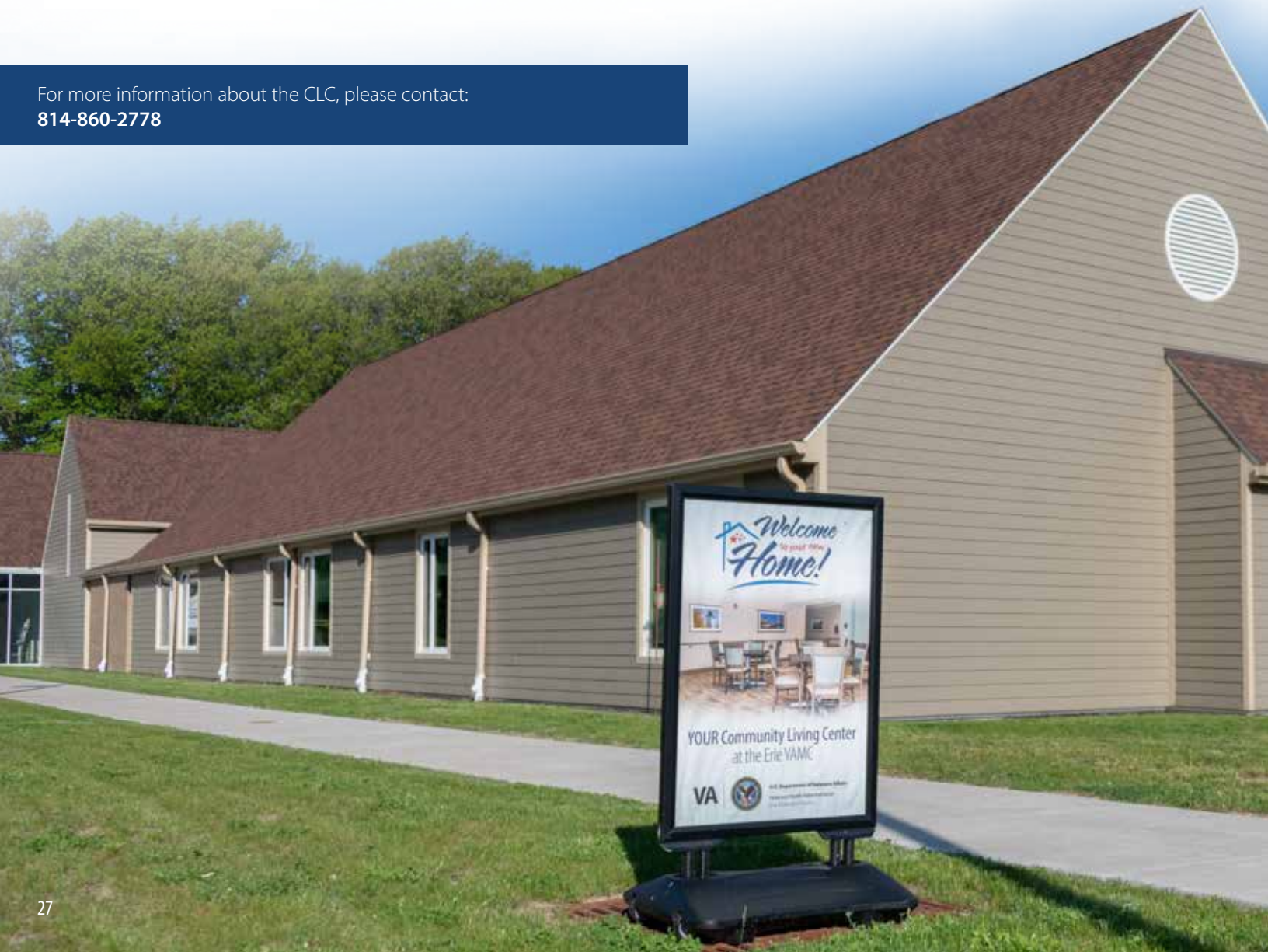
Veterans may stay temporarily for short-term rehabilitation-type care, or, for the rest of their lives. Veterans receive a nursing home level of care which includes help with daily living activities (such as bathing and dressing), skilled nursing, and medical care.

CLC Services provided include:

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

For more information about the CLC, please contact:

814-860-2778





PROVIDING PEACE OF MIND AND SUPPORT

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

Palliative Care & Hospice Care services are also provided to improve the quality of life and reduce suffering for patients facing a life-threatening illness. The emphasis of care is to foster the best possible quality of life through relief of suffering, control of symptoms, and preservation of functional capacity.

Chaplain Services

at the Erie VAMC

814-860-2539 or 814-860-2537

After-hours: **814-868-8661**

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

The Chapel is located on the 2nd floor.



VA Urgent Care Center

Location: 1st Floor, Erie VAMC

Hours of Operation: 8:00 a.m. to 8:00 p.m.

Open every day of the year, including weekends and holidays

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

The Urgent Care Center is equipped to take care of most of your urgent, non-life threatening, or unanticipated medical needs. With access available on weekends and holidays, Veterans have easy and convenient access to urgent care services.

If you are experiencing a life-threatening medical emergency, please call 911 or visit the nearest community emergency room. If you are admitted to a non-VA hospital, please remember that to be considered for payment, you must call the VA within 72 hours of your non-VA emergency room visit.



VISN 4 TELE-URGENT CARE

Your access to virtual urgent care services.

814-868-8661 press 3

Call the Ask a Nurse Line at **814-868-8661 and press 3**. The nurse will review your symptoms, provide a care recommendation, and if appropriate, schedule a Tele-Urgent Care appointment.

There are NO copayments associated with virtual visits. This service is available Monday-Friday from 8:00 a.m. to 4:30 p.m.

Tele-Urgent Care is appropriate for common conditions including:

- minor cuts, scrapes, rashes and skin irritations, ulcers, wounds, nail disorder
- tick, insect and spider bites, itching

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

VISN 4 Tele Urgent Care uses VA Video Connect (VVC) to conduct appointments privately and securely in a virtual medical room from anywhere using the camera on your smart phone, computer, or tablet.

www.visn4.va.gov/tele-urgent/



Non-VA Urgent Care in the Community

How to Access non-VA Urgent Care in the Community

VA offers eligible Veterans an urgent care benefit for the treatment of minor injuries and illnesses at retail and community-based urgent care providers who are part of VA's contracted network. This urgent care benefit is offered to Veterans in addition to urgent care and same-day services VA provides through its VA medical facilities. To be eligible for the urgent care benefit, you must:

- be enrolled in the VA health care system, AND
- have received care through VA, from either a VA or a community provider, **within the last 24 months.**

Note: To check eligibility, call **800-MyVA411 (800-698-2411)**, select option 1, then option 3, and then option 1 again.



FIND AN IN-NETWORK NON-VA URGENT CARE PROVIDER/PHARMACY NEAR YOU:

1. Visit www.va.gov/find-locations
2. Select the "urgent care" VA facility type and then "Community urgent care providers (in VA's network)" or "Community pharmacies (in VA's network)" from the service type drop-down.

Note: To confirm that the provider is in VA's network, call **888-901-6609** (7:00 a.m. – 12:00 a.m. ET/7 days a week).

3. Or, call your local VA medical facility to find an in-network urgent care provider/pharmacy.

HELPFUL TIPS WHEN USING AN IN-NETWORK NON-VA URGENT CARE PROVIDER/PHARMACY

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

If there is an issue verifying your eligibility or any questions when you arrive at the non-VA urgent care provider/pharmacy, call Optum at **888-901-6609 (7:00 a.m. – 12:00 a.m. ET/7 days a week).

For more information, visit: www.va.gov/communitycare/programs/veterans/Urgent_Care.asp

Reminder: Urgent Care Services are specifically for health issues that are not life-threatening. If you have a medical emergency, call 911 or visit the nearest emergency room (see page 31 for non-VA emergency care details).



CARE IN THE COMMUNITY RESOURCES

Who do I call?

COMMUNITY CARE BILLING QUESTIONS 877-881-7618

Call the Centralized Community Care Call Center (C4) for billing issues, unpaid claims, adverse credit reporting, debt collection issues as a result of using Care in the Community previously.

72-HOUR NON-VA EMERGENCY CARE NOTIFICATION 844-724-7842

Call within 72 hours of presenting to a non-VA emergency room or if you are admitted to a non-VA hospital.

ERIE VAMC CARE IN THE COMMUNITY TEAM 814-860-2800

Call the Erie VAMC Care in the Community team for any questions related to authorizations for care in the community services needing to be scheduled or to see what services the authorization covers.

Please note, Erie VAMC CITC team does not have access to view billing issues. All care in the community billing issues will need to be addressed through the C4 team at **877-881-7618**.

For more information, visit www.va.gov/communitycare

Emergency

Care in the Community

72 Hour Notification Required



If you present to an in-network Emergency Room or are admitted to a community hospital, **you must notify the VA within 72 hours of arrival to be considered for payment.**

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

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

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

Please note, VA payment is not guaranteed.

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



PACT Act VA Health Care Eligibility

[VA.gov/PACT](https://va.gov/PACT) | 800-MyVA411 (800-698-2411)

The PACT Act, signed into law on August 10, 2002, VA health care and benefits for Veterans exposed to burn pits and other toxic substances. This law helps provide generations of Veterans—and their survivors—with the care and benefits they've earned and deserve.

The Act (1) expands and extends eligibility for VA health care for Veterans with toxic exposures and Veterans of the Vietnam era, Gulf War era, and Post-9/11 era, and (2) expands eligibility for benefits for Veterans exposed to toxic substances, and (3) requires VA to phase in hospital care, medical services, and nursing home care for any illness to three new categories of Veterans:

Category 1:

Veterans who participated in a toxic exposure risk activity (as defined by law) while serving on active duty, active duty for training, or inactive duty training.

Category 2:

Veterans assigned to a duty station in certain locations (including airspace above) on or after:

August 2, 1990, in Bahrain, Iraq, Kuwait, Oman, Qatar, Saudi Arabia, Somalia, or United Arab Emirates

September 11, 2001, in Afghanistan, Djibouti, Egypt, Jordan, Lebanon, Syria, Uzbekistan, or Yemen, or any other country determined relevant by VA

Category 3:

Veterans who deployed in support of: Operation Enduring Freedom, Operation Freedom's Sentinel, Operation Iraqi Freedom, Operation New Dawn, Operation Inherent Resolve, Resolute Support Mission

The PACT Act empowers VA to provide much-needed benefits and care to millions of Veterans who were exposed to toxic substances and other military environmental hazards while fighting for our country. Under the PACT Act:

- VA will improve the decision-making process for determining what medical conditions will be considered for presumptive status.
- Every enrolled Veteran will receive an initial toxic exposure screening and a follow-up screening every five years. Veterans who are not enrolled, but who are eligible to enroll, will have an opportunity to enroll and receive the screening. The screening identifies and documents potential exposures. If there is a need, it will support you in connecting with your health care team.
- The Act requires research studies on mortality of Veterans who served in Southwest Asia during the Gulf War, Post-9/11 Veteran health trends, and Veteran cancer rates.

IF A VETERAN WAS PREVIOUSLY DENIED A CLAIM, WHAT CAN THEY DO?

VA will contact Veterans when a presumption of service connection is established or changed. However, Veterans previously denied a toxic-exposure related claim are encouraged to file a supplemental claim. Once a supplemental claim is received, VA will review the claim under the new law.

AIRBORNE HAZARD & OPEN BURN PIT REGISTRY (AHOBPR)

Participate: veteran.mobilehealth.va.gov/AHBurnPitRegistry

Learn more: 877-222-8387 |

www.publichealth.va.gov/exposures

The AHOBPR is designed to collect data from eligible Veterans and service members about their exposures and health during service. Information provided through this registry helps VA better understand whether long-term health conditions may be related to military exposures.

Eligible participants may complete an online questionnaire and have the option to have a free health evaluation to discuss health concerns regarding military exposures.

- OEF/OIF/OND or in Djibouti, Africa, after September 11, 2001, or
- Operations Desert Shield or Desert Storm or the Southwest Asia theater of operations after August 2, 1990.



Transitioning Into Civilian Life

Resources for Newly Separated Veterans

POST-9/11 MILITARY2VA (M2VA) CASE MANAGEMENT PROGRAM FOR NEWLY SEPARATED VETERANS

814- 860-2567 or 814-860-2965 | www.oefoif.va.gov

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

GET FREE MENTAL HEALTH CARE AFTER SEPARATION

814-860-2038

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

5 YEARS OF COST-FREE HEALTH CARE FOR COMBAT VETERANS

www.va.gov/health-care/eligibility/active-duty

If you served in a theater of combat operations after November 11, 1998, and were discharged on or after January 28, 2003, you have

special eligibility to enroll in the VA health care system for 5 years from your date of discharge or release. You can receive cost-free medical care for any condition related to your service in theater and access to VA's full medical benefit package. The Erie VAMC offers post deployment clinical screenings for Combat Veterans.

ONE TIME COST FREE DENTAL EVALUATION AND TREATMENT

VA offers free dental benefits for evaluation and treatment for recently discharged Veterans. Veterans may be eligible for these benefits for up to one year if they meet both of the following requirements:

- **Veterans served more than 90 days of continued service, and**
- **Veterans' DD-214 does not show that they received all needed dental service at least 90 days prior to their separation.**

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

VA DENTAL INSURANCE PROGRAM (VADIP)

www.va.gov/healthbenefits/VADIP

VADIP offers eligible individuals the opportunity to purchase discounted dental insurance coverage. This program's limited eligibility includes Veterans enrolled in the VA health care program and CHAMPVA beneficiaries.





ERIE VAMC JOB CLUB

814-860-2038

Job searching can be a daunting task but you do not have to go through the job searching process alone. Erie VA Medical Center provides a FREE job club open to all Veterans interested in obtaining employment. This Job Club offers employment assistance with resumes, interview skills, job searching, and support throughout the process.



VOCATIONAL REHABILITATION & EMPLOYMENT PROGRAM (VR&E)

www.benefits.va.gov/vocrehab

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

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



STATE UNEMPLOYMENT RESOURCES

888-313-7284 | www.uc.pa.gov

If you are a service member separating from active duty under honorable conditions, you may qualify for unemployment compensation and additional benefits if you are unable to find a new job. Call the PA Department of Labor & Industry – Office of Unemployment Compensation for questions.

EMPLOYMENT RESOURCES

CAREER LINK REGIONAL OFFICES www.pacareerlink.pa.gov

Erie County:
814-455-9966

Crawford & Clarion County Office:
844-333-5248

Venango County Office:
814-678-5050

Warren County Office:
814-723-2350

McKean County Office:
814-363-9100

JOB SEARCH ENGINES

USAJOBS
www.usajobs.gov

Career One Stop
www.careeronestop.com

Jobs for Vets
www.jobsforvetsalpha.org

Transition Assistance Online
www.taonline.com

Hire Heroes USA
www.hireheroesusa.org

US Department of Labor VETS
www.vetjobs.com

COMMUNITY ASSISTANCE

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

Ohio Department of Job and Family Services
Veterans Representative
440-994-2518

Pennsylvania Department of Military and Veteran Affairs
717-861-6979
800-547-2838
www.dmva.pa.gov

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

The Department of Veterans Affairs

Additional Services

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

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



VETERANS HEALTH
ADMINISTRATION (VHA)

www.va.gov/health

VA provides a variety of health care services through the Veterans Health Administration (VHA) providing care at 1,255 health care facilities including VA Medical Centers, Vet Centers, and community based outpatient clinics. Erie VAMC is one of VHA's network of 170 Medical Centers across the nation that provides comprehensive health care to Veterans.

- Basic Primary Care
- Specialty Care
- Mental Health Care
- Long Term Care
- Crisis Support



VETERANS BENEFITS
ADMINISTRATION (VBA)

Pittsburgh VBA Regional Office
800-827-1000

Claim inquiries:

www.benefits.va.gov/benefits/applying.asp

Claim tracking: www.ebenefits.va.gov

VA provides a variety of benefits and services through the Veterans Benefits Administration (VBA) that provide financial and other forms of assistance to servicemembers, Veterans, and survivors.

- Compensation & Pension (monthly disability payments)
- Education & Training
- Home Loans
- Life Insurance
- Vocational Rehabilitation
- Burial Allowances

To file a claim, you will need to seek the assistance of a Veteran Service Officer (VSO). Each county has a designated VSO as do many Veteran-related service organizations. Please note, you should never have to pay to file a claim.



NATIONAL CEMETERY
ADMINISTRATION (NCA)

800-827-1000 | www.cem.va.gov

VA operates 135 national cemeteries in the U.S. and Puerto Rico. VA offers Veterans and their spouses and dependents:

- Burial and honoring services, including gravesites and grave liners
- Maintenance of national cemeteries
- Headstones, markers, and presidential memorial certificates



FILING SERVICE CONNECTION CLAIMS

800-827-1000 | www.benefits.va.gov

Do you have injuries or illnesses that you feel are related to your time in service? If so, you may want to file claims for these issues to become service connected. Service-connected disabilities are injuries or illnesses that were caused—or made worse—by your active-duty military service.

Benefits to being granted service connection: There are many benefits to filing for service connection including free VA treatment for the service connected issue. If you are rated 10% or above you may receive financial compensation for the service-connected issue.

To file a claim, you may work with a Veteran Service Officer (VSO) to help you gather the necessary supporting documentation required. Once the claim is submitted, it enters a review process at which point you will be notified of your next steps. These next steps typically include a Compensation and Pension exam. The reports from the Comp & Pen exam will continue through the review process. Once a determination is made, you will receive notification telling you the claim was either approved or denied.

VA HOME LOAN

877-827-3702 | www.va.gov/housing-assistance/home-loans

VA helps Service members, Veterans, and eligible surviving spouses become homeowners. As part of our mission to serve you, we provide a home loan guaranty benefit and other housing-related programs to help you buy, build, repair, retain, or adapt a home for your own personal occupancy.

GI BILL – EDUCATION BENEFITS

888-442-4551 | www.benefits.va.gov/gibill

Interested in continuing your education? VA's GI Bill helps pay for education for Veterans or their dependents. VA education benefits help you pay your tuition, pick out a school, choose a career, and more. Find out if you're eligible by visiting va.gov/education/eligibility.

VETERANS REPRESENTATIVE OPTIONS

County Veterans Affairs Directors

Ashtabula, OH.....440-964-8324

Chautauqua, NY.....716-363-3842

Chautauqua, NY.....716-661-8255

Crawford, PA.....814-333-7314

Elk, PA..... 814-776-1161 x 5370

Erie, PA814-451-6270

Forest, PA.....814-755-8842

McKean, PA814-887-3241

Venango, PA814-432-9780

Warren, PA814-728-3478

County Veterans Affairs Directors and certified Veteran Service

Officers are available to assist Veterans in submitting claims.

Please note, you should never have to pay for assistance for submitting a claim.

RESOURCES REACHING BEYOND THE VA

TRICARE (MANAGED BY THE DEFENSE HEALTH AGENCY)

800-444-5445 | www.Tricare.mil

Tricare is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. Tricare is managed by the Defense Health Agency, separate from VA. Because Tricare is not a VA program, Tricare users may experience costs associated with VA care. We recommend Tricare users contact their Tricare team first to ensure a VA visit or service is authorized.

MILITARY MEDALS & RECORDS

www.archives.gov

Request copies of your DD-214, replacement medals, health records, and other military discharge paperwork online:

Visit www.archives.gov/veterans/military-service-records to begin your request or call **314-801-0800**.

ID CARDS

Military ID Cards	Veteran ID Cards (VIC)	Veteran Health Identification Card (VHIC) or VA ID Card
<p>If you are in need of a military ID card, visit idco.dmdc.osd.mil/idco/#/</p> <p><i>*Please note, the Erie VAMC does not supply these cards.</i></p>	<p>A Veteran ID Card (VIC) is a form of photo ID you can use to get Veteran discounts at many business. To check your eligibility or apply for a Veteran ID Card, visit www.va.gov/records/get-veteran-id-cards/vic</p> <p><i>*Please note, the Erie VAMC does not supply these cards.</i></p>	<p>The VHIC Card is specifically for those enrolled in VA health care used to check-in at VA appointments. To receive a VHIC, contact the Erie VAMC Eligibility Office at 814-860-2970 or your local County VA Clinic to get your picture taken and to process your card.</p>



PAY VA BILLS FROM HOME

For VA billing questions, please contact **866-408-2657**.



By phone: Monday – Friday, 8:00 a.m. to 8:00 p.m. EST | 888-827-4817

You may use a credit card (Mastercard, VISA, Discover) or an electronic transfer from a bank account. The line is answered by a live person who can look up the amount owed with information such as date of birth, social security number, and which VA facilities you received care.



By mail:

You may use a check or credit card (Mastercard, VISA, Discover). Complete the form that comes with your bill and mail to Department of Veterans Affairs, PO Box 530269, Atlanta, GA 30353-0269.



Online: Visit www.pay.gov

You may use a credit card (Mastercard, VISA, Discover) or an electronic transfer from a bank account. Online payment requires the account number that is printed on your bill.

Important Contacts

Main Line – Phone Tree

814-868-8661
800-274-8387 (toll free)

Press 1 Pharmacy

Press 2 Appointments,
Specialty Care Providers, &
County Clinics

Press 3 Ask a Nurse Line

Press 4 Eligibility

Press 5 Billing

Press 7 Veterans Crisis Line

Behavioral Health Clinic

814-860-2038

Eligibility

814-860-2970

Release of Information

814-860-2212

Hospice Unit (Unit 5)

814-860-2480

Community Living Center (Unit 4)

814-860-2332

Post-9/11 Military2VA (M2VA)

814-860-2567 or 814-860-2965

Medication Refills

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

Women Veterans Program

814-860-2907

MOVE! Weight Management

814-860-2554

Caregiver Support Program

814-860-2657

Homeless Care Team

814-860-2038

My HealtheVet Program

myhealth.va.gov
814-860-2821

Transportation, Regional Office, National Cemetery DAV Transportation

Courtesy Service, scheduled as
available. Please call to schedule two
weeks before an appointment.
814-860-2095

VA Regional Office (Benefits)

800-827-1000

Non-VA Care Notification

Notify within 72 hours
844-724-7842

National Hotline Numbers

Homeless Veterans Hotline

877-424-3838

Veterans Crisis Line

988 (press 1)
Text to 838255
veteranscrisisline.net

Caregiver Support Hotline

855-260-3274

Women Veterans Hotline

855-VA-WOMEN



Office of Patient Experience

(Patient Advocates)

814-860-2500

Our goal is to provide you with the best patient experience possible. To help guide you through your health care journey, we have Service Level Advocates (SLA) in every department to help address any questions or issues you may have.

In addition to SLAs, our Veteran Experience Officers (VEO) help resolve issues with patient care. Their mission includes providing the highest quality Customer Experience (CX) in the delivery of care to Service members, Veterans, their families, caregivers, and survivors.

We value your feedback and ask you about your experience regularly through ICARE cards, focus groups, town halls, social media, after-visit surveys and more to help us improve the way we provide care to our Veterans.

**Thank you for choosing
Erie VAMC for your
health care!**

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Erie VA Medical Center

Connect with us Online!

Looking to stay updated on Veteran Town Halls, health fair activities, and other Veteran-related events at the VA? Connect with us online!

 www.erie.va.gov  [VAMCErie](https://www.facebook.com/VAMCErie)  [ErieVAMC](https://twitter.com/ErieVAMC)



Safe Care is Our Mission.

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Erie VA Medical Center

Erie VA Medical Center | 135 East 38th Street | Erie, PA 16504