

VA Healthcare Resource Guide



Detroit VA Healthcare System

www.va.gov/detroit-health-care

 *VADetroit*

 *@VADetroit*

 *@DetroitVA*

VA

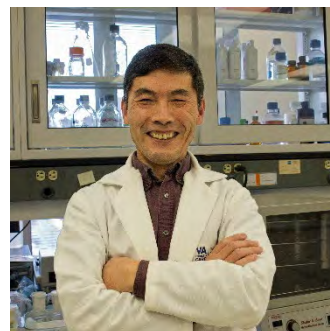


U.S. Department of Veterans Affairs

Veterans Health Administration
Detroit VA Health Care System

Thank You for Your Service!

We are honored to provide the best care possible for our nation's heroes!



Your Resource Guide for the care you earned.

If you served in the military, it is important to find out what you are eligible to receive. You may be missing out on important benefits that you have earned.

If you need assistance enrolling for your healthcare, please contact Detroit VA Healthcare System **Health Benefit Enrollment Office at (313) 576-1000, ext. 65731.**



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The Department of Veterans Affairs (VA) is composed of three major organizations.

U.S. Department of Veterans Affairs
810 Vermont Avenue
NW Washington DC 20420
www.va.gov

VA Mission Statement:

*To fulfill President Lincoln's promise
"To care for him who shall have borne the
battle, and for his widow, and his orphan"
by serving and honoring the men and
women who are America's Veterans.*

Veterans Health Administration (VHA)

VHA runs the nation's largest health care system with more than 1,700 hospitals, clinics, community living centers, readjustment counseling centers, and other facilities. VHA is also one of the largest providers of professional health training in the world, operates one of the largest and most effective research organizations in the United States, and serves as the largest direct-care provider for homeless citizens in the United States.

Veterans Benefits Administration (VBA)

VBA provides many benefits and services to military service members, Veterans, and their families. Major benefits include Veterans' compensation, Veterans' pension, survivors' benefits, rehabilitation and employment assistance, education assistance, home loan guaranties, and life insurance coverage.

National Cemetery Administration (NCA)

NCA has more than 134 national cemeteries in 40 states (and Puerto Rico) as well as 33 soldiers' lots and monument sites.



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Detroit VA Health Care System

HELLO

Welcome to the VA

Learn what VA can do for you!

VA can support you and your loved ones in different ways throughout your life. Your VA welcome Guide provides a broad overview of services VA can offer to you. To access more information about VA benefits and services, visit va.gov/welcome-kit Or scan the barcode below to access the VA Welcome Guide.



What's Inside the guide?



Health Care



Finances



Housing



Employment



Education



Memorialization



More Support

Learn what VA can do for you.

VA can support you and your loved ones in different ways throughout your life. Your VA Welcome Guide provides a broad overview of services VA can offer you.

To access more information about VA benefits and services, visit us online at www.VA.gov

What services can VA provide?

Get Help Right Now

Contact the resources below to get immediate help for yourself or a friend. The resources are designated to support Veterans during difficult times.

	VISIT US ONLINE	GIVE US A CALL
Veteran's Crisis Line	www.veteranscrisisline.net	(800) 273-8255
Find a Vet Center	www.vetcenter.va.gov	
National Call Center for Homeless Vets		(877) 424-3838
Women Veterans Call Center	www.womenshealth.va.gov	(855) VA WOMEN
VA Caregiver Support Line	www.caregiver.va.gov	(855) 260-3274
Find a Medical Center	www.va.gov/find-locations	
Military Sexual Trauma Support		
VA offers free counseling services for Military Sexual Trauma (MST) survivors. You don't have to be enrolled in VA Health Care to access MST services.		



VA Information at your Fingertips

With one phone call, Veterans, their families, caregivers, and survivors can easily access information on VA benefits and services or be connected to an expert for answers to questions.

1-800-MyVA411 is a national, toll-free number that serves as a “front door” to VA. You can still reach VA at any other direct or contact center numbers, but **1-800-MyVA411** offers the simplicity of a single number to call when you don’t know who to call. The Veterans Crisis Line is always available 24/7 at 1-800-273-8255 and pressing 1, by [Chat](#), or by Texting 838255. You can also call the White House VA Hotline at 1-855-948-2311 to share your compliments or concerns.

LIVE ASSISTANCE
General information, directory assistance and technical support for VA.gov

VA HEALTH CARE
Eligibility, enrollment, locations and COVID-19

COMMUNITY HEALTH CARE
MISSION Act eligibility, copayments

NATIONAL CEMETERIES
Burial benefits, interment scheduling and headstone/Veteran marker

VETERANS CRISIS LINE
Immediate connection to caring, qualified responders

DEBT MANAGEMENT
Debt details, payment options and debtor rights

FACILITY LOCATOR
Locations of medical centers, benefits offices or cemeteries

BENEFITS ASSISTANCE
Information about a variety of VA benefits

HOMELESS VETERANS LINE
Information and support for homeless and at-risk callers

COVID-19 INFORMATION
Frequently asked questions and live assistance for COVID-related questions

Call 1-800-MyVA411 to get information on VA care, benefits, and services, such as:

- Information on [COVID-19](#) and the [MISSION Act](#), which delivers access to health care – at VA facilities, virtually with telehealth, and in the [community](#).
- Health care eligibility and enrollment.
- Information on VA benefits, such as disability compensation and pension, education programs, caregiver support, insurance, home loan guaranty, and burial scheduling and markers, among others.
- The nearest VA facilities to where you live or to where you may be traveling; directory assistance, and connection to VA Medical Center operators.
- Technical support for [www.VA.gov](#).
- Financial information, such as debt and payment options.
- Referrals during business hours, with an introduction from you and your issue to a VA specialist best able to assist.
- Immediate transfer to the Veterans Crisis Line or the National Call Center for Homeless Veterans for services and support from caring and trained responders.

1-800-MyVA411 callers have the option of pressing 0 to be immediately connected with a customer service agent to answer any questions or provide a warm-handoff to the appropriate VA expert.

1-800-MyVA411 (1-800-698-2411) is available 24 hours-a-day, 365 day-a-year to serve Veterans, their families, caregivers, and survivors.

About the Detroit VA Healthcare System

The main campus of the Detroit VA, the John D. Dingell VA Medical Center in Detroit, is a 160-bed full-service medical center that provides primary, secondary, and tertiary care to Veterans in Southeast Michigan. There are approximately 330,000 Veterans residing in the primary service area, consisting of Wayne, Oakland, Macomb, Sanilac, Lapeer, and St. Clair counties.

The facility has a level 1c complexity rating providing primary care and a full array of medical, surgical, and mental health services including Cardiac Care, Cancer Care, Orthopedics, Surgical Services, Women's Health, Sleep Clinic, Audiology, Vision and Dental, PTSD, Substance Use, and many others. Our acute care services cover the full spectrum severity including Emergency Care, ICU, Telemetry, Medicine/Surgery, Mental Health, Rehabilitation, Hospice and Long-Term care. In addition, the Detroit VA supports several off-site programs including our 50-bed Residential Rehabilitation Treatment Program (RRTP) and homeless support programs at our Veterans Community Resource and Referral Center (VCRRC).

The Detroit VA provides primary care, mental health, and coordination of specialty care at our Community Based Outpatient Clinics in Pontiac and Yale, and supports the Veteran Outreach Centers in Dearborn, Clinton Township (Macomb County) and Pontiac. The Detroit VA provides physical exams to reserve members under the FEDS/HEAL agreement, serves as a primary receiving facility within the VA/DOD contingency planning system and is identified as a Federal Coordinating Center (FCC) within the National Disaster Medical System (NDMS).

Detroit VA Healthcare System Sites of Care



Pontiac VA Community Based Outpatient Clinic
44200 Woodward Avenue, Suite 208
Pontiac, Michigan 48341
(248) 332-4540

Detroit Vet Center
4161 Cass Avenue
Detroit, Michigan 48201
Phone: (313) 576-1514, (877) 927-8387

Pontiac Vet Center
44200 Woodward Avenue, Suite 108
Pontiac, Michigan 48341
Phone: (248) 874-1015, (877) 927-8387



Yale VA Community Based Outpatient Clinic
470 Brockway Road
Yale, Michigan 48097
(810) 387-3211

Dearborn Vet Center
19855 Outer Drive, Suite 105 W
Dearborn, Michigan 48124
Phone: (313) 277-1428, (877) 927-8387

Macomb Vet Center
42621 Garfield Road Suite 105
Clinton Township, Michigan 48038-5031
Phone: (586) 412-0107, (877) 927-8387

Detroit VA Healthcare System

Putting Veterans First!



Detroit VA Healthcare System

4646 John R
Detroit, MI 48201
(800) 511-8056
(313) 576-1000

Services available include:

- Acupuncture
- Audiology and Speech Pathology
- Blind Rehabilitation/VIST
- Cardiology
- Cardiopulmonary
- Caregiver Support
- Care Management
- Chaplain
- Community Living Center
- Compensation & Pension Exams
- Dental
- Dermatology
- Gastroenterology
- Gynecology
- Homeless Services
- Home Based Primary Care
- Medical Foster Home Program
- Mental Health
 - General Outpatient Mental Health
 - Inpatient Mental Health
 - Intensive Case Management (MHICM)
 - Post Traumatic Stress Disorder Clinic
 - Residential Rehabilitation (RRTPs)
 - Substance Use Disorder Clinic
 - Therapeutic Recreation
 - Vocational Rehabilitation
 - Wellness & Recovery Clinic



U.S. Department
of Veterans Affairs

- Move! Weight Loss Program
- Neurology
- Nuclear Medicine
- Nutritional Counseling
- Occupational Therapy
- Optometry
- Pain Management Team
- Palliative Care
- Pathology & Laboratory
- Pharmacy
- Physical Medicine & Rehabilitation
- Physical Therapy
- Podiatry
- Primary Care - Outpatient
- Prosthetics/Durable Medical Equipment
- Radiology
- Registry Examinations
 - Agent Orange Evaluations
 - Ex-Prisoner of War (POW) Evaluations
 - Ionizing Radiation Evaluations
 - Persian Gulf War Evaluations
 - Promise to Address Comprehensive Toxics (PACT) Act
- Rheumatology
- Spinal Cord Injury (referral)
- Telehealth Support
- Telephone Care
- Urgent Care
- Urology
- Whole Health
- Womens Health

Finding Your Way at Detroit VA

This easy-to-use interactive will give you step-by-step instructions if you need help getting around the Detroit VA main campus of the John D. Dingell VA Medical Center in Detroit. Simply point the camera on your mobile device at the QR below to load the map.

Need a map?



Snap It

Use your smartphone's camera and point it at the QR Code.



Tap It

Tap on the link in the pop up notification.



Map It

Use the map to help find your way around.

QR Code





About VA health benefits

If you qualify for VA health care, you'll receive coverage for the services you need to help you get—and stay—healthy. We are here to provide quality, efficient care and services to enhance your health care experience. Learn more about your health care benefits.

What care and services does VA health care cover?

Each Veteran's medical benefits package is unique. Yours will include care and services to help:

- Treat illnesses and injuries
- Prevent future health problems
- Improve your ability to function
- Enhance your quality of life

All Eligible Veterans receive coverage for most care and services, but only some will qualify for added benefits like dental care. The full list of your covered benefits depends on:

- Your priority group
- The advice of your VA primary care provider
- The medical standards for treating any health conditions you may have

Understanding VA health care costs

Can I get free VA health care as a Veteran?

You can get free VA health care for any illness or injury that we determine is related to your military service (called "service connected"). We also provide certain other services for free. These include readjustment counseling and related mental health services, care for issues related to military sexual trauma (MST), and a registry health exam to determine if you're at risk of health problems linked to your military service.

You may qualify for additional free VA health care depending on your income, disability rating, or other special eligibility factors. Keep reading below to learn more.

At VA, we take a team approach to health care—with you at the center. Research shows this kind of approach leads to better quality care, more satisfied patients, and fewer hospital visits. Find out who will care for you when you become part of the VA health care program.

Who will provide care for me at VA?

After you sign up for VA health care and choose your main VA location, we'll assign you to a health care team called a Patient Aligned Care Team (PACT). Your team will be made up of you, those who support you (like your family members and caregivers), and your health care providers.

Your team will include a:

- **Primary Care Provider** (*your main doctor, nurse practitioner, or physician's assistant*)
- **Clinical Pharmacist** (*a pharmacist who works with you and your primary care provider to make sure you're taking the medicines that are right for you and your overall health*)
- **Registered Nurse (RN) Care Manager** (*a nurse who makes sure your care is coordinated across all providers and services, and meets your health goals and your plan for care*)
- **Licensed Practical Nurse (LPN) or Medical Assistant and Clerk** (*team members who help to support you and the other health care providers on your team*)

When you need other services to meet your goals and needs, your team may call other providers—like social workers or specialists—to help with your care

More detailed information is available at www.va.gov/health-care/

Your team will:

- **Build a partnership with you.** You'll be an active member of the team, and you'll work with your team to plan and make decisions to meet your personal health goals. Your team will offer wellness care, education, and lifestyle coaching to help you stay healthy.
- **Provide or arrange for preventive care**, such as immunizations (like flu shots) to prevent illness and screenings to help find diseases like cancer in their earliest stages—when treatment is most likely to be successful.
- **Help you get care in the ways that work best for you.** This may include personal visits with your primary care provider, group clinics, and 24/7 telephone care. You can also get online educational information and secure messaging with your health care team through the My HealtheVet portal. Visit My HealtheVet
- **Coordinate your care.** Team members will meet often to talk with you—and each other—about your progress and goals. And they'll coordinate any care you may need from specialists outside the team.

Can I see a local care provider, paid for by VA?

This depends on your situation. If you're enrolled in VA health care, find out how you may be able to receive care from a provider in your local community through 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 and paid for by VA. Community care is available to Veterans based on certain conditions and eligibility requirements, and in consideration of a Veteran's specific needs and circumstances. Community care must be first authorized by VA before a Veteran can receive care from a community provider.

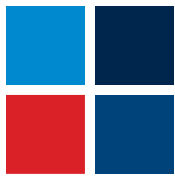
As with care provided directly by VA, Veterans are charged a copayment for non-service-connected care. Learn how to pay your bill and alternative payment options. In addition, VA may bill Veterans' health insurance for medical care, supplies, and prescriptions related to treatment of non-service-connected conditions. Learn more at www.va.gov/COMMUNITYCARE/programs/veterans/index.asp

Will I need to pay for any of my care, tests, or medications?

You may need to pay a fixed amount for some types of care, tests, and medications you receive from a VA health care provider or an approved community health care provider to treat conditions not related to your service. This is called a copay (short for "copayment").

Whether or not you'll need to pay copays—and how much you'll pay—depends on your disability rating, income level, military service record, and which of our 8 priority groups we assign you to when you enroll in VA health care. For example, if you have a service-connected condition that we've rated at 50% or more disabling or that we've determined makes you unable to work (called unemployable), or if you've received a Medal of Honor, we'll assign you to priority group 1 and you won't pay copays for any types of care, tests, or medications.





Eligibility

Find out if you can get VA health care as a Veteran. If you are unsure, it is important to apply for benefits to see if you qualify. Do not assume that you are not eligible. Our eligibility clerks will help you and let you know what benefits you may qualify for.

Can I get VA health care benefits?

You may be able to get VA health care benefits if you served in the active military, naval, or air service and didn't receive a dishonorable discharge.

• **If you enlisted after September 7, 1980, or entered active duty after October 16, 1981**, you must have served 24 continuous months or the full period for which you were called to active duty, unless any of the descriptions below are true for you.

This minimum duty requirement may not apply if any of these are true. You:

- Were discharged for a disability that was caused—or made worse—by your active-duty service, or
- Were discharged for a hardship or “early out,” or
- Served prior to September 7, 1980
- **If you're a current or former member of the Reserves or National Guard**, you must have been called to active duty by a federal order and completed the full period for which you were called or ordered to active duty. If you had or have active-duty status for training purposes only, you don't qualify for VA health care.

Is there anything that will make me more likely to get these benefits?

Yes. You may qualify for enhanced eligibility status (meaning you'll be placed in a higher priority group, which makes you more likely to get benefits) if you meet at least one of the requirements listed below.

At least one of these must be true. You:

- Receive financial compensation (payments) from VA for a service-connected disability
- Were discharged for a disability resulting from something that happened to you in the line of duty
- Were discharged for a disability that got worse in the line of duty
- Are a recently discharged combat Veteran
- Get a VA pension
- Are a former prisoner of war (POW)
- Have received a Purple Heart
- Have received a Medal of Honor
- Get (or qualify for) Medicaid benefits
- Served in Vietnam between January 9, 1962, and May 7, 1975
- Served in Southwest Asia during the Gulf War between August 2, 1990, and November 11, 1998
- Served at least 30 days at Camp Lejeune between August 1, 1953, and December 31, 1987

If none of the above apply to you, you may still qualify for care based on your income.

Since disability rating may play a role in your eligibility. We have also included a checklist for how to apply for a disability rating in this folder.

Priority Groups for Eligibility

Priority Group	Definition
1	<ul style="list-style-type: none"> • Veterans with VA-rated service-connected disabilities 50% or more disabling • Veterans determined by VA to be unemployable due to service-connected conditions • Veterans awarded the Medal Of Honor (MOH)
2	<ul style="list-style-type: none"> • Veterans with VA-rated service-connected disabilities 30% or 40% disabling
3	<ul style="list-style-type: none"> • Veterans who are Former Prisoners of War (POWs) • Veterans awarded a Purple Heart medal • Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty • Veterans with VA-rated service-connected disabilities 10% or 20% disabling • Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, "benefits for individuals disabled by treatment or vocational rehabilitation"
4	<ul style="list-style-type: none"> • Veterans who are receiving aid and attendance or housebound benefits from VA • Veterans who have been determined by VA to be catastrophically disabled
5	<ul style="list-style-type: none"> • Nonservice-connected Veterans and noncompensable service-connected Veterans rated 0% disabled by VA with annual income below the VA's and geographically (based on your resident zip code) adjusted income limits • Veterans receiving VA pension benefits • Veterans eligible for Medicaid programs
6	<ul style="list-style-type: none"> • Compensable 0% service-connected Veterans. • Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki. • Project 112/SHAD participants. • Veterans who served in the Republic of Vietnam between January 9, 1962, and May 7, 1975. • Veterans of the Persian Gulf War who served between August 2, 1990, and November 11, 1998. • Veterans who served on active duty at Camp Lejeune for at least 30 days between August 1, 1953, and December 31, 1987. • Currently enrolled Veterans and new enrollees who served in a theater of combat operations after November 11, 1998 and those who were discharged from active duty on or after January 28, 2003, are eligible for the enhanced benefits for five years post discharge <p><i>Note: At the end of this enhanced enrollment priority group placement time period, Veterans will be assigned to the highest PG their eligibility status at that time qualifies for.</i></p>
7	<ul style="list-style-type: none"> • Veterans with gross household income below the geographically-adjusted income limits for their resident location and who agree to pay copays
8	<ul style="list-style-type: none"> • Veterans with gross household income above the VA and the geographically- adjusted income limit for their resident location, and who agrees to pay copays <p>Veterans eligible for enrollment: Noncompensable 0% service-connected and:</p> <ul style="list-style-type: none"> o Subpriority a: Enrolled as of January 16, 2003, and who have remained enrolled since that date and/or placed in this sub priority due to changed eligibility status o Subpriority b: Enrolled on or after June 15, 2009 whose income exceeds the current VA or geographic income limits by 10% or less <p>Nonservice-connected and:</p> <ul style="list-style-type: none"> o Subpriority c: Enrolled as of January 16, 2003, and who have remained enrolled since that date and/or placed in this sub priority due to changed eligibility status o Subpriority d: Enrolled on or after June 15, 2009, whose income exceeds the current VA or geographic income limits by 10% or less <p>Veterans not eligible for enrollment: Veterans not meeting the criteria above:</p> <ul style="list-style-type: none"> o Subpriority e: Noncompensable 0% service-connected (eligible for care of their SC condition only) o Subpriority g: Nonservice-connected

Other than Honorable Discharges – Special Health Care Rule

An individual with an “Other than Honorable” discharge that VA has determined to be disqualifying under the law still retains eligibility for VA health care benefits for service-incurred or service-aggravated disabilities unless he or she is subject to one of the statutory bars to benefits.

VA health care benefits: If an individual presents or makes an application for VA health care benefits and has an “other than honorable” or “bad conduct” discharge, eligibility staff may register the individual and place in a Pending Verification Status. A request for an administrative decision regarding the character of service for VA health care purposes must be made to the local VA Regional Office (VARO). Treatment for mental health conditions may be provided under VA’s tentative eligibility authority to an individual with another than honorable discharge who presents to VA seeking mental health care in emergency circumstances for a condition the former servicemember asserts is related to military service. For non-mental health conditions, VA may provide emergent treatment under VA’s humanitarian care authority.

Environmental Health Registry Evaluation for Veterans

VA’s health registry evaluation is a free, voluntary medical assessment for Veterans who may have been exposed to certain environmental hazards during military service.

The evaluations alert Veterans to possible long-term health problems that may be related to exposure to specific environmental hazards during their military service. VA has established several health registries to track and monitor the health of specific groups of Veterans. The registry data helps VA understand and respond to these health problems more effectively. You may be eligible to participate in one or more of these health registries:

- Agent Orange Registry
- Airborne Hazards and Open Burn Pit Registry
- Gulf War Registry
(includes *Operations Iraqi Freedom and New Dawn*)
- Ionizing Radiation Registry
- Depleted Uranium Follow-Up Program
- Toxic Embedded Fragment Surveillance Center

Period of Military Service	Agent Orange	Airborne Hazards and Open Burn Pit	Depleted Uranium Follow-up	Gulf War	Ionizing Radiation	Toxic Embedded Fragments
1940s–1950s					●	
1960s	●				●	
1970s	●					
1990s		●	●	●		
2000s–Present		●	●	●		●

Use chart to help determine your eligibility.

Dental Eligibility

Dental benefits are provided by the VA according to law. The eligibility for outpatient dental care is not the same as for most other VA medical benefits and is categorized into classes. If not eligible, Veterans enrolled in VA health care can purchase dental insurance at a reduced cost through the VA Dental Insurance Program (VADIP). If you are a Veteran who has recently served (e.g. OEF/OIF/OND), you may be entitled to a one-time course of free dental care, but you must apply for dental care within 180 days of your discharge (under conditions other than dishonorable) from a period of active duty of 90 days or more. For more information visit: <https://www.va.gov/dental/>

How to Apply for VA Health Care

Applying for VA health care can be done in a variety of ways. Follow the checklist below to learn how. We have also inserted a healthcare application packet in this folder to make it easy for you to apply today.

1

PREPARATION

- Collect the following information:
 - Discharge papers** (DD214 member-4 or equivalent)
 - Your most recent **tax return**
 - Social security numbers** for yourself and your dependents
 - Account numbers** for insurance programs you are enrolled in
 - Your **VA Disability Rating Decision** (if applicable)

WHERE CAN I FIND MY DISCHARGE PAPERS?

Visit eBenefits.va.gov to request a copy of your DD214 records.

2

APPLICATION

- Apply by completing the healthcare application form (VA Form-10 EZ) in one of these ways:
 - Visit us **online** at [VA.gov](https://va.gov) and click on “Health Care”
 - Give us a **call** at (877) 222-8387 (press 1); M-F, 8am-8pm EST
 - Visit us **in person** at a VA Medical Center
 - Print out and **mail** the completed form to the Battle Creek VA at 5500 Armstrong Road, Battle Creek, MI 49037

HOW WILL I FIND OUT ABOUT VA'S DECISION?

If **accepted**, you'll receive a phone call from VA and a personalized benefits handbook in the mail. If **denied**, you'll receive a letter indicating the reason.

3

REVIEW AND DECISION

- Call** (877)-222-8387 (press 2) if you haven't heard back from VA more than one week after you've submitted your application

WHAT ARE PRIORITY GROUPS?

During enrollment, each Veteran is assigned to one of eight priority groups based on different factors. Your priority group may affect what type of VA Health Care services you can access and how much you will need to pay for those services.

4

NEXT STEPS

If approved, take steps to access the benefits you are eligible for:

- Review priority group assignment** and personalized benefits handbook mailed by VA after enrollment
- Contact your local VA Medical Center to **set up an appointment**
- Make an appointment to obtain your **Veterans Health Identification Card (VHIC)**

WHAT IS A VHIC?

A **VHIC** is a photo ID that gives you access to VA Health Care facilities. When you're enrolled in VA Health Care, you can get a VHIC by making an appointment with your local VA Medical Center to get your picture taken for your VHIC.

What happens after I apply?

If you've also applied for a VA pension or disability benefits, you can check the status of those claims online at www.va.gov or by calling 800-827-1000 Monday through Friday, 8:00 a.m. to 9:00 p.m. ET. The length of time it takes to process a claim depends on - the type of claim filed, how many injuries/disabilities you have claimed, how long it takes VA to gather supporting evidence, and how many claims were in line when you filed. A checklist for filing disability claims is also included in this folder.

How long does it take VA to make a decision about health care eligibility?

It takes less than one week to get a determination on health care eligibility. If more than a week has passed since you gave us your application and you haven't heard back, please don't apply again. Call our toll-free hotline at 877-222-8387, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET. You can also contact the Detroit VA Medical Center Health Benefit Eligibility Office at (313) 576-1000 ext. 65731 for assistance.

Promise to Address Comprehensive Toxics (PACT) Act

The PACT Act is perhaps the largest health care and benefit expansion in VA history. The full name of the law is The Sergeant First Class (SFC) Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act.

The PACT Act will bring these changes:

- Expands and extends eligibility for VA health care for Veterans with toxic exposures and Veterans of the Vietnam, Gulf War, and post-9/11 eras
- Adds more than 20 new presumptive conditions for burn pits and other toxic exposures
- Adds more presumptive-exposure locations for Agent Orange and radiation
- Requires VA to provide a toxic exposure screening to every Veteran enrolled in VA health care
- Helps us improve research, staff education, and treatment related to toxic exposures

If you're a Veteran or survivor, you can file claims now to apply for PACT Act-related benefits.

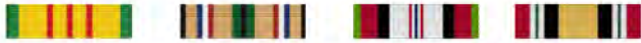
What are the PACT Act's key components?

- The Act 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.
- 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 5 years. Veterans who are not enrolled but who are eligible to enroll will have an opportunity to enroll and receive the screening.
- VA health care staff and claims processors will receive toxic exposure-related education and training.
- The Act requires research studies on mortality of Veterans who served in Southwest Asia during the Gulf War, Post-9/11 Veterans' health trends, and Veterans' cancer rates.
- The Act will help VA build a stronger, more skilled workforce to meet the growing demand for benefits and services.
- The Act authorizes 31 new medical facilities across the country, providing greater access to VA health care.

More information can be found here: <http://www.va.gov/resources/the-pact-act-and-your-va-benefits>



PACT ACT FREQUENTLY ASKED QUESTIONS



..... VIETNAM GULF WAR POST-9/11

The PACT Act is a new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances. This law helps us 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.

What new or expanded presumptions will the Act create and when will they be in effect?

VETERANS AND SURVIVORS CAN FILE CLAIMS FOR ALL CONDITIONS OUTLINED IN THE PACT ACT IMMEDIATELY.

For Gulf War and post 9-11 Veterans, that includes:

Brain cancer, Glioblastoma, Respiratory (breathing-related) cancer of any type, Gastrointestinal cancer of any type, Head cancer of any type, Lymphoma of any type, Lymphatic cancer of any type, Neck cancer, Pancreatic cancer, Reproductive cancer of any type, Kidney cancer, Melanoma, Asthma (diagnosed after service), Chronic rhinitis, Chronic sinusitis, Constrictive bronchiolitis or obliterative bronchiolitis,

Emphysema, Granulomatous disease, Interstitial lung disease (ILD), Pleuritis, Pulmonary fibrosis, Sarcoidosis, Chronic bronchitis, Chronic obstructive pulmonary disease (COPD).

For Vietnam Veterans and other Veterans exposed to tactical herbicides, that includes two Agent Orange presumptive conditions:

Monoclonal gammopathy of undetermined significance (MGUS), High blood pressure (hypertension).

How can Veterans apply for VA health care?

Apply **online** at [VA.gov/health-care/apply/application/introduction](https://www.va.gov/health-care/apply/application/introduction).

Call our toll-free hotline at 877-222-8387, M-F, 8:00 a.m. - 8:00 p.m. ET.

Mail a completed, signed Application for Health Benefits (VA Form 10-10EZ).

Bring a completed, signed VA Form 10-10EZ with you to your [nearest medical center or clinic](#) or get help through your state’s Department of Veterans Affairs Service Officer.

Get help filing your claim by working with an accredited representative.

What are the PACT Act key components?



The Act **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.



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.



VA health care staff and claims processors will receive **toxic exposure-related education and training**.



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.



The Act will help VA **build a stronger, more skilled workforce** to meet the growing demand for benefits and services.



The Act authorizes **31 new medical facilities** across the country, providing greater access to VA health care.

How can a Veteran file a claim?



Veterans who would like to file a claim must complete [VA Form 21-526EZ](#) to apply for benefits and submit any supportive evidence.



To learn about standard VA disability claims, supplemental claims, secondary claims, and more visit: [VA.gov/disability/how-to-file-claim/when-to-file](https://www.va.gov/disability/how-to-file-claim/when-to-file).

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.

VA



U.S. Department of Veterans Affairs

Learn more and sign up at [VA.gov/PACT](https://www.va.gov/PACT)
Download the [VA Health and Benefits App](#)
Call us at 1-800-MyVA411 (1-800-698-2411)
Find a VA at [VA.gov/find-locations/](https://www.va.gov/find-locations/)

VA travel pay reimbursement

VA travel pay reimbursement pays eligible Veterans and caregivers back for mileage and other travel expenses to and from approved health care appointments. Find out if you're eligible and how to file a claim.

Who is eligible for Beneficiary Travel (BT)?

- Veterans with disabilities rated 30% or more service-connected (SC): travel for care relating to any condition
- Veterans with disabilities rated less than 30%: travel for care relating to their SC condition(s)
- Veterans receiving Department of Veterans Affairs (VA) pension benefits: travel for care of any condition. Veterans with annual income below the maximum applicable annual rate of pension: travel for care of any condition
- Veterans who are unable to defray the cost of travel (as defined in current BT regulations)
- Veterans traveling in relation to a Compensation and Pension (C&P) examination
- Eligible Veterans in certain situations related to obtaining service dogs
- Certain Veterans in limited emergency situations
- Beneficiaries of other Federal agencies, when authorized by that agency
- Allied beneficiaries when authorized by appropriate foreign government agency
- Certain non-Veterans when related to care of a Veteran (Caregivers under the National Caregivers Program, medically required attendants, VA transplant care donor and support person, or other claimants subject to current regulatory guidelines.

More information about travel reimbursement eligibility can be found here:

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

How is need for "special mode" transportation determined?

Special mode transportation includes ambulance, ambulette, air ambulance, wheelchair van and other modes that are specially designed to transport certain disabled individuals. Special mode DOES NOT include public transportation, such as (any business that offers public transportation at a set rate) or a privately-owned vehicle with special adaptive equipment and/or capable of transporting disabled persons.

To be eligible for special mode transportation, two criteria must be met:

1. A Veteran has to first meet one or more BT administratively eligibility (see first question); and
2. A VA clinician must determine and document that a special mode of transportation is medically required to transport the Veteran in relation to VA or VA-authorized health care. Should it be clinically determined at one VA facility that special mode transportation is required, this should be accepted at all VA facilities unless there is an indication a Veteran's condition may have changed.

Travel Assistance Resources

As outlined in the previous page, through the Benefit Travel (BT) Program, VA will pay reimbursement to eligible Veterans and caregivers back for mileage and other travel expenses to and from approved health care appointments. There are limited travel assistance options for those who do not meet BT criteria.

Travel Assistance through County Veteran Service Office

Macomb County

Macomb County Veteran Services offers shuttle service from their designated pick-up locations to the Detroit VA Medical Center. Wheelchair bound veterans can be accommodated Wednesday through Friday ONLY and must be able to get to the curb. The shuttle starts pick-up at 7:00 AM and goes to each of the pick-up points, based on the rider's appointment times. To be eligible for service, the rider must have a confirmed, morning appointment and must schedule the ride no less than two (2) days in advance of the appointment, 5 days in advance for wheelchair bound individuals. All riders will stay at the VA until the last scheduled rider's appointment is complete.

5 Pick-Up Locations:

- Old Settlers VFW Post 4659, 8311 Wilson Drive, Shelby Township, MI 48316
- Vietnam Veterans Chapter 154, 18025 Fifteen Mile Rd., Clinton Township, MI 48035
- Vets Returning Home, 17955 Eleven Mile Rd., Roseville, MI 48066
- Salvation Army, 42590 Stepnitz Drive, Clinton Township, MI 48036
- VerKuilen Building, 21885 Dunham Road, Clinton Township, MI 48036

For more information, please contact the main office at 586-469-5315, or visit the website at <https://mvac.macombgov.org/mvac-resources>

Oakland County

Oakland County Veterans' Services provides barrier-free transportation to the U.S. Department of Veterans Affairs Medical Centers in Detroit and Ann Arbor for veterans seeking treatment.

- Veterans must be in the North Office Building, 26 East, 2nd floor lobby, Troy/South Oakland Office lobby (entrance B), Walled Lake WIC Office or Southfield Health Department on the days listed above, before 8:30 am to be transported.
- Home wheelchair pickups are available – NOTE: Request must be made in advance.

Schedule:

- Monday: No trips
- Tuesday: Pontiac & Troy
- Wednesday: Pontiac & Southfield
- Thursday: Pontiac & Walled Lake
- Friday: Pontiac & Troy

Contact our Pontiac office at 248-858-0785 if you have any questions or to schedule a wheelchair pickup.

www.oakgov.com/veterans/Benefits-Services/Pages/Transportation-Program.aspx

Sanilac County

Sanilac County Department of Veterans Affairs provides dependable transportation for County veterans to and from VA Medical Centers. We pick up and drop off at key points within the County. You can call the office with your appointment date and time, and we will do our best to schedule you on our transportation van. Please give enough time for our scheduling demands. We prefer to be contacted one month prior to your appointment but will try to accommodate all needs. Upon calling for scheduling have available:

- Name
- Social Security Number
- Destination
- Date and Time of Appointment
- Emergency Contact
- Requests for Passengers:

Call ahead of time for cancellations

Sorry but at this time we are unable to accommodate passengers using oxygen or confined to a wheelchair

For more information or to schedule a ride, please contact us at (810) 648-0212. <https://www.sanilacountyva.org/transportation-program.php>

Outpatient Appointment Mobile Check In

Mobile check-in

Fast, easy, convenient

Check in for your appointment right from your smartphone. Scan the QR code or text “check in” to the phone number provided on the mobile check-in poster in the check-in area. Use mobile check-in on the day of your appointment to avoid potential lines at the check-in desk.

Pre-check-in from anywhere

After confirming your text appointment reminder, you may receive a link for pre-check-in. Pre-check-in allows you to review your contact information, emergency contact and next-of-kin up to seven days before your appointment. Use pre-check-in for more privacy and to save time at the medical center.

Go to your provider's waiting area

After you’ve finished mobile check-in, you’re all set. Have a seat and a VA staff member will come get you.

Have an appointment? Check in with your smartphone

- 1 Text **check in** to **53079****
**OR scan this code with your camera.**

- 2 Wait until you get a text back with a link.**
This should only take a few seconds.
- 3 Tap on the link to start your check-in.**
Data charges may apply.

Can't scan the QR code? Text us instead ✓
Need to update your information? Check in with a staff member instead ✓

How to use mobile check-in in 3 easy steps.

1 Scan or text.

Scan the QR code or text "check in" to the phone number provided on the mobile check-in poster in the check-in area.

2 Tap the link sent to you.

Enter the requested information to verify your identity.

3 Check in to your appointment.

You may be asked to review your contact information, emergency contact and next-of-kin. If correct, press yes to confirm.

If you answer no to any of the above questions, please check in with a staff member.

Tap the blue “**Check in now**” button to complete check in.



The Veterans Community Care Program provides health care to eligible Veterans through local, in-network providers outside of VA medical facilities. This guide describes some of the key milestones in your community care experience and lays out touchpoints that may help you along the way.

1

CONSULT CREATION AND REVIEW

A consult is a request from your VA doctor to refer you for medical and/or behavioral care from a VA community provider. When your VA provider recommends you seek additional care, they create the consult and VA staff review it for accuracy.

Do not schedule an appointment until VA contacts you with the approved consult information.

Want to know more about community care?
Visit: www.va.gov/communitycare

Questions about the care you are referred for?
Contact your VA referring provider or your local VA's community care office.

Questions about the timeline for consult review?
Contact your local VA's community care office.

2

SCHEDULING

Once VA has contacted you with the approved consult information, you may proceed to schedule your appointment. If you prefer, VA can schedule the appointment for you. Otherwise, you may self-schedule by calling a VA community provider directly, or use VA Online Scheduling*, mobile.va.gov/app/va-online-scheduling.

If you decide to self-schedule, VA will call you up to three times to verify that your appointment is scheduled. If you do not schedule your appointment within **14 business days**, you will have to request a new consult from the referring VA provider.

To find a VA community provider: visit www.va.gov/find-locations.

Questions about scheduling or need assistance? Contact your local VA community care office.

*** Note:** Eligible Veterans can request certain routine and specialty community care appointments using VA Online Scheduling.

3

AUTHORIZATION

After your appointment is scheduled, your authorization is created. An authorization is approval from VA for you to receive care from a community provider.

You will receive a letter in the mail* with:

- Your authorization number.
- The in-network community provider you are approved to visit.
- A description of the care you are approved to receive.
- The time period you are authorized to receive care.

Bring the authorization letter with you to your appointment with the community provider.

Questions about the care you are authorized for? Contact your local VA community care office.

*** Note:** Please ensure VA has your current mailing address on file.

4

COMMUNITY CARE VISIT

At the scheduled day and time, you will attend your community care appointment. The VA will send any relevant medical records to your community provider. However, if instructed by the community provider, you may need to bring copies of diagnostic imaging (CT or MRI) with you.

Questions about your visit or what information your community provider needs? Contact your community provider's office.

Remember, you are responsible for your VA copayment amount, as applicable, whether you receive care in VA or the community. You will be billed for this separately by VA. Do not pay a copayment to your provider.

Questions about VA copayment? Contact 866-400-1238, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

Third Party Administrators (TPAs) are organizations that maintain the network of community providers available to Veterans and process claims from community providers on behalf of VA.

Your TPA is:

CONTACT INFORMATION

VA Referring Provider:

Local VA Community Care Office:

Patient Advocate:

Community Provider(s):

Local VAMC Pharmacy:

Community Care Contact Center:

877-881-7618

5

SCHEDULING ADDITIONAL APPOINTMENTS

If you are authorized for ongoing care from a VA community provider, you may schedule recurring appointments directly with their office.

Keep track of how many appointments you attend and when they are authorized. **The VA will not cover services beyond what is described in your authorization.**

Questions about scheduling your next visit?
Contact your community care provider's office.

Questions about how many appointments are left on your authorization? Contact your local VA community care office.

6

REAUTHORIZATION

If you require care beyond the limits of your authorization, you will need to be re-authorized.

You or your community provider may submit a new referral request to VA. VA will review the referral request and, if appropriate, issue a new authorization for this care. However, in some circumstances, VA may determine that you should return to VA to receive this care.

Questions about your reauthorization? Contact your VA medical center or your community care provider's office.

7

PRESCRIPTION AND DURABLE MEDICAL EQUIPMENT (DME) PICK-UP

Medications:

You may fill a **prescription for 14-day*** (or fewer) supply written by your community provider at:

- A VA medical facility pharmacy.
- A participating in-network pharmacy with no out-of-pocket payment at the pharmacy.
- An out-of-network pharmacy, but you must pay at the pharmacy and submit a reimbursement claim at your local VA facility.

For prescriptions that exceed the 14-day* supply limit, or are not urgently needed, the community provider must send the prescription to the local VAMC pharmacy to be filled.

DME:

If your provider identifies an immediate need for DME, orthotics or prosthetic items, the provider may provide the DME to you and submit a bill to the Third Party Administrator (TPA).

For routine DME, orthotics, and prosthetic items you must return to your local VA medical facility for a consult at the Prosthetics and Sensory Aids Service (PSAS) unit.

Need help locating an in-network pharmacy?
Visit www.va.gov/find-locations, select Facility Type: Community pharmacies.

Questions about DME? Contact your local VA PSAS unit or your referring VA provider.

*** Opioid medications limited to a 7-day supply or state limits, whichever is less.**

8

RECEIVING AND PAYING YOUR BILL

Depending on your disability rating and private insurance (including Medicare and Medicaid), you may receive a bill from VA for the services you received. **If you owe a copay, send payment to VA at the address on your bill. You should never pay a community provider directly.**

For more information about Veteran health benefit copayments, visit www.va.gov/health-care/pay-copay-bill/

If you receive a bill from your community provider, contact the national VA Community Care Contact Center at 877-881-7618, Monday through Friday, 8 a.m. to 9 p.m. Eastern time.

Questions about your VA bill? Contact 866-400-1238, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

To find out more information about your priority group, disability rating, or copay information: sign into My HealtheVet at www.myhealth.va.gov using your DS Login or iD.me.

URGENT CARE

If you are registered with the VA and have seen your primary care provider within the last **24 months**, you are eligible for VA's urgent care benefit. You can visit an in-network urgent care clinic to treat minor injuries and illnesses that are not life-threatening. To verify your eligibility for VA urgent care, call **800-MyVA411 (800-698-2411)** and select option 1, then option 3. To locate in-network urgent care providers and pharmacies, visit www.va.gov/find-locations. For more information, visit: www.va.gov/communitycare/programs/veterans/urgent_care.asp

EMERGENCY CARE

During a medical emergency, you should immediately seek care at the nearest hospital, whether it is a VA medical center or not. Veterans do not need to check with VA before calling an ambulance or going to a community hospital emergency department. However, for VA to coordinate and potentially pay for emergency care, VA must be notified within **72 hours** of your hospital visit, at **844-72HRVHA (844-724-7842)**. For more information, visit: www.va.gov/communitycare/programs/veterans/emergency_care.asp



John D. Dingell VA Medical Center
 VA Caregiver Support Program
 Centralized Line: (313) 576-1069



Caregiver Support Program Two Programs: What's the Difference?

The Caregiver Support Program is comprised of 2 separate programs: the Program of General Caregiver Support Services (PGCSS) and the Program of Comprehensive Assistance for Family Caregivers (PCAFC).

What is the Program of General Caregiver Support Services? (PGCSS)

PGCSS is the core of VA's Caregiver Support Program (CSP). The program provides peer support mentoring, skills training, coaching, telephone support, online programs, and referrals to available resources to caregivers of Veterans. The Veteran must be enrolled in Department of Veterans Affairs (VA) health care and be receiving assistance from a caregiver in order for the caregiver to participate.

- [Frequently Asked Questions](#)

To enroll, please reach out to the facility [Caregiver Support Team](#) or request a referral from the Veteran's provider.

What is the Program of Comprehensive Assistance for Family Caregivers? (PCAFC)

PCAFC offers enhanced clinical support and services for caregivers of eligible Veterans who have a serious injury (or illness) and require in-person personal care services among other requirements.

- [Eligibility Information](#)
- [Apply for PCAFC](#)

Why is this important to you?

CSP provides services to caregivers of Veterans of all eras enrolled in VA health care. To learn more about PGCSS, PCAFC, and caregiver services visit us online: www.caregiver.va.gov

Type of Support	PGCSS	PCAFC
Caregiver Support Team	✓	✓
Resources for Enhancing All Caregivers Health (REACH) VA	✓	✓
Caregiver Support Line	✓	✓
Caregiver Health & Wellbeing Coaching	✓	✓
Building Better Caregivers	✓	✓
Supportive Services	✓	✓
Caregivers FIRST Skills Training	✓	✓
Peer Support Mentoring	✓	✓
Respite Care	✓	✓
Annie Caregiver Text	✓	✓
Self-care/Resilience courses	✓	✓
Connection to VA/Community Resources	✓	✓
Caregiver & Family Resource Fairs	✓	✓
VA S.A.V.E. Training	✓	✓
Mental Health Counseling (as applicable)	✓	✓
CHAMPVA (if uninsured)		✓
Monthly Stipend		✓
Beneficiary Travel (as applicable)		✓

VA Michigan Market Facilities

Catchment Areas

■ Battle Creek VAMC

■ Saginaw VAMC

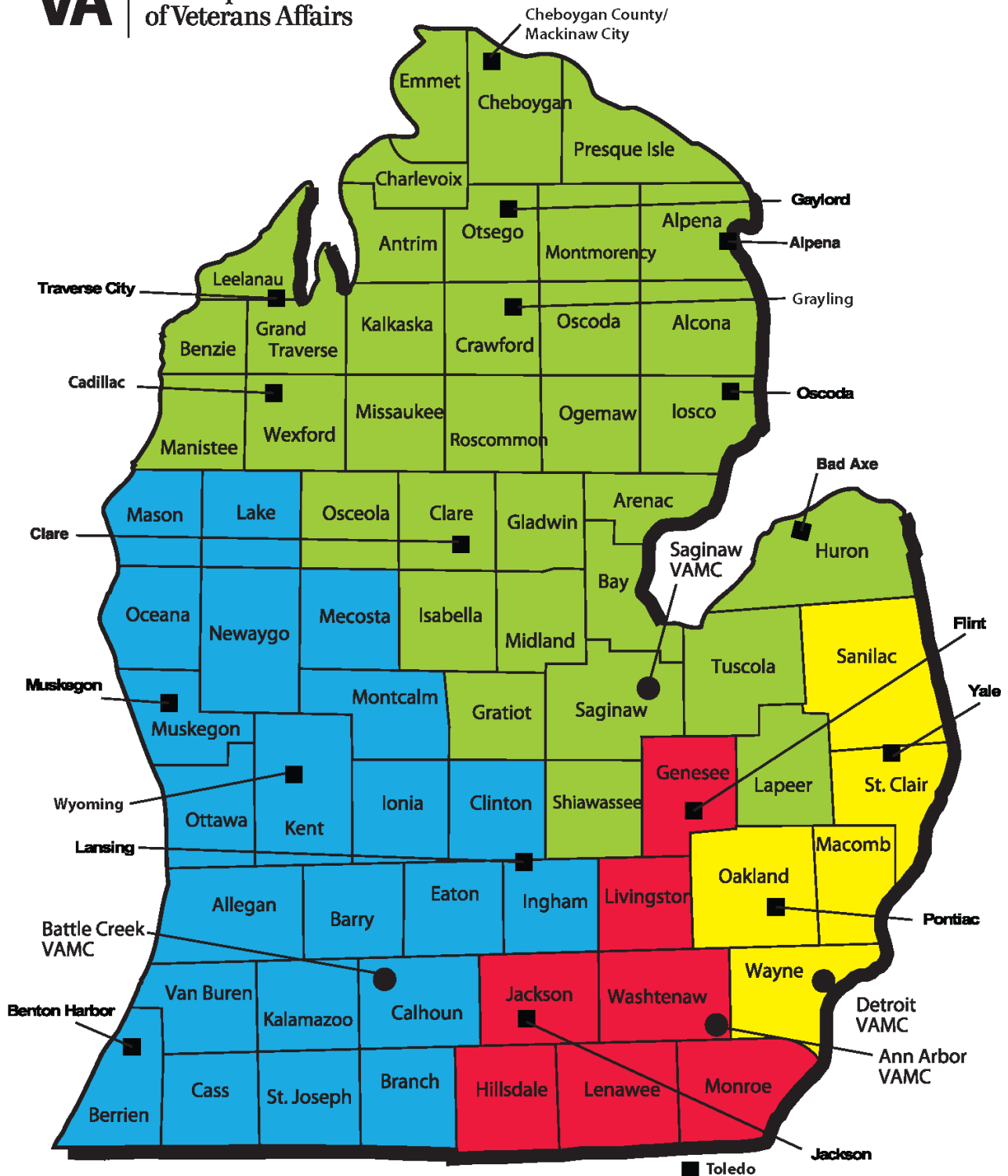
■ Ann Arbor VAMC

■ Detroit VAMC

● VAMC = Veterans Affairs Medical Center

■ CBOC = Community Based Outpatient Clinic

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VA National Contacts



VA Information

1-800-827-1000

Veterans Crisis Line

**1-800-273-8255,
Press 1**

Apply for Health Care Benefits (10-10EZ)

1-877-222-8387

National Call Center for Homeless Veterans

1-877-424-3838

VA Benefits Administration

1-800-827-1000

VA Education Benefits

1-888-442-4551

VA Home Loans

1-888-244-6711

VA Life Insurance

1-800-669-8477

VA Burial Benefits

1-800-697-6947

What Veterans Need to Know: Apps They Can Use



Having the ease of accessing my VA medical information via my mobile phone Health app has provided not only timely and accurate insight into my records but also empowered me to take control of my diagnosis. //

[Official VA Mobile App for VA Health and Benefits](#)



[Mobile apps developed by VA directly](#)



[Apps from third-party developers](#)



VA



U.S. Department of Veterans Affairs
Office of Information and Technology

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Detroit VA Health Care System

Detroit VA Healthcare System

John D. Dingell VA Medical Center

4646 John R, Detroit, MI 48201

(800) 511-8056

www.va.gov/detroit-health-care