VETERANS:

Choose VA and be a part of your health care team by providing current and correct information.

PLEASE review and update your home address, telephone contact information, insurance information and email address. We need to know how to contact you, where to send your medications, and how to bill your insurance company to provide you with the best care.

You can update your information in any of these convenient ways:

• Directly on the kiosks
• By speaking with the clerk at the outpatient clinics
• At the Enrollment/Eligibility desks
• When you call the Call Center (215-823-4014) to schedule an appointment
• Through My HealthEvet follow the instructions on how to send a secure message to request an update to demographic information

Billing private insurance companies for non-service connected care helps VA control costs and that benefits ALL Veterans.

Veterans, when you check in for your appointments, PLEASE review and update your home address, telephone contact information, insurance information and email address.

WHY is this information important?

Updated contact information is important so we know how to contact you, where to send your medication, where to send beneficiary travel checks, and for any other reason in case we need to reach out to you.

VA asks you to provide insurance information so we can bill your insurance provider for any care, supplies or medicines we provide to treat non-service connected conditions. By law we do not bill Medicare or Medicaid, but we may bill Medicare supplemental health insurance for covered services.

How does it help me to give VA my health insurance information?

Funds received from your private health insurer for non-service connected care will be used to offset part—or all—of your VA copayment.

Also, your private insurer may apply your VA health care charges toward your annual deductible (the amount of money you pay toward your care each year before your insurance starts paying for care).
**Text Message Appointment Reminders & Cancellation System**

**Forgot to mark your next appointment on your calendar?**

With text message appointment reminders, never miss an appointment again!

**Something came up?**

Automatically cancel your appointment through the text message system.

**What is it?**

An automated, interactive text message system to remind Veterans of upcoming VA appointments and allows responses for confirmation and cancellation in response to the reminder.

**Why?**

Proven to decrease No Show rates and missed opportunities:

- Reminds Veterans of appointments (currently with date and time).
- Allows Veterans a convenient cancellation option, if desired.
- Allows a download of appointment reminder to a calendar file.

**What can I do to help?**

Ask Veterans to update or provide an active cell phone number during phone and face-to-face interactions

Tell Veterans we will start to offer this exciting service automatically; no need to opt-in.

No cell phone? No problem -- VEText does not replace other methods of appointment notification; It simply enhances the experience.

Learn more about this cutting-edge initiative by calling (215) 823-5800 ext: 5660, or to see a sample message on your cell phone: Text “Demo” to (909) 245-9443.
The Veterans Empowerment Center (VEC) is an innovative program that helps you to identify and meet personal goals. Traditional and non-traditional services tailored to your unique needs and preferences are offered onsite at the VA and in the community. These services may include: Community Integration and Recovery Planning, psychotherapy, and a variety of educational and novel groups. VEC’s question to you is: “What would you do if you knew you would not fail?” VEC is here to instill hope and help you to manage obstacles so that you can work towards achieving those dreams and a more satisfying quality of life. If you have been diagnosed with Schizophrenia, Bipolar Disorder, Major Depression, or PTSD, talk to your mental health provider or contact the VEC Coordinator, Megan Farley, at 215-823-5800 x7888 to learn more.

Megan Farley, LCSW
Veterans Empowerment Center (PRRC) Coordinator
Corporal Michael J. Crescenz VA Medical Center
215-823-5800 x7888
Whole Health is an approach to health care that empowers and equips people to take charge of their health and well-being, and to live their life to the fullest. The Whole Health approach partners with Veterans to improve their whole health, which is particularly critical when dealing with complex issues such as pain. Our focus is to empower you to create a personal health plan, equip you with skills to manage chronic pain, and provide more intensive and integrated treatment when needed.

What is Behavioral Pain Management?
A service that offers both individual and group treatments for Veterans with chronic stable pain conditions. Medical interventions, while helpful for many, do not always address the whole issue of chronic pain. Chronic pain is complex and addressing it from only one perspective is not the most effective treatment. The other part of managing chronic pain is something called behavioral pain management. These are a set of skills that patients can learn to use day to day to reduce the negative impact of chronic pain.

EMPOWER: Beginners Classes
Whole Health Education for Chronic Pain
This drop-in course empowers you with education around active chronic pain management, provides a foundation for our other classes, and helps you identify what matters to you. At the end of this class, with the assistance of the facilitator, you will create a plan for moving forward with your health and chronic pain management goals.

Time: Thursdays 1-3pm
Location: Module A Conference Room
Contact Behavioral Pain Management for start date

Intro to Gentle Yoga
Restorative, alignment-based hatha yoga movements, specifically designed to foster a healthy back and help decrease fear of movement.

Time: Tuesdays 12:30 -1:30pm

Tai Chi with Marcus
Balance, strength, flexibility, mobility and stress reduction. Discover what is known as the supreme ultimate martial art as you find balance and harmony, physically and mentally, through the practice of Tai Chi.

Time: Mondays 11:30am – 1:00pm
Location: Multipurpose Room, 3rd floor
EQUIP: Intermediate Classes

Cognitive Behavioral Therapy for Chronic Pain
An evidence-based treatment designed to help improve your overall functioning and quality of life by learning effective skills for managing chronic pain. CBT-CP focuses on your thoughts, feelings, and expectations about chronic pain and how these may stand in the way of managing it. CBT-CP helps you learn specific actions to respond to pain in more adaptive ways.

Biofeedback Class
An 8-week class for Veterans who want to learn how to improve their physical and emotional health, especially for chronic physical pain, muscle tension or migraine headaches, high blood pressure, anxiety, and stress management. Biofeedback involves the use of electronic monitoring to help people self-regulate and improve control of their nervous system. Biofeedback training allows Veterans to become more aware of what is happening inside your body to gain more control over your emotional and physiological responses to stress.

Mindfulness-Oriented Recovery Enhancement for Chronic Pain
An 8-week group for Veterans who have been using prescription opioids, alcohol, or marijuana to cope with chronic pain. Group members will learn skills and tools to cope with and reduce pain and stress.

Rehab Skills for Chronic Pain (RSCP) -
Led by a physical and occupational therapist, this drop-in class focuses on active skills for the self-management of chronic pain. This is a 4-week class that will focus on learning and enhancing pain management. Feel free to attend 1 week or all 4.

*Time: Thursdays, 10:30 – 12 pm
*Location: 2nd Floor, Physical Rehab Waiting Area*
“The main thing with me is slowing down, my thoughts generally are pretty sound thoughts.”

Army Veteran
Walter Bryant

Behavioral Health Lab (BHL)
“The main thing with me is slowing down, my thoughts generally are pretty sound thoughts... but when I’m rushing it puts my mind in a whole other bag of tricks.”

When Walter Bryant was first referred to the Behavioral Health Lab (BHL), the behavioral health team embedded within primary care, he had a number of stressors on his plate – serving as primary caregiver for his wife during a period of illness, his own health issues, and finances. He was feeling down, wasn’t sleeping well, and was experiencing an increase in nightmares and service-related memories.

After an initial discussion with a BHL clinician, he agreed to try Moving Forward, a 4-session class that provides Veterans with tools to reduce the immediate emotional response to stress, pay attention to cues from the mind and body, and approach problems in a thoughtful, rational manner.

Although he had some uncertainty at first, he soon realized that the tools actually worked. “Every paragraph was about breathing exercises, and I’m thinking, ‘how in the world are breathing exercises going to do this, and do that, and do this, and do that?’ But as I develop these skills, I am beginning to see the difference. It helps to slow down.”

He attended all four classes, reviewed the course materials at home each week, and worked to apply the strategies in his own life. Now when Mr. Bryant is faced with a challenge he pauses to slow down. By taking the time to sit outside to enjoy nature or review his Moving Forward workbook and other inspirational readings, he is better able to think through ways to handle a situation instead of feeling overwhelmed or frustrated. Pausing has also allowed him to be a better listener, which helps him to obtain all the information about a matter before he reacts. As a result, he’s improved his relationship with his spouse and has become a respected and effective leader within his church community. His sleep has improved and he has greater confidence in his ability to handle the curve balls life throws his way. To other Veterans feeling overwhelmed with life’s demands, he offers this advice.

“Try it...there’s something in there that’s going to work for you, but you have to be the one to bite the bullet and find something that’s going to help. If you truly want to change for yourself, you will find something or somebody to help you change for yourself.”
Beneficiary travel fraud takes money out of the pockets of deserving Veterans.

Inappropriate uses of beneficiary travel benefits include:

- incorrect addresses provided resulting in increased mileage
- driving/riding together and making separate claims
- taking no cost transportation, such as DAV, and making claims

Veterans making false statements for beneficiary travel reimbursement may be prosecuted under applicable laws.

Penalties can include fines, repayment of travel monies received, and/or incarceration.

38 Code of Federal Regulations, Part 70.41, “Recovery of Payments”
38 Code of Federal Regulations, Part 70.42, “False Statements”
www.va.gov
Online VA Prescription Tracking
Available on My HealtheVet
www.myhealth.va.gov

Easy as One, Two, Three!

1. Go to My HealtheVet at www.myhealth.va.gov, then to the home page to log in*
2. Go to the Pharmacy tab
3. Select the Refill My Prescriptions or Prescription Refill History. Once there, you can access the red “Track Delivery” button

Help with Track Delivery is available through the My HealtheVet Help Desk.
Contact the Help Desk online by selecting the Contact MHV tab in My HealtheVet.
Call the Help Desk directly at 1-877-327-0022 or 1-800-877-8339 (TTY), Monday – Friday, 7 a.m. – 7 p.m. (Central Time).

For questions about your medication, contact your primary care provider or local VA pharmacist. The telephone number is printed on your prescription label.

Participating in research is important

Research is the backbone of medical innovation. Here at the VA’s Center for Health Equity Research and Promotion, our Veterans Community Advisory Board is working to bridge the gaps between our medical study needs, our researchers, and you the patient….

VA Research
VA Research is unique because of its focus on health issues that affect Veterans. Nested within the Veterans Health Administration, the nation’s largest health care system, VA Research is viewed by many experts as a model for rigorous, impactful research.

From developing new drugs and prosthetic devices to studying the delivery of health care, VA researchers across the nation address a wide range of issues that affects the daily lives of Veterans and their families.

The groundbreaking achievements of VA investigators most of whom also provide direct patient care to Veterans have resulted in three Nobel prizes, seven Lasker awards, and many other distinctions within the medical and scientific communities.

How do I get involved?
https://www.cherp.research.va.gov/
www.prefresearch.org
What is TW
Compensated Work Therapy/Transitional Work (CWT/TW) Programs provide rehabilitation for Veterans through a combination of work experience and therapy. The program prepares those interested in obtaining employment by providing a supportive team and necessary resources to aid in the transition back into the workforce.

The TW program is a six month program in which each Veteran is be compensated with a stipend.

Program Design
Within the CWT/TW Program participants have an opportunity to practice and acquire workplace skills needed in competitive employment. CWT/TW functions like a “real” job, supervised by a work site supervisor, allowing for the Veterans to identify and address work related challenges, and places the same job expectations and demands on the Veteran that are experienced by non-CWT workers in the workplace.

How to Participate
• Veterans must be assigned and actively engaged in Mental Health Services, ARU or OTP.
• Be physically cleared to participate in the program by their Primary Care Provider.
• Recive consult from Mental health provider.

Services Provided in TW
• Job Club - Held monthly/participation is mandatory
• Employment Computer Lab - Held weekly
• Employment Readiness Groups
• Problem Solving Group

CWT/TW Position Locations:
• Warehouse
• Chaplain Services
• Facilities Management
• Housekeeping
• Nutrition and Food Services
• Sterile Processing Services
• Supply Processing and Distribution (Logistics)
• Rehabilitation Physical Therapy
• National Cemetary Administration
• National Archives Records Admistration

How do I apply?
If interested in participating in TW, please see your Mental Health Provider for additional information. Or attend the Information Group in 7A138, from Noon - 1 p.m. on any Wednesday.

Shanice Porter, MSW
shanice.porter@va.gov
Vocational Rehabilitation Specialist, TW
Phone (215) 823-5800 ext. 5944
CAMP LEJEUNE HEALTH and DISABILITY BENEFITS

Benefits for Camp Lejeune Veterans and family members include health care for 15 conditions listed in the Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012. Veterans can receive disability and health care benefits for eight presumptive disease conditions associated with contaminants in the water at Camp Lejeune.

HEALTH

Health care and health care funding assistance to Veterans and family members who lived on Camp Lejeune and have one of the covered conditions.

Qualifying health conditions include:
- Bladder cancer
- Breast cancer
- Esophageal cancer
- Female infertility
- Hepatic steatosis
- Kidney cancer
- Leukemia
- Lung cancer
- Miscarriage
- Multiple myeloma
- Myelodysplastic syndromes
- Neurobehavioral effects
- Non-Hodgkin's lymphoma
- Renal toxicity
- Scleroderma

DISABILITY

The presumption applies to active duty, reserve, and National Guard members exposed to contaminants in the water supply at Camp Lejeune who later developed one or more of the following eight conditions:
- Adult leukemia
- Aplastic anemia and other myelodysplastic syndromes
- Bladder cancer
- Kidney cancer
- Liver cancer
- Multiple myeloma
- Non-Hodgkin’s lymphoma
- Parkinson’s disease

Family members are not eligible for disability benefits.

FOR INFORMATION

VA Health Care 1-877-222-8387
VA Benefits 1-800-827-1000
CL Family Health Care 1-866-372-1144
www.va.gov/healthbenefits/apply/
https://explore.va.gov/disability-compensation
www.clfamilymembers.fsc.va.gov/

ELIGIBILITY REQUIREMENTS

Stationed at/lived on Camp Lejeune for at least 30 days between August 1, 1953 and December 31, 1987.
Enhanced VA Options Under the MISSION Act:

IMPORTANT INFORMATION FOR VETERANS

This Covers Six Topics

1 HEALTH CARE ELIGIBILITY

VA provides a comprehensive medical benefits package to all Veterans who are enrolled through an annual patient enrollment system that categorizes Veterans based on different priority groups. Eligible Veterans can use VA health care services nationwide, including through mobile health clinics that serve rural areas and via telehealth (care through a phone or computer) in your home or on the go.

2 COMMUNITY CARE ELIGIBILITY

You may be able to receive care from a provider in your local community if you meet specific criteria. Generally, Veterans must be enrolled with VA to receive care, although some Veterans are not required to enroll to receive care. Eligibility further depends upon your individual health care needs or circumstances. It is important to remember that under the Veterans Community Care Program, in most instances VA must authorize your care before you receive it.

Under the MISSION Act, there are six different eligibility criteria for community care. Meeting any one of these criteria for the specific care you need means you are eligible to elect to receive that care either through direct VA care or a community provider in VA's network:

- The specific care you need is not provided by VA at any facility
- You reside in a U.S. state (AK, HI, or NH) or territory (Guam, American Samoa, Northern Mariana Islands, or U.S. Virgin Islands) that does not have a full-service VA medical facility
- "Grandfathered" eligibility based on residence and the 40-mile eligibility criterion from the Choice program
- The specific care you need is not available within designated access standards
- You and your referring clinician decide it is in your best medical interest to receive the specific care you need in the community
- VA has designated the VA medical service line delivering the specific care you need as not providing care that complies with VA's standards for quality

3 URGENT/WALK-IN CARE

VA will offer an urgent/walk-in care benefit for minor injuries and illnesses, such as pink eye or ear infections. To be covered by this benefit, you must be enrolled in the VA health care system and have received care from VA within the 24 months prior to seeking this care to be eligible for this benefit. Eligible Veterans can seek this care from an urgent care facility or walk-in retail health clinic that is part of VA's community provider network, but not all urgent care facilities or walk-in retail health clinics are in VA's network. VA will provide additional information on this benefit.

4 COPAYMENTS AND INSURANCE

Like other health care providers, VA may charge a copayment for health care. The copayment amount may be based on your enrollment priority group, the type of health care service you receive, and your financial situation. If a VA copayment applies, you are responsible for that amount whether your care is furnished directly by VA or through a community provider.

VA may bill your health insurance for medical care, supplies, and prescriptions. As a result of the MISSION Act, VA no longer requires your permission to bill your health insurance carrier for health care related to a sensitive diagnosis. If you would like to submit a request to restrict this process, please contact your local VA facility's privacy officer.

If you have other forms of health care coverage (such as Medicare, Medicaid, TRICARE, Indian Health Service, and tribal health), you can use VA health care benefits along with these plans.

To learn more, contact your local VA medical center or visit www.missionact.VA.gov and click:

- VA Health Care and Other Insurance
- Indian Health Service/ Tribal Health Program (IHS/THP)

5 ACCESS STANDARDS AND STANDARDS FOR QUALITY

VA is establishing designated access standards based on the type of care you need, how long you have to wait to receive that care, and your average driving time to receive that care. We are also establishing standards for quality that focus on domains such as timely care, effective care, safe care, and Veteran-centered care. Within each of these domains are specific quality measures. VA is applying both access standards and standards for quality of care it furnishes in VA facilities and is working to ensure quality of care in the community also meets applicable standards. As VA continues to develop and refine these standards, we will provide additional information.

6 COMPLAINT AND APPEALS PROCESS

VA is committed to delivering an excellent care experience every time. We know that concerns arise, and we're here for you. Patient advocates at your facility can assist with almost any problem you may experience. VA has different processes for clinical and non-clinical appeals, and the patient advocate can ensure your concern is handled appropriately.