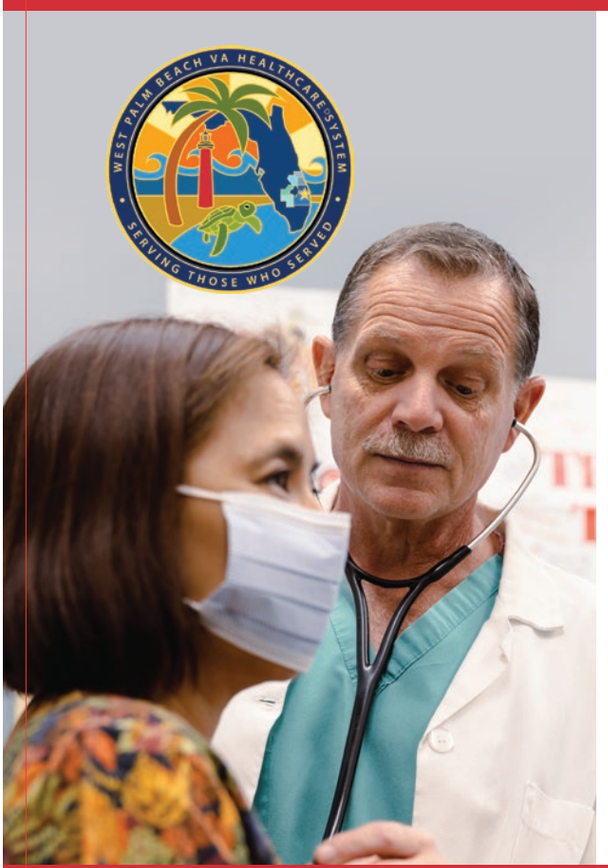
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Your Benefits. Our Commitment.

West Palm Beach VA Healthcare System Orientation Guide

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HELLO.

Welcome to VA. Let's get started.

The Department of Veterans Affairs (VA) can support you and your loved ones in different ways throughout your life. This guide provides a broad overview of the services VA can offer you.

To access more information about VA benefits and services, call the West Palm Beach VA Medical Center at **561-422-8262**

or scan the QR Code:

We look forward to serving you.

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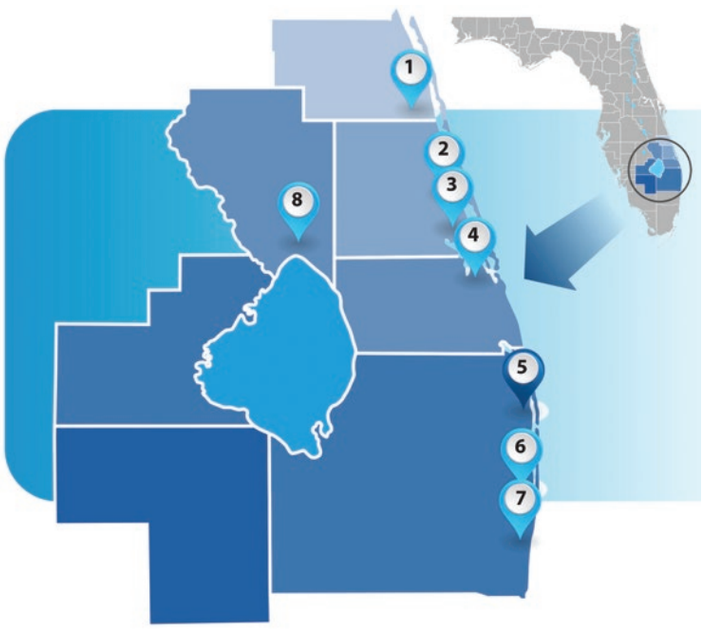
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About Us

The West Palm Beach VA Medical Center opened in 1995 and is a general medical and surgical facility that provides a full range of patient care services, medical education, and residency programs. All-inclusive health care is provided through primary care, emergency care, and long-term care in the areas of medicine, surgery, mental health, physical medicine and rehabilitation, radiology, Connected Care/Video on Demand, dentistry, hemodialysis, oncology, geriatrics, and extended care.

Included on the main medical center campus is a Cancer Center, Community Living Center with hospice and palliative care, 13-bed Blind Rehabilitation Service, and a Domiciliary that provides residential treatment for Veterans with substance abuse and other mental and psychosocial issues. The Medical Foster Home Program provides community residential care for Veterans who are unable to live independently.

Care is also available to Veterans throughout South Florida and the Treasure Coast at the outpatient clinics in Port St. Lucie and Delray, and five contractor-operated, community-based outpatient clinics (CBOC) in Boca Raton, Fort Pierce, Okeechobee, Stuart, and Vero Beach.



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Locations

1 Vero Beach CBOC

372 17th Street
Vero Beach, FL 32960
772-299-4623

2 Fort Pierce CBOC

1901 South 25th Street, Suite 103
Fort Pierce, FL 34947
772-595-5150

3 Port Saint Lucie VA Clinic

128 Southwest Chamber Court
Port St. Lucie, FL 34986
772-878-7876

4 Stuart CBOC

3501 Southeast Willoughby Boulevard, Stuart, FL 34997
772-288-0304

5 West Palm Beach VA Medical Center

7305 North Military Trail
West Palm Beach, FL 33410
561-422-8262

6 Delray Beach VA Clinic

4800 Linton Boulevard, Suite 300
Delray Beach, FL 33445
561-422-6510

7 Boca Raton CBOC

901 Meadows Road
Boca Raton, FL 33433
561-416-8995

8 Okeechobee CBOC

1201 North Parrot Avenue
Okeechobee, FL 34972
863-824-3232

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CBOC & Clinic Services

	Boca Raton	Delray Beach	Fort Pierce	Okeechobee	Stuart	Vero Beach	Port St. Lucie
SERVICES							
PRIMARY CARE							
Acupuncture							✓
Audiology		✓					✓
Chiropractor							✓
Clinical Pharmacist	✓	✓	✓		✓	✓	
Dermatology							✓
Home Based Primary Care					✓		
Mental Health (Clinical Social Worker)	✓	✓	✓	✓	✓	✓	✓
Mental Health (Face to Face)	✓	✓	✓	✓	✓	✓	✓
Mental Health Enrollment (Thursdays only)		✓					✓
Mental Health Integrated	✓	✓	✓		✓		✓
Mental Health Group		✓	✓		✓		✓
Nutrition Counseling	✓	✓	✓	✓	✓	✓	
Nutrition Individual					✓		
Occupational Therapy							✓
Physical Therapy							✓
Prosthetics							✓
Social Worker Services	✓	✓	✓	✓	✓	✓	
Radiology		✓	✓				
Ultrasound							✓
TELEHEALTH SERVICES							

Home Telehealth (HT) involves the ongoing assessment, monitoring, and case management of patients in their residential environment (or their environment of choice) to enable “just in time” care.

The use of technology is only one aspect of HT and, when paired with active care and case management, it increases patient satisfaction, improves outcomes, raises work efficiency, and enhances management of chronic disease through collaboration between the patient, HT clinician, and the patient’s health care team members using an interdisciplinary approach.

If a Veteran prefers Telehealth, this can be requested with your provider.

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Medical Center Services

- Audiology and Speech Pathology
- Blind Rehabilitation Center
- Cardiac Catheterization
- Caregiver Support
- Chaplain Service
- Chest Pain Center
- Chiropractic Care
- Community Living Center
- Comprehensive Cancer Care
- Dental
- Diagnostic Radiology
- Domiciliary
- Emergency Department
- Fisher House
- Geriatric and Extended Care
- Health Care Re-entry
- Hemodialysis Center
- Inpatient Health Services
- Low Vision Clinic
- Medical and Surgical Specialty Care
- Nutrition
- Orthopedic Surgery
- Outpatient Mental Health
- Pain Management
- Pathology and Laboratory
- Pharmacy
- Plastic Surgery
- Podiatry Care
- Post Deployment Clinic
- Primary Care
- Prosthetics
- Research
- Recreation Therapy
- Rehabilitation Medicine
- Respiratory Therapy / Pulmonary
- Sleep Medicine Laboratory
- Social Work
- Transition and Care Management
- Vascular Surgery
- Veteran Service Organizations (Bldg. 10)
- Whole Health
- Women's Health
- Wound Care

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Getting Started

You must be enrolled in the VA Healthcare System to receive VA health care. Apply via the below methods:

1. **Enroll in person.** To get started with the VA, Veterans can enroll in person at the medical center or other VA sites of care. In addition to completing VA Form 10-10EZ, Application for Health Benefits, we ask that Veterans please bring the following:
   - » Military discharge paperwork (DD-214)
   - » Current medical insurance cards (including Medicare or Medicaid)
   - » Information about your household finances
2. **Enroll electronically** by completing VA Form 10-10EZ, Application for Health Benefits, online at: **www.va.gov**
3. **Enroll by mail.** Send the completed VA Form 10-10EZ, Application for Health Benefits, and your DD-214 to:

West Palm Beach VA Medical Center
Enrollment Office
7305 North Military Trail
West Palm Beach, FL 33410

To speak with an enrollment specialist, call: **800-353-8262**.

We recommend all Veterans enroll in VA health care to receive immediate feedback on their eligibility for care. If you mail your application to us or complete it online, you will receive an enrollment letter from the VA informing you of your eligibility for care.

Upon being enrolled, the enrollment team will contact you to schedule your Primary Care appointment.

For more information, visit:
https://mobile.va.gov/app/va-health-chat.



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My HealtheVet

My Health*e*Vet is the Veteran's Patient Portal. The program helps Veterans take an active role in managing their health care.



What can I do on My HealtheVet?

My Health*e*Vet allows you to take control of your health by:

- Renewing your prescriptions.
- Managing your appointments.
- Communicating with your health care team.
- Accessing your electronic medical record.

Can I record my vitals?

Yes! My Health*e*Vet allows you to record your vitals such as weight, temperature, blood pressure, and pulse oxygen, among a few others. In addition, the "Shared Vitals" feature allows you to share your vitals data with your health care team. The Veterans Health Library allows you to learn about medications, medical conditions, preventative health, and much more!

Can I communicate with my health care team?

A free, upgraded "Premium" account allows you to communicate electronically with your health care team through our secure message feature. In addition, the Blue Button Report allows you to access your lab and imaging results as well as your provider's notes.

Please visit **www.myhealth.va.gov** to register and learn how to upgrade your account to a free Premium status.

For more information, please call our Connected Care Service at: **561-422-6646**.

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General Information

ATM

For your convenience, there is an ATM at the West Palm Beach VA Medical Center on the 1st floor just outside the canteen area. *Fees may apply.*

Canteen

The Veterans Canteen Service includes a cafeteria, retail shop, and coffee shop (located on the 1st floor at the West Palm Beach VA Medical Center).

Release of Information (ROI)

The ROI office can help you access, get copies of, and make changes to your medical record. The ROI office is located in the main atrium in the business center, and can be reached at **561-422-6681** or by fax at **561-422-1248**.

Smoking

Across the West Palm Beach VA Healthcare System we are smoke-free per the VA policy. The policy applies to the use of cigarettes, cigars, pipes, e-cigarettes, vape pens, e-cigars, and any other tobacco product.

Visitation

The West Palm Beach VA Medical Center has an open-door visitation policy. Guests may visit 24/7. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation, and gender identity or expression. *The hospital may adjust this policy if needed during a hurricane, pandemic, etc.*

Travel Pay

Eligible Veterans may request travel reimbursement by calling **561-422-6905/8783** or using **Secure Messaging** via My Health*e*Vet.

There are many travel options and alternatives available to our Veterans who require assistance traveling to and from VA health care facilities and authorized non-VA health care appointments.

Scan the QR Code to view options:



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Pharmacy

Prescriptions may be refilled by phone or online. Please note, prescriptions cannot be refilled at the pharmacy window.

Phone Refill

1. Call **561-422-5294** (direct automated refill line) or **866-383-9036**, option **1**, or **800-317-8387**, option **2** (from outside the West Palm Beach area).
2. After you have dialed the number, wait for the automated attendant to answer.
3. Enter your entire Social Security number, then press the **#** key. Wait for an answer.
4. Press **2**, then wait for an answer.
5. Press **1**, then wait for an answer.
6. Enter the prescription number, then press the **#** key. Wait for an answer.
7. To refill additional prescriptions, press **1** and repeat the process.

Note: All refills should be ordered at least 10 days prior to when the refill is due to ensure prompt processing and delivery time.

Virtual Refill

Prescriptions may be refilled online using My Health*e*Vet. You will need a user ID and password to log in. If you do not have one, you can easily get one by creating your personal profile. To get started, visit: **www.myhealth.va.gov**.

VA Pharmacy Benefits Management Services

Visit **www.pbm.va.gov** to access criteria that Veterans can discuss with their health care providers.

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Emergency Care

Urgent Care

Medical personnel are available in the emergency department 24/7.

Non-VA Emergency Care

Veterans may receive emergency care at a non-VA health care facility at VA's expense when a VA facility cannot furnish efficient care due to the Veteran's distance from the facility, or when VA is unable to furnish the needed emergency services.

- It is important to notify VA after receiving emergency care at a community emergency department. Notification should be made within 72 hours of admission to a community medical facility. This allows VA to assist the Veteran in coordinating necessary care or transfer and helps to ensure that the administrative and clinical requirements for VA to pay for the care are met.



- During a medical emergency, Veterans should immediately seek care at the nearest medical facility. A medical emergency is an injury, illness, or symptom so severe that without immediate treatment, you believe your life or health is in danger. **If you believe your life or health is in danger, call 911 or go to the nearest emergency department right away.**

- Veterans **do not** need to check with VA before calling for an ambulance or going to an emergency department. During a medical emergency, VA encourages all Veterans to seek immediate medical attention without delay. A claim for emergency care will never be denied based solely on VA not receiving notification prior to seeking care.

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IF YOU HAVE:	THEN:
A service-connected condition	**VA may pay for your:** » Non-VA emergency care for a rated service-connected disability. » Care if your nonservice-connected condition is associated with and held to be aggravating your service-connected condition. » Treatment to make your entrance into a training course possible. » Care if you are rated as having a total disability permanent in nature resulting from your service-connected disability. » Care for other approved reasons.
A nonservice-connected condition	**VA may pay if:** » The episode of care cannot be paid under another VA authority. » Based on an average knowledge of health and medicine (prudent layperson standard), it could be reasonably expected that a delay in seeking immediate medical attention would have been hazardous to your life or health. » A VA or other Federal facility/provider was not feasibly available. » You received VA medical care within a 24-month period preceding the non-VA emergency care. » You are financially liable to the health care provider for the emergency care. » The services were furnished by an emergency department or similar facility that provides emergency care to the general public. » You have no other coverage under a health plan (including Medicare, Medicaid, and Worker's Compensation). » You have no contractual or legal recourse against a third party that would, in whole, extinguish your liability.

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Copayments

It is free to enroll in VA health care, and there are no deductibles or monthly premiums required. However, depending on your income level and priority group placement, you may have some copayments.

Types of Copayments

Outpatient Copayments

This copay is based on the highest of two levels of service on any individual day.

- **Primary Care Services:** $15
- **Specialty Care Services and Tests:** $50

Common services that do not require a copayment include:

- Care related to a VA-rated service-connected disability.
- Preventative care services such as screenings or immunizations.
- Hospice care.
- Special registry examinations.
- Counseling and care for military sexual trauma (MST).
- Compensation and pension examinations requested by the Veterans Benefits Administration (VBA).
- Readjustment counseling and related mental health services.
- Catastrophic disability exam.
- Individual or group smoking cessation or weight reduction services.
- Care potentially related to combat service for recently diagnosed Veterans (five years).
- Laboratory and electrocardiograms.



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Medication Copayments

Veterans in **Priority Groups 2-8** are required to pay for each 30-day (or less) supply of medication for treatment of nonservice-connected conditions (unless otherwise exempt).

- **Tier 1 (Preferred Generics):** $5
- **Tier 2 (Non-Preferred Generics & Some OTCs):** $8
- **Tier 3 (Brand Name):** $11

Veterans in **Priority Groups 2-8** are limited to a $700 annual cap. Veterans in **Priority Group 1** do not pay for medications.

Inpatient Copayments

There are two inpatient copay rates: the full rate and the reduced rate. The reduced inpatient copay rate, which is 20% of the full inpatient rate, applies to Veterans enrolled in **Priority Group 7**. Both the full inpatient copay rate and the reduced inpatient copay rate are computed over a 365-day period. This copay is charged in addition to a standard copay for each 90 days of care within a 365-day period, regardless of the level of service (such as intensive care, surgical care, or general medical care); a per diem charge will be assessed for each day of hospitalization.

Long-term care copay rates are based on three levels of care:

1. **Inpatient:** Community Living Centers (nursing home) Care/ Inpatient Respite Care/Geriatric Evaluation: Up to $97 per day.
2. **Outpatient:** Adult Day Health Care/Outpatient Geriatric Evaluation/Outpatient Respite Care: $15 per day.
3. **Domiciliary Care:** $5 per day.

You may pay your bill in three ways:

1. Online at: **www.pay.gov**
2. By phone at: **888-827-4817**
3. By mailing your payment stub, along with a check or money order payable to "VA" to:

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

Note: Be sure to include your account number on the check or money order.

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Cost-Free Care for Eligible Veterans

Many Veterans qualify for cost-free health care and/or medications based on:

- Receipt of a Purple Heart.
- Former prisoner of war (POW) status.
- 50% or more compensable VA service-connected disabilities (0%-40% service-connected disabilities may take copay test to determine medication copay status).
- Being deemed catastrophically disabled by a VA provider.
- Having an income below the income limit.
- Other qualifying factors, including treatment related to their military service experience.

If you are having difficulty paying assessed copay charges, you may apply for a hardship determination, copay waiver, offer in compromise, or repayment plan to assist you.

To learn more, call the enrollment office at **561-422-5749/5750**

or visit: **www.va.gov/health-care/pay-copay-bill/financial-hardship**

VA's Medical Care Hardship Program

If your income has recently changed, you may qualify for enrollment and cost-free VA medical care even if it was denied previously.

Personal circumstances such as loss of employment, sudden decrease in income, or increases of out-of-pocket family health care expenses factor into VA's hardship determination. If your current and projected household income puts you below the VA Income Limits or Geographic Income Limits for your area, you may qualify. For more information, call: **561-422-8262**.

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Veterans with Catastrophic Disabilities

Veterans who were previously not eligible for enrollment because their income is over the income limits, and are deemed catastrophically disabled by VA, are eligible for enrollment.

To be considered catastrophically disabled, a Veteran must be determined by a VA provider to have a severely disabling injury, disorder, or disease that compromises their ability to carry out the activities of daily living to such a degree that personal or mechanical assistance is required to leave home or bed, or constant supervision is required to avoid physical harm to themselves or others.

Veterans may request a catastrophic disability evaluation by contacting the medical center at **561-422-6838**, option **6**, or by contacting the nearest community clinic in which they wish to be seen.



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Medically Related Travel Benefits

The Beneficiary Travel Program reimburses eligible Veterans for costs incurred while traveling to and from VA health care facilities and provides pre-approved transportation solutions and special mode transportation at the request of VA.

Veterans may be eligible for common carrier transportation (e.g., bus, taxi, airline, or train) under certain conditions. Veterans may qualify for mileage reimbursement or special mode transportation in relation to travel for VA health care if they:

- Have a service-connected disability rating of 30% or more.
- Are traveling for treatment of a service-connected condition.
- Receive a VA pension.
- Are traveling for a scheduled compensation or pension examination.
- Have income below the maximum annual VA pension rate.



Special mode travel (such as a wheelchair van or ambulance) is provided to eligible Veterans based on a clinical determination of need. (Authorization is not required for emergencies if a delay would endanger their life or health.)

For more information about travel, call **561-422-6838** or **866-383-9036**, option **4**, or scan the QR Code to view options:

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VA Education

VA provides education benefits to eligible Service members, Veterans, certain dependents, and survivors. You may receive financial support for undergraduate and graduate degrees, vocational and technical training, licensing and certification tests, apprenticeships, on-the-job training, and more.

You may be eligible for one or more of the following VA education benefits programs:

- Post-9/11 GI Bill®
- Vocational Rehabilitation and Employment
- Montgomery GI Bill-Active Duty
- Montgomery GI Bill-Selected Reserve
- Reserve Education Assistance Program
- Post-Vietnam Era Educational Assistance Program
- National Call to Service
- Survivors' and Dependents' Educational Assistance

You may be eligible to receive funds for the following:

- School tuition and fees for public, private, or foreign schools; flight programs; correspondence training; and distance learning
- Books and supplies
- License or certification tests
- Exams including SATs, ACTs, GMATs, and LSATs
- Assistance with relocation and housing allowance – and much more



To learn more, visit: **www.va.gov/education**.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. Government website at: **www.benefits.va.gov/gibill**.

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Homeless Veterans

The Health Care for Homeless Veterans Program is a group of VA homeless services. The core program involves:

- Outreach to Veterans living on the streets and in shelters who do not seek assistance on their own.
- Evaluation, treatment, and referral for physical and psychiatric disorders, including substance abuse.
- Assistance with housing, case management, and rehabilitation.

The Veterans Resource Center is located on the grounds of the West Palm Beach VA Medical Center and acts as a drop-in center for homeless Veterans. There are a variety of services available, including supportive social services, shower and laundry facilities, clothes closet, and food pantry.

The VA Homeless Contract Program provides housing, food, transportation, laundry facilities, and therapeutic services for homeless Veterans. Case management is provided to Veterans while they are saving their earnings for their eventual return to independent housing. In general, Veterans are expected to become gainfully employed within three months of entering the program.

The Veterans Justice Outreach Program provides eligible, justice-involved Veterans with timely access to VA's mental health and substance use services when clinically indicated, and other VA services and benefits as appropriate.

The Veterans Re-entry Program reaches out to eligible incarcerated Veterans who are within six months of release from state and Federal correctional facilities to provide education about available VA and community services in support of smooth transitions from institution into the community.

U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) is an intensive case management program. Its primary intent is to reduce homelessness among Veteran populations by offering community-based services that emphasize the maintenance of stable housing.

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Vet Centers

Vet Centers across the country provide a broad range of counseling, outreach, and referral services to Veterans and their families, guiding them through many of the major adjustments in lifestyle that often occur after a Veteran returns from combat. Services may include individual and group counseling in areas such as post-traumatic stress disorder, alcohol and drug assessment, and suicide prevention referrals. All services are free and strictly confidential.



Vet Center Call Center

The Vet Center Call Center is an around-the-clock service for combat Veterans and their families to talk about their military experience or any other issue they are facing in their readjustment to civilian life.

For more information, call: **877-WAR VETS (927-8387)**.

West Palm Beach Vet Centers

- **Jupiter Vet Center**
  6650 West Indiantown Road, Suite 120
  Jupiter, FL 33458
  561-422-1220
- **Palm Beach Vet Center**
  4996 10th Avenue North, Suite 6
  Greenacres, FL 33463
  561-422-1201

For more information, visit: **www.vetcenter.va.gov**.

To find the closest Vet Center, go to:
www.va.gov/find-locations.

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Services

Advance Care Planning | 561-422-8665

Completing an Advance Directive can help reduce confusion and disagreements about medical care, especially during a crisis or when an unexpected life-threatening illness/injury occurs.

Audiology and Speech Pathology | 561-422-5498

This program provides comprehensive evaluation, treatment, and referral services to Veterans with hearing, balance, speech, voice, language, swallowing, and cognitive communication disorders resulting from brain injury. Audiology provides comprehensive hearing examinations, compensation and pension examinations, hearing aid fittings and repairs, balance evaluations, tinnitus assessments, cochlear implant management, routine eye exams, preventive vision testing, and eyeglass fittings.

Blind Rehabilitation Center (BRC) | 561-422-8426

The BRC includes inpatient and outpatient blind rehabilitation training, low-vision optometry services, and counseling for visually-impaired Veterans and Service members residing in Florida. The main skill areas include living skills, visual skills, manual skills, orientation and mobility, computer access training, and other programs such as GPS and Orcam training.

Caregiver Support | 561-422-1425

VA offers a number of services that can provide caregivers with the right support.

Center for Development & Civic Engagement (CDCE) | 561-422-7373

The West Palm Beach VA Healthcare System appreciates the goodwill of donors and volunteers who wish to give back to America's heroes. To volunteer or donate, call or visit the CDCE.

Community Living Centers (CLCs) | 561-422-8236/7400

CLCs give Veterans nursing home level of care, including help with activities of daily living and medical care. There are activities for Veterans of all ages and family-friendly places for visiting. If nursing home care seems right for you or your Veteran, your VA social worker can help you locate a facility and assist with making arrangements.

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Domiciliary | 561-422-8262, ext. 1216 or 1234

The Domiciliary Mental Health Residential Rehabilitation Treatment Program assists Veterans with successful reintegration into the community through a therapeutic residential and clinical environment. The Domiciliary provides an intensive treatment environment to address issues such as substance abuse, post-traumatic stress disorder, homelessness, and other clinical needs.



Employment

VA is committed to adding and retaining Veterans to our workforce. Visit **www.usajobs.gov** to search for job openings.

Fisher House | 561-422-5554

Fisher House is a home away from home for families and caregivers of Veterans receiving inpatient care at the facility. All services, food, and more are complimentary.



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Healthy Teaching Kitchen Program (HTK) | 561-422-6267/561-800-8792

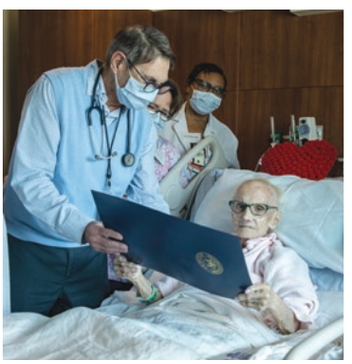
HTK provides Veterans with nutrition knowledge, cooking skills, and guided practice to build confidence in cooking at home with healthy, minimally processed foods. Classes are open to VA-enrolled Veterans and a "plus one."

Homeless Veterans | 561-422-8223

VA's specialized programs for homeless Veterans provide housing solutions, employment opportunities, health care, justice- and reentry-related services, and more.

Hospice and Palliative Care | 561-422-6953

The West Palm Beach VA Medical Center is prepared to help Veterans by providing specialized palliative care teams at all our medical facilities. We provide dedicated and expert palliative care doctors, nurses, social workers, chaplains, and psychologists who have special training in life-limiting illnesses.



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LGBTQ+ | 561-422-8484

The West Palm Beach VA Medical Center seeks to promote the health, welfare, and dignity of LGBTQ+ Veterans and their families. We are committed to making sensitive and high-quality health care accessible. The medical center features an LGBTQ+ Veteran Care Coordinator responsible for promoting best practices for serving LGBTQ+ Veterans and connecting them to services.

Medical Foster Home Program | 561-422-1239

The Medical Foster Home Program provides Veterans with an affordable option for long-term care. It is a safe and caring home in the community where each Veteran receives 24-hour care and supervision in a family setting. The cost per month is based on the care needs and income of the Veteran.

Mental/Behavioral Health Care and Services | 561-422-7252

The West Palm Beach VA Medical Center offers mental health care and therapeutic services to Veterans in different settings. Key programs and services include the following:

- **Urgent Care:** Urgent Care provides walk-in emergency services to Veterans experiencing a mental health emergency. Veterans in crisis should go to the emergency department.
- **Military Sexual Trauma (MST):** The West Palm Beach VA Medical Center provides counseling and treatment to help Veterans overcome psychological issues resulting from sexual trauma that occurred while on active duty. Veterans who are not eligible for VA health care may still receive these services and do not need to enroll.
- **Outpatient Substance Abuse Clinic:** This clinic provides outpatient care to Veterans needing treatment for substance abuse and dependence. It offers a daily sobriety support group, individual substance abuse counseling, psychoeducation groups, medication management, outreach, and more.
- **Peer Support:** Peer support groups bring Veterans together to discuss day-to-day experiences, build connections, and more alongside Veterans who have been through similar trauma.

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New Patient Orientation | 561-422-8374

Patient Orientation takes place in our Atrium on the first and third Tuesday of the month from 10 a.m. -11 a.m. No appointment is required to attend. Topics covered include benefits and programs offered in our facility such as Nutrition, Whole Health, Community Care, and Mental Health, among others.

Nutrition and Food Services | 561-422-6267

Nutrition and Food Services offers many convenient programs such as healthy cooking classes, Whole Health Nutrition, and weight management. One-on-one nutrition counseling is offered virtually or on a walk-in basis. Specialty nutrition counseling for Oncology, Diabetes, Renal, and others is available by appointment.



Post-9/11 Military2VA (M2VA) Program | 561-422-5460

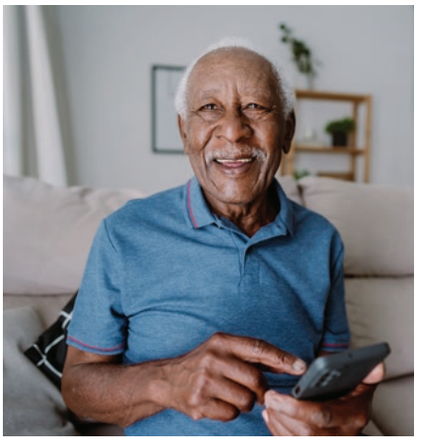
The Post Deployment Program helps post-9/11 Veterans receive needed services to include:

- Access to comprehensive health care to assist with transition from the military such as doctor visits and specialty care (e.g., mental health, orthopedics, neurology), for conditions possibly related to deployment.
- Dental exam, cleaning, and any reasonably necessary dental care (if not received within 90 days of separation **and** requested from VA within 180 days of separation from active duty).

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Primary Care Behavioral Health (PCBH) | 561-422-1297/1298



PCBH is a team of mental and behavioral health experts who coordinate with Patient Aligned Care Teams (PACT) to deliver the best possible care. PCBH is for any Veteran in primary care who would like assistance with improving their overall health and well-being. Veterans can get PCBH care in the clinic, over the phone, or in most large primary care centers.

Respite Care | 561-422-6846

Respite Care is a service that pays for a person to come to a Veteran's home or for a Veteran to go to a program while their family caregiver takes a break. Veterans can receive respite care in an inpatient, outpatient, or home setting.

Social Work | 561-422-6846

VA social workers are licensed clinicians who provide information, referrals, case management, psychotherapy, and counseling services to Veterans and family members experiencing physical, emotional, and social challenges in life.

Special Eligibility and Coordination of Care for Post-9/11 Era Returning Service Members | 561-422-7360

The West Palm Beach Healthcare System (WPBVAHCS) has a team ready to welcome Service members and to help coordinate their care.

For more information about the various programs available for returning Service members, visit: **www.va.gov/post911veterans**.

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Tobacco Cessation | 855-QUIT-VET (784-8838)

Veterans enrolled in VA health care have access to tobacco cessation counseling and medication. Veterans can speak with a VA health care provider to customize a quit strategy.

VA Video Connect

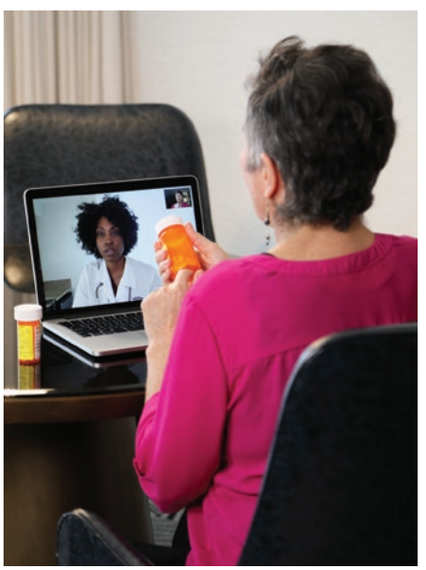
VA Video Connect links Veterans with their health care team from anywhere. VA Video Connect works on nearly any device that has an Internet connection and a web camera.

Veteran Experience | 561-422-8600

The Veteran Experience Program consists of patient advocates who can provide Veterans and their families with the security of knowing someone is available to focus on their individual concerns and rights as a patient. Patient advocates work directly with all departments on the Veteran's behalf and can address questions, problems, or special needs.

Virtual Care Telehealth

VA Telehealth Services offers simple access to care, improving the health of Veterans.



Weight Management Program | 561-695-2233

MOVE! is a weight management and health promotion program designed to improve the lives of Veterans.

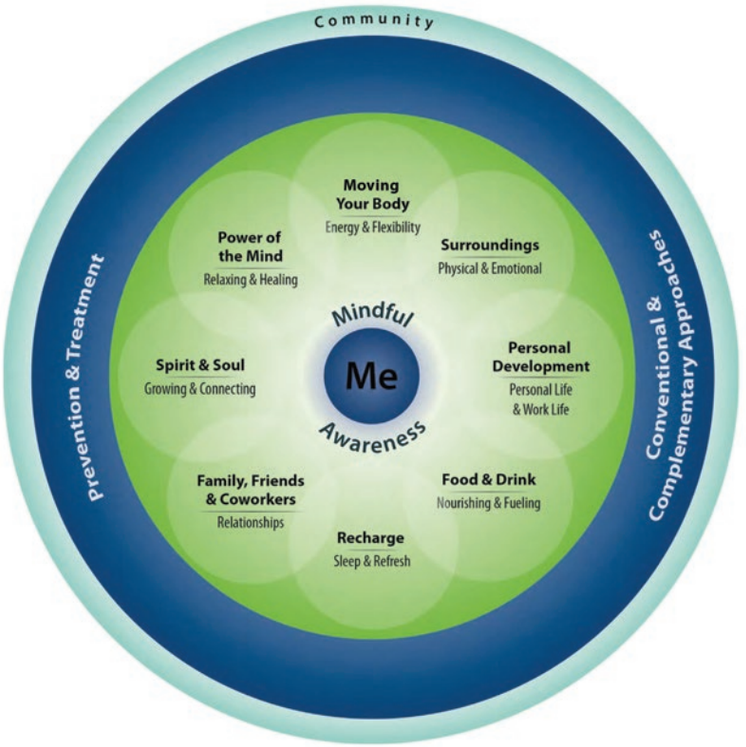
Whole Health | 561-422-7282

The Whole Health program helps you explore what matters to you, aiding in a comprehensive plan, not just for your medical needs, but also for your life needs. From yoga to tai chi, a variety of alternative services are available.

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Components of Proactive Health and Well-Being





Women Veterans | 855-VA-WOMEN (829-6636) | 561-422-1236

The Women Veterans Health Care Program provides a full continuum of health care, including the following:

- Comprehensive primary care (acute and chronic illness, and gender-specific issues)
- Mental health care
- Disease prevention and screening
- Emergency care
- Specialty care (e.g., advanced breast and gynecological care, maternity care, and some infertility treatments)

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PACT Act and COMPACT Act

The PACT Act and Your VA Benefits

The PACT Act is a law that expands VA health care and benefits for Veterans exposed to burn pits, Agent Orange, and other toxic substances.

What does it mean to have a presumptive condition for toxic exposure?

To get a VA disability rating, your disability must connect to your military service. For many health conditions, you need to prove that your service caused your condition, but for some conditions, the VA automatically assumes/presumes that your service caused your condition. These are called presumptive conditions. If you have a presumptive condition, you don't need to prove that your service caused the condition. You only need to meet the service requirements for the presumption.

To learn more, visit:
www.va.gov/resources/the-pact-act-and-your-va-benefits.

PACT Act Eligibility

The PACT Act expands eligibility to VA benefits and services for Veterans exposed to burn pits, Agent Orange, and other toxic substances.

Learn more at: **www.va.gov/PACT**.



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The COMPACT Act and Your VA Benefits

All Veterans and former Service members can get free, emergency suicide care when they need it, no matter where they are.

- Any Veteran – whether enrolled in VA or not – can go to a VA or non-VA emergency room for suicidal care.
- We strongly recommend Veterans in suicidal crisis call 911 or visit their nearest emergency room for expedited care.
- VA will provide the treatment or cover the costs for treatment including transportation, inpatient or crisis residential care for up to 30 days, and outpatient care for up to 90 days.

Who is eligible for COMPACT Act related services?

Regardless of VA enrollment status, COMPACT-eligible individuals are:

- Former members of the Armed Forces who were discharged or released from active duty after more than 24 months of active service under conditions other than dishonorable.
- Former members of the Armed Forces, including Reserve Service members, who served more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location who were discharged under conditions other than dishonorable.
- Former members of the Armed Forces who were the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment while serving in the Armed Forces.



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The SERVICE Act and Your VA Benefits

The SERVICE Act was signed into law on June 7, 2022, and entitles any Veteran deployed during active military service to designated areas where they may have had toxic exposure to a breast cancer risk assessment and, if clinically indicated, a mammography screening.

The risk assessment is a series of questions about a patient's toxic exposure(s), family medical history, and other risk factors to determine whether they should have a mammogram. Getting screened for breast cancer is an important part of maintaining overall health, and mammograms are the best way to find and treat breast cancer early, when there is a 99% survival rate.

We are honoring our promise.

The SERVICE Act continues to honor our commitment to provide Veterans who may have had environmental exposure (such as burn pits), access to the appropriate screenings and necessary health care to address potential exposure-related health conditions.



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Specified locations and service periods:

- Iraq between August 2, 1990, and February 28, 1991, and from March 19, 2003.
- The Southwest Asia theater of operations, including Kuwait, Saudi Arabia, Oman, and Qatar, from August 2, 1990.
- Afghanistan, Djibouti, Syria, Jordan, Egypt, Lebanon, and Yemen from September 11, 2001.

Future locations and service periods will be determined by the Airborne Hazards and Open Burn Pit Registry.

For more information, please visit VA's SERVICE Act webpage for handouts, frequently asked questions (FAQs), training slides, and the Women's Health SharePoint.

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VA MISSION Act

The VA MISSION Act of 2018 ensures Veterans have better access and greater choice in health care, either at a VA or community provider, through improved eligibility criteria. Key aspects of community care eligibility include the following:

- Veterans must receive approval from VA prior to obtaining care from a community provider in most circumstances.
- Veterans must be enrolled in VA health care and/or be eligible for VA care without needing to enroll.
- Eligibility for community care will continue to be dependent upon a Veteran's individual health care needs or circumstances.
- VA staff members generally make all eligibility determinations.
- Veterans will usually have the option to receive care at a VA medical facility regardless of their eligibility for community care.
- Veterans must meet the eligibility criteria.

For more information, visit: **www.missionact.va.gov**.

Cleland-Dole Act

The Joseph Maxwell Cleland and Robert Joseph Dole Memorial Veterans Benefits and Health Care Improvement Act of 2022, also known as the Cleland-Dole Act, addresses Veteran homelessness, telehealth, and long-term care. It also addresses prostate cancer research, rural health, substance use disorder, mental health, access to care, non-VA care, Vet Centers, educational assistance, beneficiary travel, beneficiary debt collection, and the G.I. Bill.

The law contains 80 sections requiring VA to work collaboratively with the Department of Labor to begin implementing the plan with a finalization date of October 2029. The Cleland-Dole Act aligns with local, state, and national efforts to increase care access, expand and remove mental health care barriers, increase support to case managers, and expand homelessness programs.

To be implemented over the next five years, the law also calls for developing a self-scheduling pilot program so Veterans can set and manage community care appointments. Visit: **https://news.va.gov/125927/served-in-world-war-ii-law-eligible-health-care**.

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Frequently Asked Questions

Where can I find more information?

Call the VA Health Benefits toll-free helpline at **877-222-VETS (8387)**, Monday through Friday between 8 a.m. and 8 p.m. ET. Information is also available at: **www.va.gov/health-care**.

How can I verify my enrollment?

Once your enrollment is confirmed, you will receive a Veterans Health Benefits Handbook notifying you of the status of your enrollment. You may also call us toll-free to verify your enrollment at **561-422-6838**, Monday through Thursday between 8 a.m. and 5 p.m. and Friday between 8 a.m. and 8 p.m.

If enrolled, must I use VA as my exclusive health care provider?

There is no requirement that VA become your exclusive provider of care. If you are a Veteran who is receiving care from both VA and a local provider, it is important for your health and safety that your care is coordinated, resulting in one treatment plan (co-managed care).

I am moving to another state. How do I transfer my care to a new VA health care facility?

If you want to transfer your care from one VA health care facility to another, contact your Patient Aligned Care Team (PACT). Your PACT will work with the Traveling Veteran Coordinator for assistance in transferring your care and establishing an appointment at the new facility.

Where can I find the new income limits?

Scan the QR Code to view income limit tables:

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Frequently Asked Questions (Cont'd)

What happens if at the end of the process my income is verified to be higher than the income limits?

Your copay status will be changed from copay exempt to copay required, which may result in disenrollment due to enrollment restrictions for Veterans whose income exceeds the income limits. VA facilities involved in your care will be notified of your change in status and initiate billing for services provided during that income year. Your enrollment priority status may be changed if your financial status is adjusted by the income verification process. If your enrollment status is changed, you will be notified by mail.

What is a VA service-connected rating, and how do I establish one?

A service-connected rating is an official ruling by VA that your illness or condition is directly related to your active military service. To obtain more information or to apply for any of these benefits, call your nearest VA Regional Office at **800-827-1000**, or visit: **www.ebenefits.va.gov/ebenefits/homepage** or **www.va.gov**.



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What is a PACT?

A PACT is each Veteran working together with health care professionals to plan for lifelong care, health, and wellness. They focus on:

- Partnerships with Veterans.
- Access to care using diverse methods.
- Coordinated care among team members.
- Team-based care with Veterans as the center of their PACT.

Whom can I call with a health care question?

Contact your VA primary care provider if you have questions about your health care.

What if I get sick while traveling?

Enrolled Veterans may receive health care at any VA health care facility in the country. To reduce out-of-pocket expenses while traveling, learn where the VA health care facility is in that area. Find VA locations at: **www.va.gov/find-locations**.



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Websites & Contact Information

West Palm Beach VA Medical Center
www.va.gov/west-palm-beach-health-care | 561-422-8262

U.S. Department of Veterans Affairs
www.va.gov | 800-827-1000

Veterans Health Care
www.va.gov/health-care | 877-222-8387

Burial and Memorial Benefits
www.cem.va.gov | 800-535-1117

Education Benefits
www.benefits.va.gov/gibill | 888-442-4551

Home Loans
www.benefits.va.gov/homeloans | 877-827-3702

Life Insurance
www.benefits.va.gov/insurance | 800-669-8477

National Personnel Records Center
www.archives.gov | 866-272-6272

Women Veterans
www.va.gov/womenvet | 855-829-6636

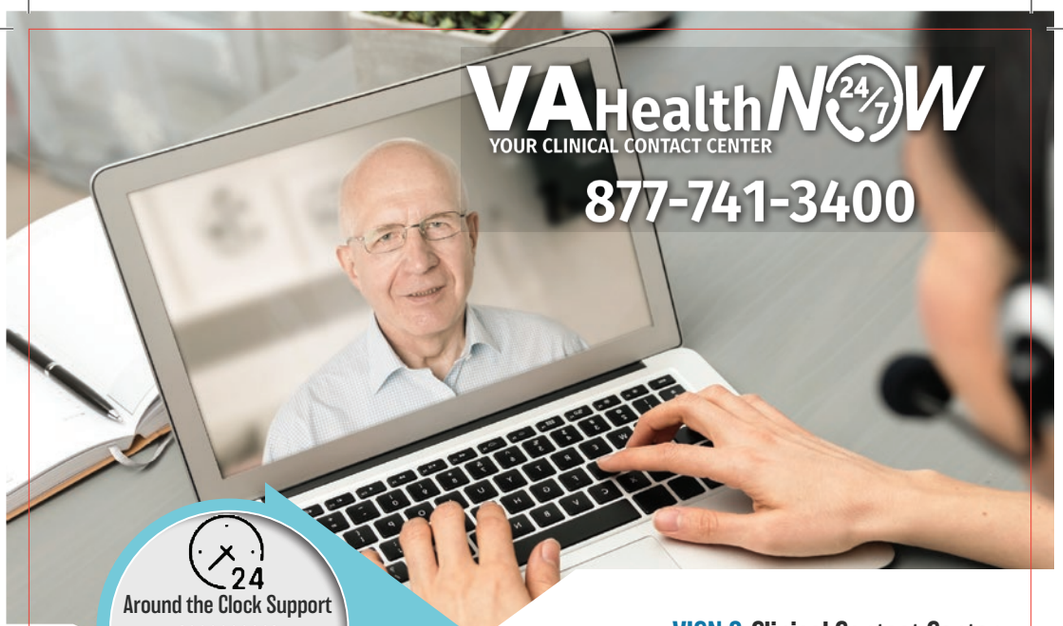
VA Benefits and Health Care
800-983-0937

Pension
www.benefits.va.gov/pension | 877-294-6380

Veterans Crisis Line
DIAL 988 then PRESS 1

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Around the Clock Support
Call us at 877-741-3400 to receive immediate clinical and administrative support 24 hours a day, 7 days a week.

No Co-Pays
Veterans who are eligible for VA Care are not subject to co-pays when using the Clinical Contact Center.

Nurse Triage
Connect with a nurse to discuss your health concerns and to determine the best course of action for your care.

Connect with a Provider
Connect with a doctor or nurse practitioner over the phone or by secure video to discuss your care.

***Pharmacy**
Pharmacists are available to assist you and your care team to support your path to healing.

VISN 8 Clinical Contact Center

The VISN 8 Clinical Contact Center is a service of the VA Sunshine Healthcare Network (VISN 8)- providing 24/7, virtual urgent care to Veterans enrolled for VA Health Care in Florida, South Georgia, Puerto Rico, and the U.S. Virgin Islands.

Note: The Clinical Contact Center should not be used for emergency situations. In the event of a life-threatening emergency, please dial 911 or visit your closest emergency room.
**Prescription medications may be subject to co-pays.*

To learn more, visit:
www.visn8.va.gov/ccc.asp.

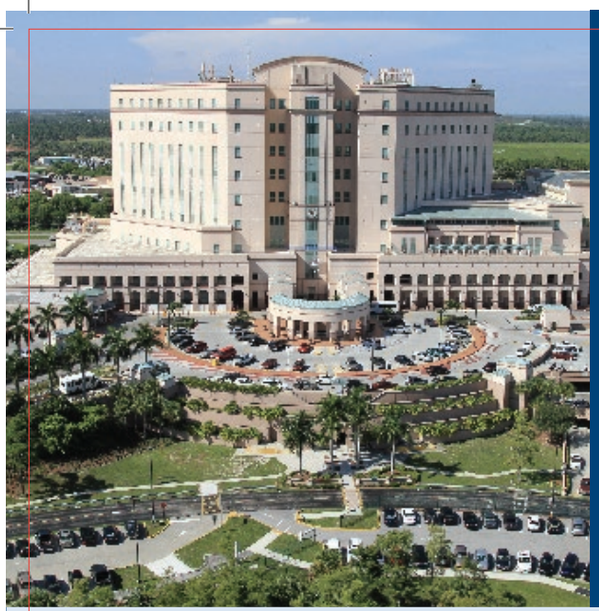
VA | U.S. Department of Veterans Affairs
Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)

TAB 13

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VETERANS ENROLL TODAY

800-353-8262

WEST PALM BEACH VA HEALTHCARE SYSTEM

"Serving those who have served."

7305 NORTH MILITARY TRAIL
WEST PALM BEACH, FL 33410
561-422-8262

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- YouTube: @WPBVAHCS

WWW.VA.GOV/WEST-PALM-BEACH-HEALTH-CARE
Sign up for emails at: https://public.govdelivery.com/accounts/USVHA/subscriber/new

Veterans Crisis Line
DIAL 988 then PRESS 1

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U.S. Department of Veterans Affairs
Veterans Health Administration
West Palm Beach VA Healthcare System

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