

Veteran Information Handbook



Our Mission: Honor America's Veterans by providing exceptional health care that improves their health and well-being.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Central Texas Veterans Health Care System

Welcome to the Central Texas Veterans Health Care System

Dear Veteran,

Thank you for choosing the Central Texas Veterans Health Care System. We approach healthcare through a team-based model, called the Patient Aligned Care Teams (PACT). The PACT model puts you, the Veteran, first by providing care when and where you need it. We are dedicated to providing you with patient-centered care that is personalized and proactive. The PACT includes a partnership between you and your healthcare team to create your vision of great health.

The team helps you gain the skills and resources you need to take care of your health through coaching and self-management. Health coaching can help you to explore and work toward your healthcare goals, aligning how healthcare is delivered with your preferences in mind.

Please let our team know how we can best meet your healthcare needs. YOU are our mission!

The PACT members dedicated to providing your health care needs are:

Provider

Registered Nurse

Licensed Vocational Nurse

Medical Administrative Support

Clinical Pharmacist Practitioner

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General Facility Information

The Central Texas Veterans Health Care System (CTVHCS) is one of the largest integrated health care systems in the United States and provides a full range of services. We serve a Veteran population of more than 252,000 in 39 counties.

Locations and Phone Numbers	Hours of Operation Monday through Friday unless otherwise noted
Olin E. Teague VA Medical Center 1901 Veterans Memorial Drive Temple, TX 76504-7451 Phone: 800-423-2111 Option 2 Imaging: 254-743-1959	Clinic: 8 a.m. to 4 p.m. Blue team 8 a.m. to 6:30 p.m. Lab Collection: 6 a.m. to 6 p.m. Pharmacy: Monday - Friday 8 a.m. to Midnight Saturday and Sunday 8:30 a.m. to 5 p.m. (closed 12:30 to 1 p.m. for lunch) Imaging: X-ray 6 a.m. to 5:30 p.m.; CT, Ultrasound, Mammogram, and MRI by appointment only
Doris Miller VA Medical Center 4800 Memorial Drive Waco, TX 76711 Phone: 800-423-2111 Option 2 Imaging: 254-297-3066	Clinic: 8 a.m. to 4 p.m. Lab Collection: 7:30 a.m. to 4 p.m. Pharmacy: Monday-Thursday 8 a.m. to 5 p.m. Friday 8 a.m. to 4:30 p.m. Imaging: X-ray 7:30 a.m. to 4 p.m.; CT and Ultrasound by appointment only
Austin Outpatient Clinic 7901 Metropolis Drive Austin, TX 78744 Phone: 800-423-2111 Option 2 Imaging: 512-823-4120	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 7 a.m. to 4 p.m. Pharmacy: 8 a.m. to 5 p.m. Imaging: X-ray 7:30 a.m. to 4 p.m.; CT, Ultrasound, Mammogram and MRI by appointment only
Brownwood CBOC 2600 Memorial Park Drive Brownwood, TX 76801 Phone: 800-423-2111 Option 2	Clinic: 7:30 a.m. to 4:30 p.m. Lab Collection: 7:30 a.m. to 2:30 p.m. Imaging: X-ray 8 a.m. to Noon and 1 p.m. to 4 p.m.
Bryan/College Station CBOC 1651 Rock Prairie Road, Ste. 100 College Station, TX 77845 Phone: 800-423-2111 Option 2	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 7:30 a.m. to 2:30 p.m. Imaging: X-ray 8 a.m. to 4 p.m.

Locations and Phone Numbers	Hours of Operation Monday through Friday unless otherwise noted
Cedar Park CBOC 1401-C Medical Parkway, Suites 200 & 400 Cedar Park, TX 78613 Phone: 800-423-2111 Option 2	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 7 a.m. to 3 p.m. Imaging: X-ray 7:30 a.m. to 3:30 p.m. walk-in only
Copperas Cove CBOC 336 Towne Square Copperas Cove, TX 76522 Phone: 254-899-6000	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 8 a.m. to 2:45 p.m.; by appointment only
Killeen CBOC 1001 Veterans Memorial, Suite 401 Killeen, TX 76542 Phone: 254-312-8006	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 8 a.m. to 3 p.m.; by appointment only
LaGrange CBOC 2 St. Marks Place, Suite 104 La Grange, TX 78945 Phone: 800-423-2111 Option 2	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 8 a.m. to 12 p.m.
Palestine CBOC 300 Willow Creek Parkway, Suite 100 Palestine, TX 75801 Phone: 800-423-2111 Option 2	Clinic: 7:30 a.m. to 4:30 p.m. Lab Collection: 8 a.m. to 1 p.m.
Temple VA Clinic (Annex) 4501 S. General Bruce Drive, Suite 75 Temple, TX 76502 Phone: 800-423-2111 Option 2	Clinic: 8 a.m. to 4:30 p.m. Lab Collection: 7 a.m. to 2 p.m.

Imaging: Imaging Services provides diagnostic and clinical imaging using state-of-the-art equipment. If your provider has ordered an X-ray for you, walk-in appointments are accepted at Temple, Austin, Brownwood, Bryan College Station, and Cedar Park. You need an appointment if you are ordered a mammogram, ultrasound, CT scan, MRI, or Nuclear Medicine test.

Lab: Lab tests help your provider make decisions about your health and your healthcare. All sites have lab collection services.

Pharmacy Options for CBOC: Most medicines will be mailed to you. If you need a medicine right away, you can take your prescription to an in-network pharmacy near you.

Veterans Health Insurance Cards (VHIC or VA ID card)

Enrolled Veterans can obtain a VHIC or VA ID card by going to the main hospital in Temple or by going to Eligibility at the Austin Outpatient Clinic. One form of picture ID (like a driver license) is needed to obtain a VA ID card. Your card will be mailed to you and takes about two weeks to arrive.

Agent Cashier Office:

Agent Cashier Offices are in Temple, Waco, and Austin, and are open during normal business hours. You can check for travel pay deposits, pay your VA copayment bills, and set up direct deposit.

- Please set up electronic deposit or have funds sent to your Direct Express Card.
- You will need to have a physical address on file, not just a P.O. Box.
- Complete VA form 10-3542 for Reimbursement of Travel Expenses.
- If you have questions, call 800-423-2111 ext. 40661.
- Submit travel claims through online Beneficiary Travel Self Service System (BTSSS) at <https://eauth.va.gov/accessva>.

Canteen Services

Veteran Canteen Services (VCS) offer retail stores, cafes, and coffee shops to allow Veterans a space to connect, relax and eat. VCS locations include the basement of Building 163 in Temple, Building 202 in Waco, and on the 1st floor in Austin.

Parking

Parking on VA grounds is restricted to patients and their family members, visitors, and employees. All others will be ticketed or towed. The VA cannot accept responsibility for the theft of or damage to any vehicle on medical center property. Only vehicles with a displayed disabled placard or license plate may use accessible disabled parking.

Police Service

Our VA Police Service is responsible for protection of the medical center. Please report suspicious or criminal activity, vehicle accident, and personal property losses. All persons and bags are subject to search on federal property. No weapons, alcohol, or illegal drugs are permitted on the grounds, buildings, or in vehicles. To contact Police, call:

- Temple: 800-423-2111, ext. 44911
- Waco: 800-423-2111, ext. 55911
- Austin: 800-423-2111, ext. 56911
- Community based outpatient clinics: call 911

Smoke-Free Facility

Our hospital is a smoke-free environment. Police Service will issue citations to individuals observed with a lit tobacco product on the property.



Speak to the Director Comment Cards

Your feedback is important to us. It provides us with an opportunity to make changes and improve. Speak to the Director boxes with comment cards are located at each site for you to share concerns, suggestions, and/or compliments.

Patient Advocates:

Patient Advocates act as a bridge between Veterans, their families and/or representatives, and all medical center staff. Patient Advocates act on your behalf to review complaints, questions, and needs. We encourage you to seek help from a member of your treatment team or a Patient Advocate if you have concerns. You may contact the Advocate office by:

- Secure Message: Patient Advocate Central Texas_ ADMIN
- Online: <https://ask.VA.gov/>
- Phone: 254-743-0586
- In-person: Temple, Waco, or Austin

Patient Rights and Responsibilities

Patient Rights and Responsibilities are posted throughout VHA facilities. Patient Rights and Responsibilities include Veteran respect and nondiscrimination, health information and privacy, partnering in your care, and concerns or complaints. For more information, visit: www.va.gov/health/rights/patientrights.asp or speak to a Patient Advocate.

Who do I contact if I have a complaint about my privacy?

We are dedicated to ensuring the privacy of Veterans' health information. If you think your privacy rights have been violated, you may contact our VA Privacy Officer at 800-423-2111, ext. 57397.

Central Texas VA Health Care System Updates

The Central Texas VA provides facility updates on the main webpage, as well as resources and local events on the Facebook page. To stay up-to-date, visit:

- Central Texas VA webpage: www.va.gov/central-texas-health-care/
- Central Texas VA Facebook page: www.facebook.com/CentralTexasVA/

VA Health Care Services

The CTVHCS provides a full range of services including health promotion and disease prevention, medical and surgical care, mental health care, rehabilitation, and palliative care. We use a whole health approach, which empowers and equips you to take charge of your health and well-being.

Primary Care: Patient Aligned Care Team (PACT)

We deliver your care in teams, called Patient Aligned Care Teams (PACTs). You are the center of your PACT. Your team includes family members, caregivers, and VA health care professionals. Your PACT will coordinate your care with other providers, including needed specialty care. If you have not been assigned to a team, call 800-423-2111, option 2, ask for Eligibility.

Your PACT can provide:

- Care for your physical and mental health needs.
- Care for acute concerns and chronic conditions, such as diabetes.
- Education about healthy habits, your health issues, and treatments.
- Preventive screenings, exams, and immunizations.

Prepare for your PACT visit:

- Write down your health goals, needs, questions, and concerns.
- Think about what is most important in your life and share this with your care team.
- Bring a list of all your medicines, including those prescribed by a non-VA provider.
- Consider bringing a family member or close friend with you.

Appointments

Please let us know if you are unable to keep your scheduled appointment. To cancel or reschedule an appointment call the Scheduling Team at 800-423-2111, Option 2.

If you are more than 10 minutes late for a 30-minute appointment or 20 minutes late for a 60-minute appointment, you will be seen by a nurse to assess your needs. We will make every effort to see you as the provider's schedule allows. If a later same-day appointment is available, you can reschedule.

Medicine renewals, paperwork completion, or care of chronic conditions require a provider appointment. Veterans that walk in without a primary care appointment will be seen by a nurse for assessment. If needed, you might also see your primary care or mental health provider. If your situation is emergent or urgent, you may be transferred for Emergency or Urgent Care.



Emergency Care

VA Outpatient Clinics are not equipped for Emergency Care. Call 911 or go to the nearest emergency room (ER) immediately for any serious emergencies such as:

- Chest pain
- Shortness of breath
- Sudden severe headache or stomach pain
- Slurred speech
- Face, arm, or leg weakness
- Thoughts of harming yourself or others
- Any other serious injury or illness

For more about Emergency Care, see page 13.

If you are admitted to the hospital, your primary care team wants to follow up with you. You will need to make a follow-up appointment. Please bring any papers from your hospital stay to the appointment.

How to contact us for care that is not an emergency:

- **Central Texas Call Center:** 800-423-2111, option 2. They can assist you with non-clinical needs and medicine refills. They can also send a message to your Care Team.
- **VA Health Connect/Nurse Triage Line:** 800-423-2111, option 3. Available 24 hours a day, 7 days a week. A nurse will give you advice on self-care, or help you decide if you need to seek emergency care or make an appointment.
- **MyHealtheVet:** Send a secure message. Please allow 72 hours for a response to your message. For more information, see page 18.



Prescriptions

Most medicines and medical supplies ordered by your VA or VA-approved provider will arrive by mail.

Medicine that needs to be started right away can be filled at a VA pharmacy in Austin, Temple, and Waco, or an in-network community or non-VA pharmacy.

Refills for Prescriptions

To receive your medicines on time, please reorder at least **2 weeks** before running out. Choose from the following ways to order your refills:

- Phone: 1-800-244-2912
- Internet: www.MyHealth.va.gov/
- App: VA RX Refill www.mobile.va.gov/app/rx-refill/
- Mail: Send in your reorder form to:
Pharmacy Service (119), 4800 Memorial Dr., Waco, TX 76711

If you do not have any refills remaining, contact your provider by sending a secure message through MyHealthVet or by calling the Clinical Contact Center 800-423-2111 option 1. Some medicines are controlled substances (for example, certain pain and ADHD medicines) and cannot be refilled. A new prescription is needed for each supply.

Prescriptions from VA community care providers:

Your community care provider should send your prescription to the VA Pharmacy through e-prescribing or fax:

- E-prescribing information:
 - Austin VAMC Pharmacy (NCPDP ID 4529117)
 - Temple VAMC Pharmacy (NCPDP ID 4545274)
 - Waco VAMC Pharmacy (NCPDP ID 4538445)
- Fax:
 - Medications to 254-743-0020
 - Equipment and supplies to 254-743-0170

Prescriptions from private outside providers:

If your outside provider is not VA approved, your VA provider will need records from the provider's visit and a copy of the prescription(s). The VA provider and pharmacy need to review each medicine. It is not guaranteed to be approved. Some medicines may only be prescribed by a VA specialist, which may require a specialty care appointment.

Mental Health Care

The VA is here to care for you as a whole person. That means your well-being and mental health are just as important as your physical health. The VA offers a variety of mental health resources, information, and treatment options, from preventive care to specialty outpatient, inpatient, and residential services. Talk with a mental health provider today to discuss the best options for your needs.



Primary Care Mental Health Integration (PC-MHI)

Primary Care-Mental Health Integration (PC-MHI) works with your primary care team to meet your mental health needs right in primary care. Many times just a little bit of help can go a long way. PC-MHI helps you manage thoughts, emotions, or habits that may be getting in your way. To get started, simply talk with your primary care team for a referral to PC-MHI. If more help is needed, PC-MHI can coordinate care with specialty mental health services.

Specialty Outpatient Mental Health Care

Mental health professionals at the VA specialize in the mental health needs of Veterans. The VA offers a range of services to treat depression, anxiety, post-traumatic stress disorder (PTSD), marriage and relationship problems, substance use disorders, military sexual trauma, bipolar disorder, schizophrenia, etc. Treatment can include counseling, medication management, and peer support services. Talk to your provider today for a referral. You may also contact the Mental Health Clinic for an appointment:

- Temple: 254-743-2867, Option 1
- Waco: 254-297-3241
- Austin: 512-823-4040

Community Mental Health Resources

The Vet Center offers community-based counseling, referrals and community engagement for eligible Veterans, service members, and their family.

- Killeen Heights Vet Center: 254-953-7100
- Austin Vet Center: 512-416-1314
- Learn more: www.vetcenter.va.gov/

The Military Veteran Peer Network (statewide peer-to-peer network): 254-813-5834



Text: 838255
Chat: www.Veteranscrisisline.net



Specialty Care

If you need to see a medical or surgical specialist, talk with your primary care provider. Some specialty clinics require your provider to send a consult. The specialty clinic will contact you regarding the consult.

You do not need a consult for Hearing or Eye Clinic. To make an appointment, please call:

Hearing Clinic (Audiology):

- Temple: 254-743-1702 or 254-743-2812
- Waco: 254-297-3602
- Austin: 512-823-4060

Eye Clinic (Optometry):

- Temple: 254-743-0728
- Waco: 254-297-5983
- Austin: 512-823-4051

Dental Care

If you qualify, you may be able to get some or all of your dental care through VA. It depends on factors like your military service history, current health, and living situation. For more information, see www.va.gov/health-care/about-va-health-benefits/ or call:

- Temple: 254-743-0764
- Waco: 254-297-3624
- Austin: 512-823-4050

Inpatient and Long-Term Care Services

Inpatient care includes a full range of services including medical and surgical care, intensive care, acute mental health care, and blind rehabilitation.

Long-term care services are provided in our Community Living Centers (CLCs) in Temple and Waco. Eligible Veterans can receive nursing home care, which includes help with activities of daily living, skilled nursing care, therapy and more. Veterans may stay for a short time or, in rare instances, long-term.





TeleHealth

TeleHealth Services allow you to videoconference with a provider while at your local clinic. This gives you access to VA specialty services, including mental health care. For information about services, talk to your health care team. You can also visit www.telehealth.va.gov.

VA Video Connect (VVC)

VA Video Connect is VA's secure videoconferencing program. You can meet with providers through live video on any computer or mobile device with an internet connection. VVC is an option if you have limited access to travel, lack time to go to in-person appointments, or do not need a physical exam.

Community Care

You may be eligible for care with a provider in your community depending on your health care needs and if you meet specific eligibility criteria.

- You must be enrolled in VA health care to be eligible for community care.
- VA staff members determine eligibility. Continued eligibility is dependent upon your health care needs or circumstances.
- Community care must generally be authorized in advance by the VA before you can make an appointment or receive care from a community provider.

Community Care includes services such as:

- General care
- Emergency and urgent care
- Surgery
- Foreign medical care
- Home health and hospice care

The VA Community Care Call Center is available to help explain your eligibility and answer questions about billing. They can also help resolve community care billing issues. Community Care Call Center: 877-881-7618, Monday-Friday from 7 a.m. to 7 p.m.

Emergency Care & Urgent Care

Emergency Care

There is an Emergency Room (ER) located in the Olin E. Teague Veterans' Medical Center in Temple that operates 24 hours a day, 7 days a week. During a medical or mental health emergency, VA encourages all Veterans to seek immediate medical attention without delay.

Call 911 or go to the nearest emergency room (ER) immediately for any serious emergencies such as:

- Chest pain
- Shortness of breath
- Sudden, severe headache or stomach pain
- Slurred speech
- Face, arm, or leg weakness
- Thoughts of harming yourself or others
- Any other serious injury or illness

You do not need call the VA before calling 911 or going to an ER.

- If you use an ER besides the Temple VA: you should report your ER care to VA's Emergency Care Reporting Portal as soon as possible **after** your care starts by:
 - Calling 1-844-724-7842, or
 - Using the VA Emergency Care Reporting Portal at www.emergencycarereporting.communitycare.va.gov/#/request

This allows the VA to assist and/or transfer care and helps ensure that requirements for the VA to pay for the care are met.

- In many cases, your ER care is covered by the VA if we are notified within 72 hours of the start of your ER care. Failure to report ER care to VA within 72 hours may impact your eligibility for VA to cover the cost of care.
- ER care is only covered until you can be safely transferred to a VA facility. You may be liable for the cost of care if you refuse to be transferred after you are stabilized. If the VA is contacted and unable to accept the transfer, your care should be covered.

Emergency Suicide Care and Treatment:

Veterans in suicidal crisis can go to any health care facility for free emergency care. Care also includes transportation costs, inpatient or crisis residential care for up to 30 days, and crisis-related outpatient care for up to 90 days. For more information, call the Community Care Call Center: 877-881-7618.



Text: 838255

Chat: www.Veteranscrisisline.net



Urgent Care

Use VA's urgent care benefit to treat minor injuries and illnesses, such as colds, strep throat, sprained muscles, and skin and ear infections.

To locate an urgent care facility near you, go to www.va.gov/find-locations, or call: 877-881-7618 from 7 a.m. to 7 p.m.

To access an urgent care provider, you must:

- Be eligible for VA care
- Go to an in-network urgent care provider
- Pay a VA copayment after the visit (if applicable)

Emergency and Urgent Care Prescriptions:

A prescription from a non-VA ER or Urgent Care Clinic can be filled at an in-network pharmacy, the VA, or a non-network pharmacy. At a community pharmacy, you will have to pay for the medicine. For reimbursement, send a valid receipt showing the amount paid for the prescription and a copy of the prescription information to:

CTVHCS, Attention: Community Care
1901 Veterans Memorial Drive, Building 44
Temple, TX 76504

- You will only be reimbursed for listed emergent/urgent medicines on the VA Urgent/Emergent Formulary list.
- VA can pay for a 14-day supply (no refills) of prescription medicine for emergency or urgent care.
- For a supply greater than 14 days or for routine non-urgent medicine, the prescription must be submitted to a VA Pharmacy to be filled.
- Prescriptions must be filled in the same region as the Veteran's urgent care visit.
- Opiates (like morphine) are limited to 7 days or less consistent with state law covering the pharmacy's location.

To check the status of a reimbursement, you may call the Community Care Call Center: 877-881-7618 from 7 a.m. to 7 p.m.

Programs and Services

Chaplain Services

Chaplain Services provide spiritual assistance or emotional support for Veterans and caregivers. To request Chaplain Services, call: 800-423-2111, ext. 40991 or 40722.

Social Work Services

Social work providers are available to assist you in a variety of settings, including the primary care clinic, during hospitalization, at Emergency Room visits, in mental health and rehabilitation units, and upon enrollment in specialty medical programs. They can address concerns such as: advance directives (Living Will for Healthcare), mental health needs, transitioning out of the military, community resources, financial assistance, home care, and nursing home placement. Below are examples of Social Work services:

- Suicide Prevention
- Caregiver Support
- Intimate Partner Violence Assistance Program
- Lesbian, Gay, Bisexual, and Transgender Queer/Questioning Health Program
- Healthcare for Homeless Veterans and VA-Supported Housing
- Veterans Justice Program
- Post 9/11- Military 2VA Case Management

You may visit your primary care team and ask to speak with your Social Worker. For a full list of services please call 800-423-2111, ext. 40963 for Temple, ext. 53244 for Waco, or ext. 54695 for Austin, or visit www.socialwork.va.gov/.

Pharmacy Medication Management

Clinical Pharmacy Practitioners (CPPs) work with you and your PACT provider to manage your chronic medical issues by prescribing and adjusting medicines. They can also answer your medicine-related questions, discuss lab results, and address medicine allergies. For more information, call 800-423-2111, option 1.

Nutrition & Food Services (NFS)

Our Registered Dietitians can help you maintain or improve your health with nutrition tailored to your needs. Through group, individual, and telehealth sessions, we provide nutrition education and counseling in areas such as: heart health, diabetes, eating disorders, digestive health, pregnancy and postpartum nutrition, and the MOVE! Weight Management program. Call 800-423-2111, ext. 41999 for an appointment.

Veterans Health Education (VHE)

Through group, individual, and telehealth sessions, VHE Registered Nurses provide education and counseling in areas such as: pre-diabetes, diabetes, headaches, kidney disease, new patient orientation, tobacco cessation, and women's health. Call 800-423-2111, ext. 40433 for an appointment.

Whole Health

Whole Health is VA's approach to care that supports your health and well-being. It is centered around what matters to you in your life. Self-Care topics include working the body/movement, healthy surroundings, personal development, food & drink, recharge/sleep, relationships, spirit & soul, and power of the mind.

Please call Whole Health Services (WHS) to get started at: 254-743-1143. Attend the Introduction to Whole Health Class first. Then, next step options include:

- Health Coaching
- Taking Charge of My Life and Health (TCMLH) Class
- Yoga and Tai Chi
- iRest Meditation
- Music Therapy
- Move and Dance
- Battlefield Acupuncture (BFA) and Acupressure
- Adaptive Sports

Whole Health offers online information and videos to support your health and well-being. For more information, visit www.va.gov/wholehealth/.



**DISCOVER
WHAT MATTERS
TO YOU.**

Live Whole Health.

Physical Medicine and Rehabilitation Service (PM&RS)

PM&RS staff work to restore and improve function through education, physical interventions, adaptive equipment, and assistive devices. PM&RS services include physical therapy (PT), occupational therapy (OT), kinesiotherapy (KT) and speech therapy (ST). Most services require a consult from your provider before being scheduled for an appointment. For more information, call 800-423-2111, ext. 42632.

Prosthetics and Sensory Aids Service (PSAS)

VA Prosthetic and Sensory Aids Service (PSAS) provides a wide range of services and items including, but not limited to, durable medical equipment, like walkers and wheelchairs, sensory aids, and fitted devices for Veterans. Speak with your primary care team about your equipment needs. For more information, visit www.prosthetics.va.gov, or call 800-423-2111, ext. 42149.

Women Veterans Health Program

We are committed to meeting the unique needs of Women Veterans. Health services include routine screens, reproductive health, menopause, chronic conditions, and more. Some primary care providers are designated as Women Veteran providers. For more information, contact the Women Veterans Health Program at:

- Austin: 800-423-2111, ext. 54766
- Temple: 800-423-2111, ext. 40441
- Social Worker: 254-743-8926
- Maternity Care Coordinator: 254-598-8142
- Mammogram Coordinator: 254-987-3246
- Women Veterans Program Manager: 254-598-1849



Toxic Exposure Screening Information:

VA is committed to providing screening, health care, and resources to Veterans with toxic exposure concerns from military service. You may schedule a registry exam with your local Environmental Health Coordinator by calling: 800-423-2111 ext. 42949 or 40745.

VA Mobile Food Pantry (MFP):

The CTVHCS collaborates with the Central Texas Food Bank to provide a monthly drive-through food pantry. For more information, follow us on Facebook:

www.facebook.com/CentralTexasVA/
or call:

- Nutrition and Food Service: 254-743-0534
- Health Care for Homeless Veterans: 254-743-2179



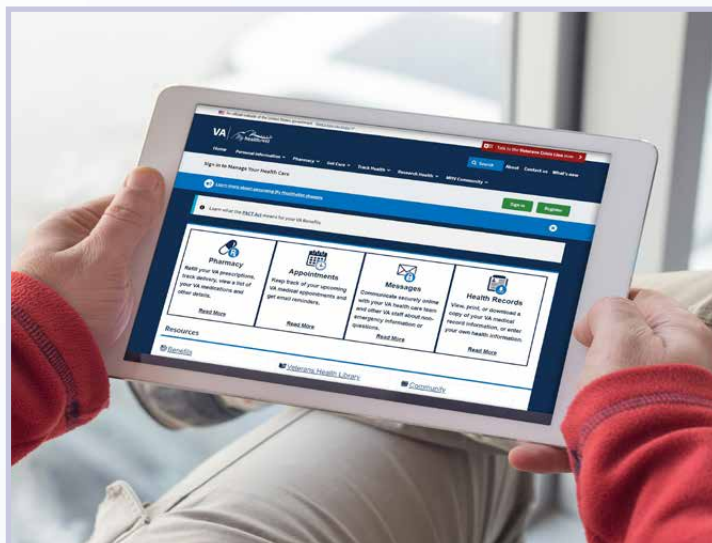
Connect with Us Online

MyHealthVet (MHV)

MyHealthVet (MHV) is a secure online portal that allows you access to your VA health record. With MHV, you can send secure messages to your care team, view your VA appointments, refill your medicines, and review your lab results, tests, and care notes. Steps to get started:

1. Visit My HealthVet
www.myhealth.va.gov.
2. Register for a Basic account, then upgrade to a free Premium account.
3. Upgrade to a Premium account by going through a one-time authentication. This security measure verifies your identity before allowing access to your VA healthcare record.
 - In-Person Authentication (IPA) at your local VA facility; or
 - Online Authentication using your DS Log in (eBenefits/DoD Self-Service Logon), your ID.me or Login.gov credential.

For more information, call the MyHealthVet Coordinator: 800-423-2111, ext. 40100.
For technical support and ID/Password assistance, call the MHV Helpdesk: 877-327-0022.



Veterans Health Library (VHL)

The Veterans Health Library offers online Veteran-focused health information. You can view and print over 1,500 health sheets, watch more than 150 health videos, and listen to online workbooks. For more information, visit www.veteranshealthlibrary.va.gov/.

VA Mobile Apps

The VA provides free mobile apps to help you participate in your health care. Mobile Apps help you learn about and manage chronic conditions and mental health issues. VA connected apps give you access to your health data.

For more information, visit www.mobile.va.gov/appstore/veterans.

For a list of VA Mobile Mental Health apps, visit: www.ptsd.va.gov/appvid/mobile/.

Annie

Annie is a VA text messaging service that empowers you to take charge of your health, one text at a time. Messages include reminders to take medicine, tips for reducing stress, instructions for health care appointments, and more. For more information, visit:

<https://mobile.va.gov/app/annie-app-veterans>.

Medical Records and Billing

Need a copy of your VA medical records?

Our Release of Information (ROI) staff are happy to assist you with medical record requests. You may request a copy of your record by filling out VA form 10-5345a.

- The completed form may be faxed to 254-743-2613. ROI staff have 20 workdays to respond to your request.
- For more information, call 800-423-2111 ext. 41545 or visit:
 - o Austin: First floor, Monday-Thursday 8:00 a.m. to 4:30 p.m.
 - o Temple: Building 171, Monday-Thursday 8:00 a.m. to 4:30 p.m.
 - o Waco: Building 2, Monday-Thursday 8:00 a.m. to 4:30 p.m.

Consolidated Patient Account Center (CPAC)

Please use these contacts for billing concerns:

- VA bills can be paid online at: www.pay.gov/
- Billing questions: 888-827-4817
- Debt Management Questions: 800-827-0648
- Urgent Care/ER billing concerns: 844-724-7842 or 877-881-7618

Additional Resources

Disabled American Veterans (DAV)

The Disabled American Veterans (DAV) organization can help with filing claims for compensation, pension, healthcare, and other VA benefits. They can also provide guidance on state and local veteran benefits, burial benefits, and employment opportunities. For more information, visit: www.dav.org/find-your-local-office/ or call 254-299-9932.

Texas Veterans Commission (TVC)

The Texas Veterans Commission (TVC) is an advocate organization that has eight programs: claims, education, employment, business consulting, grants, health care needs, mental health, and women Veterans. For more information, visit www.tvc.texas.gov/ or call 800-252-8387.

Veterans Benefits Administration (VBA)

The Veterans Benefits Administration (VBA) is the VA agency that administers programs that provide financial and other forms of assistance to Veterans, their dependents, and survivors. For more information, visit: www.benefits.va.gov/benefits/about.asp, or call 800-827-1000.

Resource Links

These resources include Quick Response or QR Codes for easier access to referenced websites. To access QR codes, open the camera app on your smart phone and aim it at the code. The QR code will show a website link; tap the link to open the website.



CTVHCS Webpage:
www.va.gov/central-texas-health-care/



Veteran's Crisis Line:
www.veteranscrisisline.net/



Find VA Locations:
www.va.gov/find-locations/



MyHealtheVet:
www.myhealth.va.gov/



VA Welcome Kit:
www.va.gov/welcome-kit/



VA Mental Health:
www.mentalhealth.va.gov/



E-Benefits:
www.ebenefits.va.gov/ebenefits/about



VA Dental Care:
www.va.gov/health-care/about-vahealth-benefits/dental-care/



VA Community Care Network (CCN)
www.va.gov/COMMUNITYCARE/index.asp



VA Social Work Service:
www.socialwork.va.gov/

Resource, Website, and QR Code



CTVHCS Facebook page
[www.facebook.com/
CentralTexasVA/](http://www.facebook.com/CentralTexasVA/)



VA Nutrition & Food Services:
www.nutrition.va.gov/



VA Mobile Apps:
www.mobile.va.gov/appstore



Veterans Health Library:
[www.veteranshealthlibrary.
va.gov/](http://www.veteranshealthlibrary.va.gov/)



Whole Health:
www.va.gov/wholehealth/



Toxic Exposure Screen:
www.warrelatedillness.va.gov/



VA Homeless Programs:
www.va.gov/homeless/



Women Veterans:
www.va.gov/womenvet/



VA Disability:
www.va.gov/disability/



Vet Center:
www.vetcenter.va.gov



Consolidated Patient Account
Center
www.pay.gov/



Make the Connection:
www.maketheconnection.net



The Whole Health Circle of Health



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