



VA | Boise VA
Medical Center

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IS VISIBLE HERE

Boise VA Medical Center Post 9/11 Military 2VA Program

*Information for Post 9/11 Veterans
Transitioning into the VA Healthcare System*

VHE#0039 - Updated September 2023. For revisions contact BOIVHEC@va.gov



Meet Your Post-9/11 M2VA Team



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Table of Contents

Welcome to the Boise VA Medical Center Post- 9/11 Military 2VA Program!	4
Post-9/11 M2VA Program FAQ	5
About U.S. Department of Veterans Affairs.....	6
My HealthEVet	7
Copayment Rates	8
Beneficiary Travel Rates	8
Behavioral Health Services.....	9-10
Vet Center	11
Whole Health at VA	12
Services for Women Veterans.....	13
LGBTQ+ Veteran Services	14
Intimate Partner Violence Local Contact	14
Intimate Partner Violence	15
Military Sexual Trauma	16
Employment Resources	18
VHA Employment Resources	19
Veteran Readiness and Employment	20
Educational Resources	21
Veterans Upward Bound Program	21
VHA Facility Locator	22
Post-9/11 M2VA Contacts for VA Medical Centers in the Northwest Region.....	23
Clinic Phone Numbers	24
Important Phone Numbers and Websites.....	25-26

Welcome to the Boise VA Medical Center Post- 9/11 Military 2VA Program!



Every VA Medical Center (VAMC) has an experienced Post-9/11 M2VA team that is specially trained in the unique needs of transitioning Service Members and Post-9/11 era Veterans. The team coordinates VA health care and ensures you are receiving Whole Health-centered care to achieve your health goals.

Our team's goal is to assist you with this transition into the Veterans Health Administration (VHA). We serve all eligible Veterans who have served after September 11, 2001.

A few of the benefits available to Post-9/11 M2VA Combat Veterans are:

1. 10 years of FREE medical care for combat related issues from the date of your discharge from active duty.
2. 180 days from your date of discharge from active duty you may request a free dental examination with treatment and follow up care if you have not already had this service prior to discharge.
3. Case Management for Veterans with complex needs, illness, or injuries.

Important information to consider that could affect your VHA benefits:

- To maintain your benefits, you must be assigned a Primary Care Provider, and see that provider **at least** once a year.

Keep or re-schedule your appointments. If you miss your annual appointment and do not reschedule, you may need to re-register for services. If you have questions or would like more information, please contact one of your team members.

Post-9/11 M2VA Program FAQ

What is the Post-9/11 Military 2VA Program?

We are group of Behavioral Health providers who help Post-9/11 Veterans with your unique transition needs. This includes prior-active duty Servicemembers who may or may not have deployed, and Reservists and National Guard members with active-duty service. Visit www.va.gov/post911Veterans for more information.



What is the Post-9/11 M2VA Assessment Appointment?

The Post-9/11 M2VA Assessment helps Veterans transitioning from military to VA Services. It is scheduled for up to 2 hours.

Who is eligible for Post-9/11 M2VA Assessment?

Our goal is to connect with ALL Veterans of the post-9/11 era. This includes Veterans with a range of needs from simple questions about VA resources to those with complex medical and/or mental health challenges.

What is talked about in the appointment?

Together we discuss your transition into VA and identify your challenges or questions about this new phase of life. Share what you are comfortable with, and together we match your needs with available resources. We address several concerns, such as education, employment, housing, service-connected disability, and medical/mental health care.

Is the Post-9/11 M2VA Screening a counseling session?

No, this appointment is not a counseling session. This is an *overview* of your needs so we can connect you with best resources. The team is skilled in navigating mental health issues that arise. If needed, you'll be offered a referral for counseling after the appointment. We'll help you immediately with any urgent or emergent medical or mental health needs. Please come with an open mind so we may better serve your needs.

What is in it for me?

We focus on *you* and *what matters most to you*. You will have a point of contact to answer your questions related to your transition to Veteran care. You can receive VA and Community referrals for services and resources.

What is Case Management?

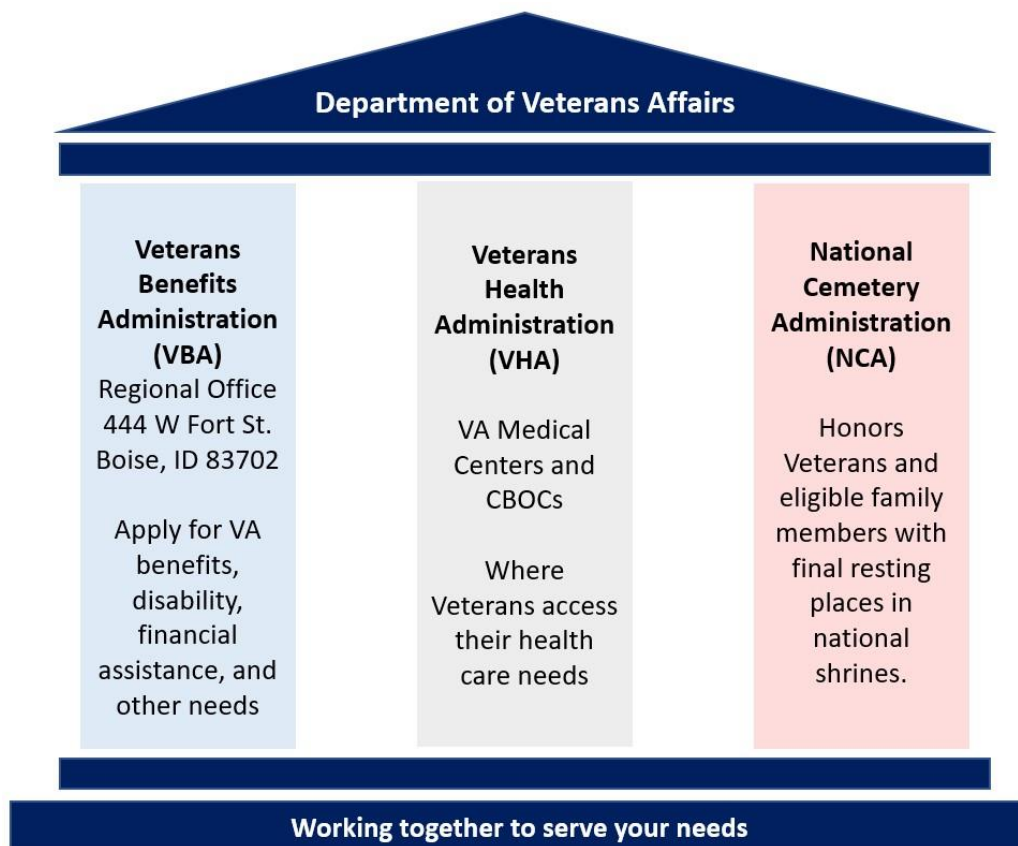
Case Management is for Veterans with complex needs, illness, or injuries. Case Managers are VA Social Workers. If you are assigned a Case Manager, they contact you on a regular basis. They work with you until you have met your health goals or until you connect with VA services for long-term care.

How do I get an appointment for a Post-9/11 M2VA assessment?

Talk to your VA Provider and they will refer you or call 208-422-1108.

About U.S. Department of Veterans Affairs

3 organizations make up U.S. Department of Veterans Affairs.
Each serves you in a different way.



Put a Premium on Your Health



My HealthVet, VA's online patient portal, gives you the information to understand and manage your VA health care.

With a free My HealthVet Premium account, you have secure, 24/7 access to the full suite of My HealthVet tools and services.

Access your VA health records.

View, download, and print health information, reports, and images from your VA medical record.

Send secure messages to your VA care team online.

Ask your VA health care team or other VA staff nonurgent health questions, request referrals and medication inquiries, and send updates on your condition.

Refill your VA prescriptions.

Request refills of your VA prescriptions, track when your prescriptions are shipped to you, and view your current VA prescriptions and VA prescription history.

Manage your VA appointments.

View, schedule, and cancel appointments and join video visits using the VA Appointments tool.

Getting Started with My HealthVet Premium

New and existing users can upgrade to Premium in person, online, or via video.

- ✓ **Upgrade in Person**
by making an appointment with your local VA's My HealthVet Coordinator
- ✓ **Upgrade Online**
by using a Sign-In Partner (DS Logon or ID.me) on the My HealthVet website
- ✓ **Upgrade By Video Appointment**
by contacting the My HealthVet Coordinator at your local VA for more information

My HealthVet Premium accounts are free and registering for an account takes just a few steps.



If you are new to My HealthVet, first create an account by visiting **myhealth.va.gov**, selecting **Register**, and filling out the required fields.



If you are a My HealthVet user, you may already have a Premium account. Check if there is a Premium label next to your name: (Premium **P**).

For more information, contact the My HealthVet Coordinator at your local VA facility. Find contact information for your local VA facility at va.gov/find-locations.



Learn More

myhealth.va.gov/premium



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Copayment Rates

Please refer to the Office of Enrollment and Eligibility or Billing Office for updated rates at www.va.gov/health-care/copay-rates or call 1-877-222-8387



Copay Rates

Copay rates vary depending on your service-connected disability rating. Rates change every year. The website above shares updated copay rates for:

- Urgent Care (Care for minor illnesses and injuries)
- Outpatient Care (Primary/specialty care *not* requiring an overnight stay)
- Inpatient Care (Care that requires you to stay 1+ day in the hospital)
- Medication
- Geriatric and Extended Care (Elder care and long-term care)

Note: For emergency care in the community, VA requires notification by you or the hospital **within 72 hours** to *potentially* qualify for payment coverage by VA. Call **844-724-7842** or visit <https://emergencycarereporting.communitycare.va.gov/#/request>



Beneficiary Travel Rates

About Beneficiary Veteran Travel:

VA travel pay reimbursement pays eligible Veterans and caregivers for mileage and other travel expenses to/from approved health care appointments.

Find out if you're eligible and how to file a claim by visiting:

www.va.gov/health-care/get-reimbursed-for-travel-pay/



Local Contact Options

- **Visit us:** Our beneficiary travel office is located inside the main hospital entrance to the left of the information desk
- **Phone:** 208-422-1076 **Online:** My HealthEVet **Email:** BOIBeneTravel@va.gov

Behavioral Health Services

Emergency Behavioral Health Care: 911

For Veterans facing emergent Behavioral Health issues:

- Call 911 or go to the Emergency Department
- Call the Veteran's Crisis Line at 988, press 1
- Walk-in to our Boise VAMC Behavioral Health Acute Care in Building 116 on Monday - Friday, 8:00 a.m. – 4:00 p.m.



Chat at VeteransCrisisLine.net/Chat • Text 838255
Confidential support is available 24/7.

Behavioral Health Acute Care (BHAC):

BHAC is a team that works directly with your Primary Care Provider to address mental health and medical care needs. They provide same-day access for urgent and emergent mental health needs.

Outpatient Services (Call 208-422-1108 or speak to your provider):

We offer a wide variety of mental health services and treatment programs. Programs specialize in Veteran-centered counseling and treatments, case management, and psychiatric services.

Inpatient Psychiatric Services:

A specialized, voluntary unit for Veterans with acute psychiatric needs. Our goal is your recovery from short-term behavioral health symptoms and disturbances.

Residential Services:

Residential care is designed for Veterans with substance use disorder (SUD) or Post Traumatic Stress Disorder (PTSD), who may benefit from a structured supportive environment.

Health Care for Homeless Veterans (HCHV):

Through the HCHV Program, the Boise VAMC seeks to end homelessness among Veterans through three separate housing programs:

- 1- **HUD/VASH** is permanent housing with case management assisting Veterans with maintaining their housing.
- 2- **Grant and Per Diem** is transitional housing for up to 24 months.
- 3- **HCHV Outreach** assists homeless Veterans in accessing VA services, housing, and benefits.

Behavioral Health Services

Veterans Justice Outreach (VJO):

The VJO team are social workers. They are not attorneys, and do not provide legal counsel. This team provides:

- Will Clinics, Civil Legal Clinics, and referrals for other justice issues
- Assists with local jail outreach and coordination with the court system
- Pre-release services for incarcerated Veterans for coordination with VA care after release

Medical Social Work:

This team provides services for Veterans who stay in the hospital or who need outpatient services. This includes counseling, education, and case management.

Mental Health Intensive Case Management (MHICM):

This team uses intensive treatment in the community for Veterans with severe ongoing mental illness. Team members meet at a Veteran-centered location or at their provider's office. They work towards recovery-centered treatment goals.

Post-9/11 Military 2VA Program:

This team provides services for Veterans who switched from active duty into the VA system within the last 10 years. They assess your need for referrals, case management, and access to the Polytrauma Clinic.

PTSD Programs:

The outpatient PTSD Clinical Team (PCT) serves Veterans living with trauma. Veterans can benefit from individual or group talk therapy and may include their partners. The treatments are highly successful in decreasing PTSD symptoms and improving quality of life.

Substance Use Disorder (SUD) Programs:

SUD offers three levels of care, with case management services as needed:

- Outpatient SUD treatment: Weekly sessions of 0-8 hours
- Intensive outpatient SUD treatment: Weekly sessions of 9+ hours
- Residential Substance Abuse Treatment (RSAT)

Vet Center

The Vet Center provides support for eligible Veterans, such as combat Veterans or Veterans who experienced Military Sexual Trauma (MST). They also provide services for surviving parents, spouses, children, and siblings of Service Members who die while on active duty. This includes federally activated Reserve and National Guard members.

Available Services:

- Counseling for individuals, groups, couples and families, and grief
- Medical referrals
- Assist with applying for VA benefits
- Employment counseling, guidance, and referral
- Substance abuse assessment
- Community resource information and referrals
- Military Sexual Trauma (MST) counseling and referrals for all genders
- Community education resources

Vet Center provides services at no cost to Veterans and their families.

Regional Vet Center Locations

Boise Vet Center

2424 Bank Dr. Suite 100
Boise, ID 83705
(208) 342-3612

Spokane, WA Vet Center

13109 Mirabeau Pkwy.
Spokane, WA 99216
(509) 444-8387

Idaho Falls Vet Center

1000 Riverwalk Dr. Suite 350
Idaho Falls, ID 83402
(208) 522-5712

Missoula, MT Vet Center

910 Brooks St.
Missoula, MT 59801
(406) 721-4918

Whole Health at VA

What is Whole Health?

Whole Health is VA's 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 team will get to know you as a person to develop a personalized health plan based on your values, needs, and goals.

Why is VA changing the way health care is provided?

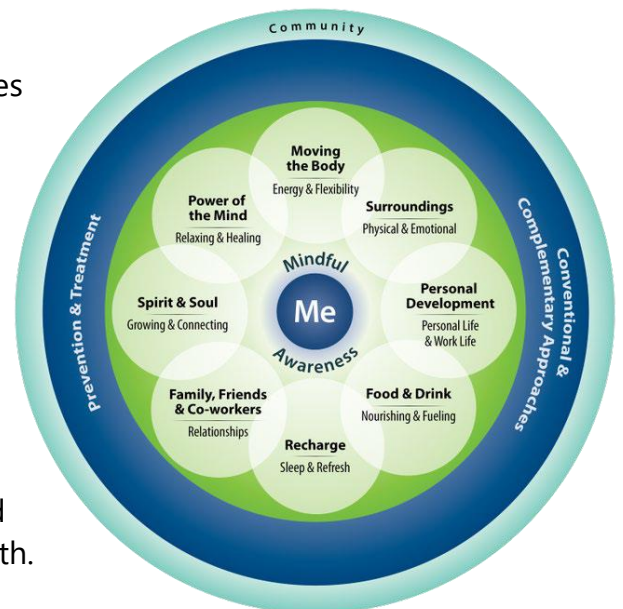
Health outcomes in our country are poor; the US is now ranked 37th in life expectancy, despite spending far more on health care than any other country. It is time to create a health system, rather than a disease care system; one that empowers and equips Veterans to discover a new path to health and well-being.

How is Whole Health different?

Whole Health puts you in control of your care. It focuses on self-care, skill building and support. These services are not diagnosis or disease-based but support the personal health plan of each Veteran. Approaches such as stress reduction, yoga, tai chi, mindfulness, nutrition, acupuncture, and health coaching are available. You don't have to wait until something is wrong to improve your well-being. Whole Health encourages you to set goals based on what is important to you and work towards those goals with your health team.

Will Whole Health help me?

Studies show Veterans who use Whole Health services report being able to manage stress better and note the care they receive as being more patient-centered. Veterans with chronic pain who used Whole Health services had a threefold reduction in opioid use compared to those who did not. Veterans report that pain management is not the only benefit of using Whole Health services. They are having success with weight loss, improved mental health as well as better vital signs and diagnostic test results because of their goals focused around the eight self-care areas of the Circle of Health.



When can I start Whole Health?

VA Whole Health tools and resources including the Whole Health App are available to you now through the website www.va.gov/wholehealth. Whole Health services are available through your VA health care facility.



Services for Women Veterans

Our women's health program offers complete health care for women Veterans of all ages. Our Primary Care Providers specialize in women's health and work closely with specialists to support all your health care needs.

We offer comprehensive health care services for women Veterans, and women's health specific care including:

Gynecology
Obstetrics Care

Primary Care
Reproductive Health

At the main Boise VA campus, we have a specialized **Women's Wellness Center** which is a primary care clinic built specifically for women Veterans. We have designated Women's Health Providers at each of our community-based outpatient clinics (CBOC) and each primary care clinic at Boise VA. Be sure to ask for a Women's Health Provider when you enroll.

Lactation spaces are available on campus. Ask for the closest space when needed!

How to make an appointment in the Women's Wellness Center:

- If you're already enrolled in the Women's Wellness Center, call (208) 422-1000.
- If you are **not** currently enrolled in the Women's Wellness Center and would like to be, ask your Primary Care Team or contact our Enrollment Department at (208) 422-1000 ext. 7928.



The Women Veterans Call Center is your guide to VA.

CALL TEXT CHAT ONLINE

855-829-6636

WE ARE OPEN

Weekdays: 8:00 am-10:00 pm ET
Saturday: 8:00 am-6:30 pm ET

LGBTQ+ Veteran Services



We Serve All Who Served! This includes Veterans and support systems with diverse gender identities and sexual orientations.

We promote the health, welfare, and dignity of Veterans who identify as lesbian, gay, bisexual, transgender, queer/questioning (LGBTQ+) or a related identity. We focus on ensuring a safe and welcoming environment with your VA care.

Every VA facility has an LGBTQ+ Veteran Care Coordinator (LGBTQ+ VCC). VHA policy requires that your health care is delivered in an affirming and inclusive environment and that our staff respect your identity. The local coordinator's updated information is included in the below site.



Read more at www.patientcare.va.gov/lgbt

Boise LGBTQ+ Veteran Care Coordinator: 208-422-1000 x7047

Intimate Partner Violence Local Contact

Local Intimate Partner Violence Resources

Boise VAMC IPV Assistance

IPV Assistance Program Coordinator
(208) 422-1000 ext. 7152

FACES of Hope Victim Center

www.facesofhopevictimcenter.org
(208) 577-4400

Women's and Children's Alliance

www.wcaboise.org
(208) 343-7025

National Intimate Partner Violence Resources:

National Domestic Violence Hotline

www.thehotline.org
1-800-799-SAFE (7233)

Women Veterans Health Care

www.womenshealth.va.gov
(855) 829-6636

Who is at risk for experiencing intimate partner violence?

Everyone. However, there are certain groups who are at higher risk of violence than others, such as females between the ages of 18-35 and female veterans (Veterans Health Administration, 2013).

I am worried about a friend.

What are some of the warning signs of intimate partner violence?

Warning signs include: unexplained or repeated injuries, delay in seeking care, injuries during pregnancy, multiple ER visits, suicide attempts, substance use, fearful or evasive behavior, and lack of independence, among other signs.

What are some ways to prevent the use of violence?

Seek treatment for mental health and substance use issues, including PTSD. Receive support for managing chronic pain. Seek employment and financial support when needed. Learn how to handle conflict in healthy ways, by participating in therapy or conflict resolution programs. Have a support system and do not be afraid to ask for help.

Department of Veterans Affairs Intimate Partner Violence (IPV) Assistance Program

Mission

Our mission is to implement a comprehensive person-centered, recovery oriented assistance program for Veterans, their families and Caregivers and VHA employees who use or experience intimate partner violence.



#ENDDOMESTICVIOLENCENOW

VA IPV Resources

- IPV Coordinators
- Link to community-based support groups
- Link to community-based advocacy and Legal services
- Referral to and coordination with other VA treatment providers
- Connection to domestic violence shelters
- Homeless services: HUD-VASH and GPD
- Interventions for Veterans who use violence

Safety Planning Tips

- When tensions are mounting, try to avoid rooms without outside doors and kitchens and bathrooms which have weapons, hard surfaces, and glass
- Identify friends or family members you can turn to for help
- Pack a “go bag” with ID, important papers, phone numbers, medications, money, keys, clothing, etc. and hide it where you can get it quickly
- National DV Hotline: 800-799-7233
- Call 911 in emergency situations

Women’s Health

- Call **855-VA-WOMEN**
- Visit womenshealth.va.gov

Mental Health

- Call **800-273-8255**
- Visit mentalhealth.va.gov

National Center for PTSD

- Call **802-296-6300**
- Visit ptsd.va.gov

Military Sexual Trauma

Veterans of all backgrounds have experienced Military Sexual Trauma (MST), despite physical size, age, race, sexual orientation, service era, & rank.

MST is any sexual assault or threatening sexual harassment that occurred during military service, such as:

- Being pressured into sexual activities, such as with threats
- Sexual activities without your consent, such as when asleep or intoxicated
- Being overpowered or physically forced to have sex
- Being sexually touched or grabbed in a way that made you uncomfortable, including during hazing experiences
- Comments about your body or sexual activities that you found threatening
- Unwanted sexual advances that you found threatening

MST IS NEVER YOUR FAULT

It takes
COURAGE
and
STRENGTH
to speak up.

Concerns reported after MST include:

- Strong emotions like anger or shame
- Self-esteem problems
- Sleep trouble
- Family/relationship problems
- Sexual concerns
- Chronic pain
- Panic
- Anxiety
- Isolation
- Reckless behavior
- Eating or body image issues

There are many steps you can take to

MOVE FORWARD
after MST.



IT'S NEVER TOO LATE, AND IT'S NEVER TOO SOON

- The Department of Veterans Affairs (VA) has free MST-related services available
- No documentation of the MST experience is needed to get care
- You may be able to receive MST-related services even if you are not eligible for other VA care
- Every VA has an MST Coordinator to help access services and resources
- Contact your local facility and ask to speak to the MST Coordinator for more information

Visit www.mentalhealth.va.gov/msthome.asp to learn more about MST and the recovery programs and services available at VA.

VA



U.S. Department of Veterans Affairs
Veterans Health Administration



YOU'RE NOT ALONE
VA is here for MST survivors

May 2021

Service-Connected Disability

What is a Service-Connected Disability?

VA may award disability compensation for any injury, illness, or disease that occurred or was worsened by military service.

File a claim and for information, contact your nearest:

- VA Regional Office – Public Contact
- Veterans Service Organization (VSO)
- File online at www.va.gov/disability/how-to-file-claim/



Recommendations to submit a disability claim:

Contact a VSO advocate to assist you with your disability claim. The claim process can be challenging, but they are here for you with free services.

You have several VSO options:

- Idaho Division of Veteran's Services at (208) 780-1380
 - Appointment only
- Disabled American Veterans (DAV) at (208) 429-2140
 - Walk-ins
- Veteran's Advocates of Ore-Ida in Ontario
- The State of Oregon Department of Veterans Affairs

For Idaho residents, the Boise VA Regional Office is located at the entrance to the VA Medical Center, on the **right-hand side immediately after crossing Fort Street**. The address is 444 West Fort St., Boise, ID 83702

For Oregon residents in Grant/Baker/Harney/Malheur counties, the regional office address is below.

Portland VA Regional Office
100 SW Main St. Fl 2 Rm 258E
Portland, OR 97204

Your Post-911 M2VA Social Worker also have local contacts.

Employment Resources

US Department of Labor

The Department of Labor's Veterans' Employment and Training Service (VETS) offers employment and training services to eligible Veterans through 2 programs:

1. Disabled Veterans' Outreach Program (DVOP)

DVOP specialists develop job and training opportunities for Veterans, with a special emphasis on Veterans with service-connected disabilities.

2. Local Veterans' Employment Representatives Program

Local Veterans' Employment Representatives (LVERs) are state employees located in state employment service local offices to aid Veterans by counseling, testing, and identifying training and employment opportunities.

For additional information regarding US Dept. of Labor resources, call:

Idaho: (208) 560-6820

Oregon: (503) 947-1491

Idaho State Department of Labor

Along with priority job referrals, Veterans can enroll in free Job Search Workshops, get help developing resumes, learn about career training programs and get help understanding the network of benefits available through VA, state, and local governments.

For additional information regarding Idaho State benefits, contact your Local Veterans' Employment Representative or visit

www.labor.idaho.gov



Boise:	(208) 332-3570 ext. 3762
Magic Valley/Twin Falls:	(208) 735-2500 ext. 3631
Meridian:	(208) 332-3570 ext. 3609
Mountain Home:	(208) 332-3570 ext. 3762
Blaine County:	(208) 735-2500 ext. 3631
Emmett:	(208) 364-7781 ext. 3147
Grangeville:	(208) 799-5000 ext. 4009
McCall:	(208) 332-3570 ext. 3609
Payette:	(208) 364-7781 ext. 3147
Salmon:	(208) 557-2500 ext. 3661
Canyon County:	(208) 364-7781 ext. 3147

VHA Employment Resources

Compensated Work Therapy (CWT):

Compensated Work Therapy (CWT): CWT is a recovery-oriented, vocational rehabilitation model for VHA's work restoration services. CWT is also called "therapeutic work."

Transitional Work Experience (TWE):

TWE is an additional CWT resource that provides work restoration services. The goal is to provide support and resources to achieve competitive employment. Veterans in TWE are paid \$12 per hour. The program is limited to 6 to 9 months.

Other services include:

- Job skill development: Resume writing, application assistance, and mock interviews
- Pre-employment counseling for individuals and groups
- Social skill development
- Vocational assistance, job searching and coaching
- Advocate for employment opportunities

Eligibility Requirements: Veterans who:

- Are eligible for Department of Veterans Affairs services,
- Have a stated goal of competitive employment,
- Are medically able and cleared for work activities, and
- Diagnosed with a mental health or medical disability that creates barriers to employment

**Contact the program manager if you have questions about
TWE at 208-422-1000, ext. 7535.**

Veteran Readiness and Employment

Formerly VA Vocational Rehabilitation Services - Chapter 31

Veteran Readiness and Employment (VR&E):

VR&E evaluates your eligibility and entitlement for needed services and benefits.

Veterans who served in the Armed Forces on or after September 16, 1940, are eligible for VR&E if **all three** of the following conditions are met:

1. You suffered a service-connected disability/s, on active duty leading to at least 20% compensation or 10% rating with serious employment handicap; or would do so but for receipt of military retirement pay, **AND**
2. You were discharged or released under "other than dishonorable conditions" or are hospitalized waiting separation for disability, **AND**
3. VA determines that you need VR&E related to your service-connected disabilities.

**For more information on Veteran Readiness and Employment
and to apply visit www.vba.va.gov/bln/vre**



Educational Resources

Call the Idaho State Veteran's Education Program Administrator Coordinator for information regarding Educational Assistance Benefits at (208) 780-1334.

Other options include:

- VA GI Bill Hotline at 1-888-442-4551
- Visit the GI Bill website at www.benefits.va.gov/gibill



Veterans Upward Bound Program

Veterans Upward Bound (VUB) TRIO is a FREE program to help Veterans prepare for and succeed in colleges, universities, technical schools, and certificate programs. This service is located at Boise State University Campus and supports most educational institutes.

What services does VUB provide?

- Assistance with financial aid (FAFSA), scholarship applications, and admissions
- Academic planning
- Goal setting
- Academic assessments
- Tutoring
- Learning skills development
- Referrals and community introductions

For additional information, or to schedule an appointment, call (208) 426-3632 or visit their website at:

www.boisestate.edu/education-vub/



VHA Facility Locator

Idaho Counties Served through Boise VAMC:

Ada, Adams, Blaine, Boise, Butte, Camas, Canyon, Cassia, Clark, Custer, Elmore, Gem, Gooding, Idaho, Jerome, Lemhi, Lincoln, Minidoka, Owyhee, Payette, Twin Falls, Valley, Washington

Nevada Counties Served through Boise VAMC:

Duck Valley Indian Reservation

Oregon Counties Served through Boise VAMC:

Baker, Grant, Harney, Malheur

Burns Oregon CBOC

271 North Egan Ave.
Burns, OR 97720
(541) 573-3339

Boise VA Medical Center

500 West Fort Street
Boise, ID 83709
(208) 422-1000

Call Center: (866) 437-5093

Twin Falls CBOC

260 Second Ave. East
Twin Falls, ID 83301
(208) 422-1000

Salmon VA CBOC

705 Lena St.
Salmon, ID 83466
(208) 756-8515

Mountain Home VA CBOC

815 North 6th St. East
Mountain Home, ID 83647
(208) 580-2001

Canyon County CBOC

4521 Thomas Jefferson St.
Caldwell, ID 83605
(208) 422-1000

Idaho Counties Served through Salt Lake City VAMC:

Bannock, Bear Lake, Bingham, Bonneville, Caribou, Franklin, Fremont, Jefferson, Madison, Oneida, Power, Teton

George E. Wahlen Department of Veterans

Affairs Medical Center
Salt Lake City, UT 84148
(801) 582-1565

Pocatello VA CBOC

(208) 232-6214

Idaho Counties Served through Walla Walla VAMC:

Clearwater, Lewis, Nez Perce

Lewiston VA CBOC

(208) 746-7784

Jonathan M. Wainwright

Memorial VA Medical
Center

Walla Walla, WA 99362
(509) 525-5200

La Grande VA CBOC

(541) 963-0627

Idaho Counties Served through Spokane VAMC:

Benewah, Bonner, Boundary, Kootenai, Latah, Shoshone

Mann-Grandstaff VAMC

(509) 434-7000

Coeur d'Alene VA Clinic

(208) 665-1700

Post-9/11 M2VA Contacts for VA Medical Centers in the Northwest Region

Anchorage VA Medical Center

Program Manager: (907) 375-2174

Portland VA Medical Center

Program Manager: (971) 570-4414

VA Puget Sound Health Care System (Seattle and American Lake)

Program Manager: (253) 583-1631

Program Supervisor: (253) 219-6419

Roseburg VA Medical Center

Program Manager: (541) 440-1000 ext. 45412
(541) 391-3094

Southern Oregon VA Rehabilitation Center & Clinics (White City)

Program Manager: (541) 826-2111 ext. 3230
(541) 531-3274

Spokane VA Medical Center

Program Manager: (509) 434-7287

Jonathan M. Wainwright Memorial VA Medical Center (Walla Walla)

Program Manager: (509) 525-5200 ext. 27124

VA Salt Lake City Health Care System & George E. Wahlen VA Medical Center

Program Manager: (801) 582-1565 ext. 2150

Clinic Phone Numbers

Contact your Patient Aligned Care Team (PACT) in primary care to begin the referral process for your specialty needs.

Boise VA Medical Center Main Campus (208) 422-1000
Women's Wellness Center Follow prompts
Blue, Gold, Orange, Silver Teams
Specialty Clinics

Boise VA Audiology (208) 422-1111

Boise VA Optometry/Ophthalmology (208) 422-1072

Caldwell CBOC (208) 454-4820

Eastern Oregon CBOC (541) 573-3339

Mountain Home CBOC (208) 580-2001

Salmon CBOC (208) 756-8515

Twin Falls CBOC (208) 732-0959

VA Office of Community Care Customer Service (877) 881-7618

Care in the Community (Billing Issues) (877) 881-7618

Care in the Community (Tri-West) (877) 226-8749

VA Notification – Emergency Care in Community (844) 724-7842
(Notify within 72 hours!)

Civilian Health and Medical Program of VA (800) 733-8387

(CHAMPVA): *A total health care program that VA shares the cost of covered health care services and supplies with eligible beneficiaries for your family and caregivers. For eligibility information, visit:*
www.va.gov/health-care/family-caregiver-benefits/champva/



Important Phone Numbers and Websites

Benefits outside the US website:

www.va.gov/COMMUNITYCARE/programs/veterans/fmp/index.asp

Veteran Readiness & Employment: www.vba.va.gov/bln/vre

Health Benefits: www.myhealth.va.gov (877) 327-0022

Education Benefits: www.gibill.va.gov/ (888) 442-4551

Life Insurance: www.va.gov/life-insurance/ (800) 419-1473

Boise VAMC Pharmacy (Medication refills) (208) 422-1000 x 4167

Disabled American Veterans (Boise, ID) (208) 429-2140

Disabled American Veterans (Portland, OR) (503) 412-4750

Idaho Division of Veteran's Services (208) 780-1380

Oregon Department of Veterans Affairs (800) 692-9666

Veteran Advocates of Ore-Ida (541) 889-1978

Idaho Nat. Guard Transition Assistance Advisor (208) 272-4408

Oregon Nat. Guard Transition Assistance Advisor (503) 584-2363 x 2363

National Resource Directory: <https://nrd.gov/>

Idaho Veterans Guide: <https://idahoveteransguide.org/>

*Credit Counseling and Debt Reduction Services: www.debtredutionservices.org

***Note, this service is not affiliated with VA and may charge a fee**

Important Phone Numbers and Websites

VA Medical Center Boise Toll-Free www.va.gov/boise-health-care	(208) 422-1000 (866) 437-5093
VA Benefits: www.eBenefits.va.gov Home Loans: www.homeloans.va.gov/	(800) 827-1000
My VA 411 (VA all-encompassing resource)	(800)-698-2411

CRISIS INTERVENTION OPTIONS:

EMERGENCY

911

Veteran's Crisis Line

988, press 1

Veteran's Crisis Website/Live Chat:

www.veteranscrisisline.net/



Behavioral Health Access Clinic (BHAC):

(208) 422-1163

Urgent Care Mental Health Walk-ins:

- Normal business hours
- 24/7 through Emergency Department

Note: For emergency care in the community, VA requires notification by you or the hospital **within 72 hours** to *potentially* qualify for payment coverage by VA. Call **844-724-7842** or visit



<https://emergencycarereporting.communitycare.va.gov/#/request>