



WELCOME

Welcome to San Francisco VA Health Care System (SFVAHCS)! We want to make it easy for you to get started. This checklist will help you get all the information you need to:

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VA



U.S. Department
of Veterans Affairs

Register for Care at SFVAHCS

Once you're enrolled in VA health care, you can register as a new patient at SFVAHCS using one of the following options:

Option 1: Call Member Services to register as a new patient
Call: 415-750-2234

Option 2: Visit a Member Services office in person to register as a new patient
Visit: San Francisco VA Medical Center, Building 2, Ground Floor, Room 49
or visit your nearest SFVAHCS location and ask for Member Services

NOTE: To schedule your first appointment with primary care
Call: 415-750-2281

If you are not yet enrolled in VA health care, visit:
<https://www.va.gov/health-care/how-to-apply/>
or scan this QR Code with your smart phone camera:



Choose Your Preferred SFVAHCS Location

Choose the SFVAHCS location where you'd like to get your primary care. Some of our locations have both primary and specialty care. All of our locations offer mental health care. Some medical treatments and services are only available at our main medical center in San Francisco.

Our primary care clinics include:

San Francisco VA Medical Center (Medical Practice Clinic, Womens Clinic, Infectious Diseases Clinic), San Francisco Downtown Clinic, San Bruno Clinic, North Santa Rosa VA Clinic, South Santa Rosa VA Clinic, Clearlake VA Clinic, Eureka VA Clinic, Oakland VA Clinic, and Ukiah VA Clinic.

To see a list of all SFVAHCS locations, addresses, main telephone numbers, and services offered at each location, visit:

www.va.gov/san-francisco-health-care/locations/
or scan this QR Code with your smart phone camera:



SFVAHCS Main Medical Center Information

San Francisco VA Main Medical Center

4150 Clement St
San Francisco, CA, 94121

Main Telephone Numbers

Local: 415-221-4810

Toll-free: 800-733-0502

To use TeleType for the Deaf (TTY) services: 711



SFVA Main Medical Center Interactive Map

To see an interactive map of SFVA Main Medical Center

Visit: <https://interactive.medmaps.com/site/sanfranciscova>

or scan this QR code with your smartphone camera:



Telephone Directory

Visit: <https://www.va.gov/san-francisco-health-care/contact-us/>

or scan this QR code with your smartphone camera:



Facility Policies

To find SFVAHCS policies on topics like visitation, privacy, hours, and more

Option 1: Find facility policies online

Visit: <https://www.va.gov/san-francisco-health-care/policies/>

or scan this QR code with your smartphone camera:



Option 2: Find facility policies by phone

Call: Your preferred location main telephone number

SFVAHCS Outpatient Clinics Information

Clinic Location	Clinic Photo	Main Phone Number	Clinic Address
<p>SFVAMC Clinics</p> <ul style="list-style-type: none"> • Medical Practice • Women’s Clinic • ID/HIV Clinic 		<p>415-750-2129 415-750-2174 415-750-6902</p>	<p>4150 Clement St San Francisco, CA, 94121</p>
<p>Clearlake VA Clinic</p>		<p>707-995-7200</p>	<p>15145 Lakeshore Drive Clearlake, CA 95422</p>
<p>Eureka VA Clinic</p>		<p>707-269-7500</p>	<p>930 West Harris Street Eureka, CA 95503</p>
<p>Oakland VA Clinic</p>		<p>510-267-7800</p>	<p>2221 Martin Luther King Jr. Way Oakland, CA 94612</p>
<p>San Bruno VA Clinic</p>		<p>650-615-6000</p>	<p>1001 Sneath Lane, Suite 300 San Bruno, CA 94066</p>
<p>San Francisco Downtown VA Clinic</p>		<p>415-281-5100</p>	<p>401 3rd Street, San Francisco, CA 94107</p>
<p>North Santa Rosa VA Clinic</p>		<p>707-569-2300</p>	<p>3841 Brickway Boulevard Santa Rosa, CA 95403</p>
<p>South Santa Rosa VA Clinic</p>		<p>707-569-2300</p>	<p>2285 Challenger Way Santa Rosa, CA 95407</p>
<p>Ukiah VA Clinic</p>		<p>707-468-7700</p>	<p>630 Kings Court Ukiah, CA 95482</p>
<p>Twenty First Street Oakland VA Clinic</p>		<p>510-587-3400</p>	<p>525 21st Street Oakland, CA 94612</p>

Sign in to Your Online Patient Portal- MyHealthVet

Once you're registered for VA care, we encourage you to set up your virtual health portal, MyHealthVet. MyHealthVet allows you to connect with your care team, make and cancel appointments, see your medical records, and more, all from your computer, mobile phone, or tablet.

You can sign up for MyHealthVet online, in-person, or by video visit.



Option 1: Sign up online for MyHealthVet Premium account

Visit: <https://www.myhealth.va.gov/mhv-portal-web/home>

or scan this QR code with your smart phone camera to see a step-by-step video:



Option 2: Sign up in person or by video visit for MyHealthVet Premium account

Visit: MyHealthVet Office, Veteran's Experience Center, Building 2, SFVA Medical Center or visit your preferred SFVAHCS location and ask about the MyHealthVet Premium account.

Call: 415-221-4810, ext. 23706, to speak with the MyHealthVet Coordinator

Option 3: You can also access MyHealthVet features with the VA Health and Benefits app on your smart phone or tablet



Talk to your provider if you'd like to use virtual care tools but don't have a working device or a reliable internet connection.

What if I need help or have questions about MyHealthVet?

Call: 1-877-327-0022, 1-800-877-8339 (TTY) to reach the MyHealthVet Help Desk.

Hours: Monday-Friday 6am-6pm PST

VA Mobile Apps

VA also offers a variety of health-related mobile apps for Veterans to help you take control of your health care.

To learn about and download VA mobile apps, visit:

<https://mobile.va.gov/appstore/veterans>

or scan this QR Code with your smart phone camera:



Connect with Your Primary Care Team





We encourage all Veterans to have an assigned primary care team. VA’s primary care team includes your primary care provider and other health care professionals who work together to meet your health goals and connect you with our many VA services. This is called a Patient Aligned Care Team (or PACT).

You will be assigned to a PACT Team when you schedule a new patient visit with your preferred primary care clinic.

How do I contact my primary care team?

Option 1: Send a secure message to your care team

Open your [MyHealtheVet Premium Account](#) and select the “Messages” button. (To see how to sign up for a MyHealtheVet Premium Account, see ‘Use VA Virtual Care Tools’ page of this booklet).

 <p>Pharmacy</p> <p>Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.</p> <p>Read More</p>	 <p>Appointments</p> <p>Keep track of your upcoming VA medical appointments and get email reminders.</p> <p>Read More</p>	 <p>Messages</p> <p>Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.</p> <p>Read More</p>	 <p>Health Records</p> <p>View, print, or download a copy of your VA medical record information, or enter your own health information.</p> <p>Read More</p>
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Option 2: Contact your primary care team by phone

Call: Your preferred location main telephone number and choose “relay a message to your primary care team” or ask the operator for “Primary Care”

Your care team includes the following members:

Primary Care Provider (MD/NP/PA):

Role: Your main doctor, nurse practitioner, or physician’s assistant who works with other care team members to manage your care.

Nurse Care Manager (RN):

Role: A nurse who makes sure your care is coordinated across all providers and services in line with your health goals and your plan for care.

Continued on next page

Clinical Pharmacist:

Role: A pharmacist who works with you and your primary care provider to help you take care of health conditions like diabetes and high blood pressure by prescribing and adjusting your medications. They can also help you stay organized and informed about your medications.

Licensed Vocational Nurse (LVN):

Role: A nurse who helps take care of you during your visit to the clinic by making pre-visit telephone calls, providing health education, taking your blood pressure and other vital signs, and giving you vaccines.

Clerk (MSA):

Role: A medical support assistant who can help you with appointment scheduling, medical records, and any other general questions you might have.

Connect with Mental Health Care

We offer counseling and support for issues like post-traumatic stress disorder (PTSD), depression, anxiety, concerns about alcohol or other drug use, and other needs. All VA health care facilities offer same-day help. You may qualify even without enrolling in VA health care.

What are my options for connecting with mental health care?

Option 1: Ask any member of your healthcare team for a referral to mental health care

Call, secure message, or talk to any member of your healthcare team and ask for a referral to mental health care.

Option 2: Call or walk in to your preferred SFVAHCS facility and ask for mental health care

All SFVAHCS locations offer urgent/same day and non-urgent mental health care appointments.

Call: Your preferred location main telephone number and ask for “mental health care”.

How do I talk to someone right now?

To connect with a Veterans Crisis Line responder anytime day or night:

Call: 988

Text: 838255

Chat: <https://www.veteranscrisisline.net/get-help-now/chat/>





Make and Cancel Appointments

How do I make or cancel primary care appointments?

Option 1: Make or cancel a primary care appointment online

In order to make appointments online, first sign up for a [MyHealtheVet Premium](#) account (see ‘Use VA Virtual Care Tools’ page of this booklet)

Once you have a MyHealtheVet Premium account, you can sign in and make or cancel an appointment by selecting the “Appointments” button.

 Pharmacy Refill your VA prescriptions, track delivery, view a list of your VA medications and other details. Read More	 Appointments Keep track of your upcoming VA medical appointments and get email reminders. Read More	 Messages Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions. Read More	 Health Records View, print, or download a copy of your VA medical record information, or enter your own health information. Read More
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Option 2: Make or cancel a primary care appointment by phone

Call: Your preferred location main telephone number and select “make, change, or cancel an appointment”

How do I make or cancel a specialty care appointment?

Specialty care focuses on a specific area of medicine, surgery or wellness. For example, cardiology, orthopedics or physical therapy.

Option 1: Make a specialty care appointment online

Ask for a specialty care referral from your primary care team with a MyHealtheVet secure message.

Option 2: Make a specialty care appointment by phone

The following specialty clinics accept self-referrals. Call your preferred location main telephone number and ask for one of the following options:

Audiology, Optometry, Podiatry, Nutrition

If you would like to make an appointment with a specialty clinic not listed above, contact your primary care team to make your request. A member of your team will help decide if a primary care appointment would be helpful before placing a referral.

Once you are established with specialty care, you can make follow-up appointments directly with that clinic.

Join Virtual (Telehealth) Visits

VA Video Connect (VVC) allows Veterans and their caregivers to quickly and easily meet with VA health care providers through live video on any computer, tablet, or mobile device with an internet connection.



Primary care, mental health, and many specialty care services offer virtual visit options.

Step 1: If you have chosen to schedule a virtual visit, you will receive an email from VA with instructions and a link to connect to the appointment.

Step 2: Test your camera, microphone, and connection using the VA Video Connect Test Site.

To get to the VVC test site:

Visit <https://mobile.va.gov/app/va-video-connect> and click the blue link

‘Visit the VA Video Connect test site’

or scan this QR code with your smart phone camera:



Step 3: On the date and time of your appointment, open VA Video Connect by selecting the appointment link included in the email you received.

Subject: Your VA Video Connect (VVC) Appointment has been scheduled for 03/29/2020 14:00 EDT

Date/Time: 03/29/2020 14:00 EDT

Join the appointment:

[Click Here to Join the VA Video Connect appointment](#)

What if I need help with VA Video Connect or other VA virtual health care tools?

Option 1: Call the Office of Connected Care Help Desk, 24 hours a day, 7 days a week

Call: 866-561-3180

Option 2: Connect with SFVAHCS Virtual Health Resource Center for support

Ask a member of your healthcare team for a referral to the Virtual Health Resource Center. You can get in-person, telephone, or virtual support with your VA device, VA Video Connect, VA mobile apps, MyHealtheVet, and other virtual health care tools.

Hours: Monday - Friday, 8am - 4pm

Fill and Refill Prescriptions

How do I fill and refill my prescriptions online?

To fill and refill your prescriptions online, first sign up for a [MyHealtheVet Premium](#) account (see 'Use VA Virtual Care Tools' page of this booklet).

Once you have a MyHealtheVet Premium account, you can sign in and select the 'Pharmacy' button to fill and refill your VA prescriptions, track their delivery, and create lists to organize your medicines.

 <p>Pharmacy</p> <p>Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.</p> <p>Read More</p>	 <p>Appointments</p> <p>Keep track of your upcoming VA medical appointments and get email reminders.</p> <p>Read More</p>	 <p>Messages</p> <p>Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.</p> <p>Read More</p>	 <p>Health Records</p> <p>View, print, or download a copy of your VA medical record information, or enter your own health information.</p> <p>Read More</p>
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How do I refill my prescriptions by phone?

You can use the automated refill line by calling 800-847-3203.

How will I receive my prescriptions?

Most prescriptions are mailed through the U.S. Postal Service. Please order your prescription refills at least 10 days before your supply runs out so that your medicines are delivered on time.

Can I pick up my prescriptions at the pharmacy?

Prescriptions ordered online or by calling the automated refill line will be mailed. If you cannot wait for the mail, please call 800-847-3203.

Contact your pharmacy:

If you have trouble with the automated refill line, call to speak with pharmacy staff

Call: 415-750-6937

Hours: Monday - Friday, 8am - 7pm

Pharmacy Locations:

San Francisco VA Medical Center-----Hours: Monday - Friday, 8:00 am - 6:00pm

Eureka VA Clinic-----Hours: Monday - Friday, 8:00 am - 4:30pm

Oakland VA Clinic-----Hours: Monday - Friday, 8:00 am - 4:30pm

South Santa Rosa VA Clinic-----Hours: Monday - Friday, 8:00 am - 4:30pm

Get Urgent Medical Advice (24 hours a day)

SFVAHCS has specially trained advice nurses and urgent care providers available by phone or video 24 hours a day.

Call: 1-800-733-0502 to reach the 24-hour Nurse Advice Line

The registered nurses on our 24-hour Nurse Advice Line can:

- provide helpful medical advice and free confidential answers to many of your urgent health care questions and concerns.
- update your primary care team about your concerns so they can follow up with you
- connect you with a same day urgent care provider visit in person, virtually, or at in-network community urgent care clinics.

An urgent care visit can often help you get care for minor injuries and illnesses much faster than in an emergency room. Urgent care might be right for you if you have health problems or symptoms like these: sore throat, persistent cough, strains/sprains, mild nausea, and skin and ear infections.

What if I need to be seen in person and I am not close to a VA facility?

VA knows that you may need to be seen in person for an urgent medical concern when you are not close to a VA facility. To access in-network urgent care, you will need to:

1. Find an in-network provider:
 - a. Option 1: Contact the Community Care Contact Center: 877-881-7618
 - b. Option 2: visit <https://www.va.gov/find-locations/>
2. Bring your government-issued photo ID
3. Verify the provider is in-network on arrival
4. DO NOT pay a copay at the time of visit

To find out about community urgent care benefits and getting care at in-network urgent care clinics:

Option 1: Contact the SFVAHCS Community Care Office by phone

Call: 415-750-2019

Option 2: Find info about community urgent care benefits online

Visit: https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp

or scan this QR code with your smart phone camera:



Find out about Emergency Care

During a medical emergency, you should immediately seek care at the nearest emergency department (ED). If you believe your life or health is in danger, call 911 or go to the nearest emergency department right away.

If you go to a non-VA facility for emergency care, notify VA within 72 hours using the options below.

Inform the emergency care provider to report your emergency treatment to the VA Centralized Emergency Care Reporting Center as soon as possible after your treatment starts by using the VA Emergency Care Reporting portal or calling the VA 72-Hour Notification Hotline.

Option 1: Report emergency care by phone (VA 72-Hour Notification Hotline)

Call: 844-72HRVHA (844-724-7842)

Option 2: Report emergency care online (VA Emergency Care Reporting Portal)

Visit: <https://emergencycarereporting.communitycare.va.gov/#/request>
or scan this QR code with your smartphone camera:



For additional information about non-VA emergency care,

Visit: https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp
or scan this QR code with your smartphone camera:



Find Veteran-Focused Health Information

The Veterans Health Library offers Veterans, family members, and caregivers 24/7 access to trustworthy Veteran-focused health information.

Visit: <https://www.veteranshealthlibrary.va.gov/>
or scan this QR code with your smart phone camera:



Whole Health & Wellness Options

Whole Health is VA's holistic approach to care that supports your health and well-being. Whole Health centers around what matters to you, not what is the matter with you. This means your health teams at VA will get to know you as a person, while working with you to develop a personalized health plan based on your values, needs, and goals.

To get started with Whole Health at SFVAHCS, ask anyone on your health care team for a referral to Whole Health.

We'll schedule a personalized intake visit with you to discuss the dozens of in-person and virtual wellness services we have available, such as:

- Whole Health Coaching
- Yoga / Tai Chi
- Exercise / Movement
- Mind Body and Mindfulness groups
- Recreation Therapy / Crafts
- Biofeedback

To learn more about VA Whole Health
Visit: <https://www.va.gov/wholehealth/>
or scan this QR code with your smartphone camera:



Find out about Transportation Options

SFVAHCS offers a variety of transportation options, depending on your needs and eligibility.

Beneficiary Travel Pay: The VA Beneficiary Travel program pays eligible Veterans and caregivers back for mileage and other travel expenses to and from approved health care appointments.

Shuttle Service: SFVAHCS offers a shuttle service for Veterans and caregivers with approved health care appointments between the SFVA Medical Center and our clinics in Eureka, Clearlake, Ukiah, Santa Rosa, San Bruno, and Oakland.

Veterans Transportation Service: (VTS) provides accessible rides for Veterans who need assistance to get to a health care appointment due to a disability.

How do I check my eligibility for Beneficiary Travel pay and file a claim?

To find out if you're eligible and how to file a claim:

Option 1: Check your eligibility and file a claim online

Visit: <https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>

or scan this QR code with your smart phone camera:



Option 2: Speak with the Beneficiary Travel Pay Office

Call: 415-221-4810, ext. 22116

How do I check current shuttle schedules?

All Veterans and their caregivers with an approved health care appointment are eligible to use the SFVAHCS shuttle service.

Option 1: Call the Travel Office

Call: 415-221-4810, ext. 23080

Option 2: Check transportation schedules online

Visit: <https://www.va.gov/san-francisco-health-care/programs/transmetro-transportation-schedule/san-francisco-va-medical-center-patient-transportation/>

or scan this QR code with your smart phone camera:



How do I check my eligibility for Veterans Transportation Service and schedule a ride?

Call or message your primary care team if you need assistance to get to a medical appointment due to a disability.

Understand VA Health Care Benefits

How do I find out what care and services VA health care covers?

Each Veteran's medical benefits package is unique. To learn more about the care and services you qualify for:

Option 1: Find out about VA health care benefits online

Visit: <https://www.va.gov/health-care/about-va-health-benefits/>
or scan this QR code with your smart phone camera:



You can also download and print the VA Welcome Kit for more information about VA health care and other benefits.

Visit: <https://www.va.gov/welcome-kit/>
or scan this QR code with your smart phone camera:



Option 2: Talk with a Veteran's Service Officer (VSO). To find your local VSO,

Visit: <https://www.ebenefits.va.gov/ebenefits/vso-search>
or scan this QR code with your smart phone camera:



Option 3: Call the VA health care benefits hotline

Call: 1-877-222-8387

How do I find out about VA Dental Care benefits?

Visit: <https://www.va.gov/health-care/about-va-health-benefits/dental-care/>
or scan this QR code with your smart phone camera:



How do I find out about VA Vision Care benefits?

Visit: <https://www.va.gov/health-care/about-va-health-benefits/vision-care/>
or scan this QR code with your smart phone camera:



Understand VA-Authorized Community Care

Veterans may be eligible to receive care from a community provider when VA cannot provide the care needed. This care is provided on behalf of VA. Authorized visits, tests, treatments and prescriptions from the Community Care provider are paid for by VA.

Community care must be first authorized by VA before a Veteran can receive care from a community provider.

Community care is available to Veterans based on certain conditions and eligibility requirements, and on each Veteran's specific needs and circumstances. To learn more about community care:

Option 1: Find out about community care online

Visit: <https://www.va.gov/COMMUNITYCARE/programs/veterans/>

or scan this QR code with your smart phone camera:



Option 2: Contact the SFVAHCS Community Care Office by phone

Call: 415-750-2019

Understand Self-Directed Care

What if I want to use both VA and non-VA care but the non-VA care is not covered by the Community Care benefit?

You may receive care from a non-VA provider that is not covered by the Community Care benefit but this care will not be paid for by VA.

If you are a Veteran who is receiving care from both VA and a non-VA provider, it is important for your health and safety that your care is coordinated, resulting in one treatment plan. This is called self-directed care.

Continued on next page

What information should I provide to my VA provider about my non-VA care?

For your safety and to help prevent medical errors, you must share the following in-person or via fax with your VA provider about your non-VA care:

1. Information about any care you are receiving from a non-VA health care provider (e.g., progress notes, medication changes, diagnostic findings)
2. Your non-VA health care provider's contact information
3. Any medications prescribed for you by a non-VA health care provider

NOTE: Costs related to obtaining or duplicating private health care records are the responsibility of the Veteran

What information should I provide to my non-VA provider about my VA care?

1. Information about the care you are receiving from your VA care team (e.g., progress notes, medication changes, diagnostic findings)
2. Your VA care provider's contact information
3. Any medications prescribed for you by a VA health care provider

Ask your VA care team for a letter to give to your non-VA care provider that will help your non-VA care provider get this information. You can also help provide this information to your non-VA care provider by using the VA Blue Button report in My HealtheVet or Blue Button mobile applications (see <http://www.myhealth.va.gov> and <http://www.va.gov/bluebutton>)

Will the SFVAHCS Pharmacy fill a prescription ordered by my non-VA care provider?

The prescription will only be filled after it has been reviewed and re-written by a VA provider. VA providers are held responsible for the safety and appropriateness of all medications that they order. VA providers are allowed to determine whether they will prescribe the medications recommended by an external health care provider.

Ask your VA care team for a letter to give to your non-VA care provider about filling non-VA prescriptions through the VA pharmacy.

Understand VA Health Care Costs

We're committed to providing free health care for conditions related to military service and for Veterans with catastrophic disabilities and disability ratings of at least 50%, as well as for those who can't afford to pay for care. To learn more about how we'll determine if you'll need to pay for any part of your care:

Option 1: Find information about VA health care costs online

Visit: <https://www.va.gov/health-care/about-va-health-benefits/cost-of-care/>

or scan this QR code with your smart phone camera:



To find information about current VA health care copay rates

Visit: <https://www.va.gov/health-care/copay-rates/>

or scan this QR code with your smart phone camera:



Option 2: Speak with Member Services for questions about health care copays

Call: 415-221-4810

Visit: Your preferred SFVAHCS location and ask to speak with Member Services.

(NOTE: if you have questions about a bill, please call Billing at 866-347-2353)

How do I review and pay a copay bill?

You can view and pay your SFVHACS health care bill online, by phone, mail, or in person.

Option 1: Pay online. Log in to MyHealtheVet to view your bill. To pay,

Visit: <https://www.pay.gov/public/form/start/25987221>

or scan this QR code with your smart phone camera:



Option 2: Review bill/pay by phone

Call: 866-347-2353

Option 3: Pay by mail

Send: Payment stub, along with a check or money order made payable to "VA," to this address. Include your account number on the check or money order.

Department of Veterans Affairs, PO Box 3978, Portland, OR, 97208

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Option 4: Pay in person

Visit: Your preferred SFVAHCS location and ask for the Agent Cashier.

Bring: Your payment stub, along with a check or money order made payable to “VA.” Be sure to include your VA account number on the check or money order.

How do I dispute a charge?

You have the right to dispute all or part of your VA copay charges. To avoid late charges, you'll need to dispute the debt within 30 days of receiving your bill.

Write a letter explaining why you think the copay charges or balance amount may not be correct. You can either mail the letter or deliver it in person.

Option 1: By mail. Please include “Billing Dispute” on the mailing envelope

Address: Consolidated Patient Accounts Center Office,
San Francisco VA Medical Center, 4150 Clement Street, San Francisco, CA 94121

Option 2: In person

Visit: Your nearest VA facility and ask for ‘Billing’ (Consolidated Patient Accounts Center Office)

For more info on disputing charges

Visit: <https://www.va.gov/health-care/pay-copay-bill/dispute-charges/>

Or scan this QR Code on with your smart phone camera:



How do I get help if I can't pay a bill?

If you're struggling because of life situations like losing your job, having a sudden decrease in income, or having an increase in out-of-pocket family health care expenses, we can help. You can request financial hardship assistance to manage your current VA copay debt or request an exemption from future copays.

Option 1: Get help with VA debt online

Visit: <https://www.va.gov/manage-va-debt/request-debt-help-form-5655/introduction>

or scan this QR code with your smart phone camera:



Option 2: Get help with VA debt in person

Visit: Your nearest VA facility and ask for ‘Billing’ (Consolidated Patient Accounts Center Office)

For more info on financial hardship assistance

Visit: <https://www.va.gov/health-care/pay-copay-bill/financial-hardship/>

or scan this QR code with your smart phone camera:



Understand VA Disability Compensation Benefits

VA disability compensation (pay) offers a monthly tax-free payment to Veterans who got sick or injured while serving in the military and to Veterans whose service made an existing condition worse.

You may qualify for VA disability benefits for physical conditions (like a chronic illness or injury) and mental health conditions (like PTSD) that developed before, during, or after service. To find out how to apply for and manage the Veterans disability benefits you've earned:

Option 1: Talk with a Veteran's Service Officer (VSO). To find your local VSO

Visit: <https://www.ebenefits.va.gov/ebenefits/vso-search>

or scan this QR code with your smart phone camera:



Option 2: Find disability benefits info online

Visit: <https://www.va.gov/disability/>

or scan this QR code with your smart phone camera:



Option 3: Call the VA Disability Benefits hotline

Call: 1-800-827-1000

Connect with a Patient Advocate

Our patient advocates are specially trained to help you resolve issues with your care. If you've experienced any problems that you haven't been able to resolve by talking with your care team, please contact a patient advocate using one of the options below.

Option 1: Contact a patient advocate by phone

Call: 415-750-6650 to connect with a patient advocate at SFVAHCS

Option 2: Talk with a patient advocate in person

Visit: Your preferred SFVAHCS location and ask to speak with a Patient Advocate