



Choose **VA**



## Veteran Handbook

VA Illiana Health Care System – ***Serving Veterans Since 1898***

2019 Edition

## Who is my Provider? What is a PACT Clinic?

### Patient Aligned Care Team (PACT)

This team will take care of most of your health care needs or refer you for specialty care as needed. They will help partner together to help you live an active, healthy life! This is called Whole Health.

What REALLY matters to you in your life?  
What brings you a sense of joy and happiness?

This is the time to explore what you and your health care professionals can do together for you to live the best life possible.

(Space provided to write **YOUR** team's contact information)

Patient Aligned Care Team (PACT) Clinic:

Provider Name:

Nurses (RN & LPN):

Social Worker:

Dietitian:

Pharmacist:

Clinic Clerk:

Specialist:

## How do I schedule an appointment? Need seen today?

### Same day appointments are available for urgent needs!

Call the scheduling call center **during business hours** (Monday - Friday, 8 AM - 4 PM):

**1-800-320-8387 or 217-554-3000**

**Dial Extension 44444 to reach the Call Center for appointments or dial "0" to ask for the appropriate department to meet your needs.**

**PLEASE DON'T BE A "NO-SHOW", GIVE ANOTHER VETERAN YOUR APPOINTMENT TIME!**

Main facility and Community Based Outpatient Center (CBOC) phone numbers:

- Danville Clinic, call 217-554-3000
- Decatur Clinic, call 217-362-5442
- Mattoon Clinic, call 217-258-3370
- Peoria Clinic, call 309-589-6800
- Springfield Clinic, call 217-529-5046

If the VA has your cell phone number and you will start receiving reminder messages for your appointments. You can confirm or cancel the appointment by responding to the text message! You may also stop future messages after receiving the first one.

## **Hours of Operation:**

Regular Business Hours for all facilities: 8:00 AM - 4:00 PM

Danville Outpatient Clinics

Building 98, 1900 East Main Street, Danville, IL 61832

- ASK your PACT clinic about extended hours, 4-6 PM weekdays and Saturday 8-10 AM.

Peoria Outpatient Clinic

7717 North Orange Prairie Road, Peoria, IL 61615

- ASK your PACT clinic about extended hours, Tuesday mornings, 6:15-7:15 AM and Saturday 8-10 AM.

## **Telephone Care Service/Nurse Advice Line**

Call Telephone Care Service/Nurse Advice Line at **1-888-598-7793**:

- If you need medication renewal or to check status on a medication
- If you need to cancel or verify an appointment
- If you are ill or injured

The advice line is staffed by registered nurses who will discuss your medical concern and work with you to determine the care you need. The registered nurse will document the telephone call in your electronic medical record and notify the appropriate medical provider.

## **If You Need to See a Specialist**

If you need to see a specialist, your PACT provider will request a consult for you. Then the specialty care area will contact you about an appointment or the next step in your care.

**If you have not heard from them in seven days, please call your PACT clinic.**

Many of our services are located at the Danville, Illinois VA, Indianapolis VA and Hines VA. If the VA is not able to provide the service, the request will be forwarded to Care in the Community. Authorization Questions: 217-554-4248

## **Veteran Health Identification Card (VHIC)**

The VHIC is for:

- identification and check-in for enrolled Veterans at VA appointments
- access U.S. military bases and in some cases through U.S. airport security
- If you do not receive your VHIC, call eligibility at 217-554-3000 Ext 46424.
- This contains personal information, keep in a safe place!

## **Care in the Community Overview – MISSION Act**

VA's goal is to provide Veterans with the care they need. In some cases, Veterans may need to receive care from a local community care provider, paid for by VA. This is to make sure that Veterans receive the care they need. Eligibility for community care is based on the Veteran's specific needs and situation. Your VA provider will work with you in deciding your treatment options.

### **Scheduling an Appointment**

If Community Care is needed, your PACT Provider enters the request in your health record. The request is then reviewed by VA staff who will contact the Veteran to find out where they would like their appointment made. The VA will make sure that the community provider the Veteran chooses is enrolled with TriWest.

You will receive a scheduling letter reminder of your appointment. Your authorization will be sent by TriWest to the community provider you have chosen. The authorization includes the care that is approved. For questions regarding a referral or authorization please call the Care in the Community Help Desk.

### **Care in the Community Help Desk: 217-554-4248**

For more information: <http://www.missionact.va.gov/>

### **Medical records**

When a Veteran receives care from an eligible Care in the Community provider, the provider must submit to VA a copy of any medical record information related to the care and services provided. This information will be included in the Veteran's medical record only if sent by the VA and/or a release of information has been signed giving permission to share records. This can be done through Release of Information (217) 554-3000 Ext. 45838 or sign up for "Connect Your Docs" on-line.

## Connect Your Docs

### Online:

You can Connect Your Docs online through [eBenefits](#) –or- [My HealthVet](#).

If you are a Premium\* eBenefits account holder, we invite you to **Connect Your Docs** through the Virtual Lifetime Electronic Record (VLER) Health Information Exchange.

Here's how to sign up today to begin sharing your health records:

1. To get started, go to <https://www.ebenefits.va.gov/> and log in.
2. Go to **Manage Health**.
3. Select **Share your VA Medical Records**.
4. Select **Login to Manage My Consent (Authorizations) and Preferences** and then select **Start Consent (Authorization)**.
5. Accept the terms and conditions (you must click **Yes** to continue), then select **Save and Continue**.
6. Mark the box and select **Sign**. Re-enter your username and password.
7. Finally, click **Reauthenticate**. (This step may take a couple of minutes to process.)

### Mail:

1. Download and print the VA consent (authorization) form ([VA Form 10-0485](#)).
2. Mail it to "Release of Information Office" at your [local VAMC](#)

### In Person:

1. Visit the Release of Information (ROI) Office at your [local VAMC](#).
2. Ask for and complete the VA consent (authorization) form ([VA Form 10-0485](#)).
3. Give the form to a member of the ROI office staff.

If at any time you wish to stop sharing your records, Go to Release of Information Office and ask for a "stop sharing" form ([VA Form 10-0484](#)) or call the toll-free VLER Health Information line at 1-877-771-VLER (8537) to request a "stop sharing" form. If you have technical difficulties, please call 1-800-983-0937 for assistance.

## **If You Live in More Than One Location or Plan on Traveling**

Checklist for notifying your PACT clinic and pharmacy at least 3 to 4 weeks before leaving:

- Temporary address
- Phone number
- Start date
- Expected date of return
- Updated E-Mail Address

Please contact the Traveling Veteran Coordinator at 217-554-3000 Ext. 44311 to help coordinate your care while traveling.

# Eligibility and Benefits

VA is sending a personalized **“Veterans Health Benefits Handbook”** for each Veteran enrolled in the VA health care system within 2 weeks of enrollment.

A Sample Handbook can be located at:

<http://www.va.gov/HEALTHBENEFITS/vhbh/index.asp>. Your handbook will have your name and information in it and should be kept private.

The “Veterans Health Benefits Handbook” includes:

- How benefits are decided
- How to keep your information up to date
- Will you have to pay for care?
- How to schedule appointments
- How to communicate treatment needs
- Patient rights
- How to get copies of medical records
- And much more!

You will receive a handbook with your name by mail. It will be mailed to the address on file with VA. Handbooks are mailed every 2 years based on Priority Group, beginning with Priority Group 1 and ending with Priority Group 8.

Since the handbook contains personal information, destroy the old handbook by cutting it up or shredding it once you receive the new one.

## **An electronic copy of the 2018 Health Care Benefits Overview is available at:**

<http://www.va.gov/healthbenefits/resources/epublications.asp>

The **“Health Care Benefits Overview handbook”** is designed for Veterans and their families. It includes information needed to understand VA’s health care system:

- Enrollment requirements
- Health benefits and services available to help Veterans
- Co-payments that certain Veterans may be charged
- The New Healthcare Law known as Affordable Care Act (ACA)
- My HealtheVet
- How to make health care appointments



You can call VA toll-free at 1-877-222-VETS (8387) if you need to update your address or ask for more information.

The “**Federal Benefits For Veterans, Dependents and Survivors**” provides general information about VA Benefits. It is available at all VA medical centers, and can be downloaded at [http://www.va.gov/opa/publications/benefits\\_book.asp](http://www.va.gov/opa/publications/benefits_book.asp)

For more help:

- Danville VA Eligibility Office (217) 554-3000 Extension #46424 or toll-free 1-877-222-VETS (8387) between 8:00 AM and 8:00 PM ET, Monday-Friday
- Internet site for health benefits: <http://www.va.gov/healthbenefits>
- Internet site to electronic health record: <http://www.myhealth.va.gov/> (My HealtheVet)
- For information about eBenefits and how to sign up, visit <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

## Know Your Priority Group to Know Your Benefits

The number of Veterans who can be enrolled for VA health care is based on the amount of money Congress gives the VA each year. Since funds are limited, the VA set up Priority Groups to make sure that certain groups of Veterans can be enrolled before others.

- **Priority Group 1-3:** 10%-100% VA-rated service-connected disability, former POW, Purple Heart recipient, Medal of Honor recipient, Veterans awarded special eligibility classification under Title 38, no clinic co-pay (**NOTE:** Priority Groups 2-8 may have a medication copayment unless it is for a service connected condition)
- **Priority Group 4:** catastrophically disabled or housebound receiving aid and attendance, no co-pay
- **Priority Group 5:** Not service connected or non-compensable service-connected rated 0% disabled by the VA with annual income and/or net worth below the VA national income threshold or receiving VA pension benefits or eligible for Medicaid programs.

The above groups have no co-payments for primary care & specialty clinics.

- **Priority Group 6:** 0% service-connected Veterans, WWI Veterans, special hazard exposure (Agent Orange, radiation, other); theater of combat Vets after Nov. 11<sup>th</sup>, 1998, Persian Gulf War Veterans that served between certain dates, and other groups otherwise determined. This group has no

co-pays for special hazard or service-connected care, for other conditions and routine care there may be a co-payment.

- **Priority Group 7 & 8:** Noncompensable 0% service-connected; non-service connected Veterans with net income & assets below certain thresholds or above thresholds but agrees to pay copays.

To get more information on VA health care eligibility and benefits, call toll-free (877) 222-VETS [8387] or for local information call (800) 320-8387 option 3.

## **What is Service Connection? How do I know if I am?**

Do you have a Service Connected disability? Do you have a physical or mental condition that occurred during, or was worsened because of your military service time? If you do, Service Connection can increase your benefits once filed and awarded.

You can check if you are service connected through your PACT team or Eligibility at 217-554-6424.

If you feel that you should be service-connected for a service related injury or illness, please contact your [Veteran Service Officer](#) in your area to discuss further action. If you do not know who the Service Officer is in your county you can ask your PACT Social Worker or visit: <http://www.va.gov/vso/>

Veteran Service Officers at VAIHCS Danville campus, B98 Front Entrance:

1. AMVETS Representative, M-F 8-4PM, (217) 554-3000 Ext. 44838
2. American Legion Representative: Call for an appointment, (217) 554-3000 Ext. 44502

<http://www.legion.org/serviceofficers>

<https://www.vfw.org/contact-us>

## **Cost of Care**

Co-payment depends on eligibility status or priority level. If a copayment is required, see below:

When seen by a Provider:

- Basic Care Services: \$15 per visit
- Specialty Care Services: \$50 per visit (services delivered in a specialty outpatient clinic, for example cardiology is considered a specialty clinic)

**(If all your appointments are in one day, there is ONLY one co-payment for that day)**

<b>Benefit</b>	<b>Copays for care and services of nonservice-connected conditions and Priority Groups 7 &amp; 8</b>
Hospital Admission for Priority Group 7	\$268.00 for first 90 days of care (\$134.00 for each additional 90 days) and \$2 per day
Hospital Admission for Priority Group 8	\$1,340 for first 90 days of care (\$670 for each additional 90 days) and \$10 per day
Medications for Priority Groups 2-8	\$5, \$8, \$11 for each 30 day or less supply of medication until \$700 cap is reached (Groups 7 & 8 will no longer have to pay for medications after a \$700 cap is met)
Extended Care Services	<ul style="list-style-type: none"> <li>• Nursing Home: Up to \$97 per day based on income and net worth, after 21st day of being an inpatient;</li> <li>• Adult Day Health Care: \$15 per day</li> <li>• Domiciliary Care: \$5 per day</li> <li>• Spousal Resource Protection Amount \$123,600</li> </ul>

- Tier 1- Preferred Generics \$5 per 30 days; \$15 per 90 days
- Tier 2- Non-Preferred Generics & some over the counter (OTC): \$8 per 30 days or \$24 per 90 days
- Tier 3- Brand Name \$11 per 30 days or \$33 per 90 days

No co-payment for medication received due to a service connected condition.

Ask your Social Worker about inpatient services like Nursing Home (Community Living Center), Respite Care, and Adult Day Health Care.

#### **SAVE MONEY BY:**

- making all your health appointments on the same day. You will only be billed for one appointment.
- There is also no cost for telephone appointments or through My HealtheVet email (secure messaging).
- Using preventive care services at no cost

There is no cost for hospice care (end of life care) provided in any setting.

## Billing Information

Any questions about co-payments, income screening (MEANS Test), general insurance information or billing statements can be answered by the North Central Consolidated Patient Account Center (NCCPAC).

For more information on VA health care eligibility, benefits and payment information, call:

**1-866-279-3677 or (toll-free) 1-877-222-8387**

If you are not able to make your payment in full, please contact the number above to set up a waiver or repayment plan. This will need updated every 3 months.

**For cross-servicing, call the Treasury at 888-826-3127**

## Questions for Care in the Community (Sent by the VA)

Non-VA Care Program Manager Point of Contact: (217) 554-3000 Ext. 44003

Payment Inquiries: 217-554-6900

## Travel Benefits

One of the following is needed to receive VA travel benefits (gas money):

- Veterans rated 30% or more with service-connected disabilities.
- A Veteran traveling for treatment of a service-connected condition.
- A Veteran who receives a VA pension.
- Veterans traveling for scheduled compensation or pension examinations.
- A Veteran whose income does not exceed the maximum annual VA pension rate.
- A Veteran in certain emergency situations.
- A Veteran whose medical condition requires a special mode of transportation and travel is pre-authorized.
- Certain non-Veterans when related to care of a Veteran (ask your PACT Social Worker)

Mileage reimbursement is 41.5 cents per mile and is subject to a deductible of \$3 for each one-way trip; maximum deductible of \$18 or the amount after six one-way trips (whichever occurs first) per calendar month. Apply by completing [VA Form 10-3542](#).

## How much can I make for Cost-Free Health Care, Medications and/or Beneficiary Travel Eligibility?

### Based on Income Year 2018

<b>Veteran with:</b>	VA National Income Threshold	VA Priority Group 8 Relaxation Threshold	VA Housebound Threshold	VA Pension with Aid and Attendance Threshold	VA Pension Threshold	Medical Expense Deductible
<b>0 dependents</b>	\$33,632 or less	\$36,995 or less	\$16,540	\$22,577	\$13,535 or less	\$658
<b>1 dependents</b>	\$40,359 or less	\$44,395 or less	\$20,731	\$26,766	\$17,724 or less	\$862
<b>2 dependents</b>	\$42,672 or less	\$46,939 or less	\$23,044	\$29,079	\$20,037 or less	\$975
<b>3 dependents</b>	\$44,985 or less	\$49,484 or less	\$25,357	\$31,392	\$22,350 or less	\$1,087
<b>4 dependents</b>	\$47,298 or less	\$52,028 or less	\$27,670	\$33,705	\$22,663 or less	\$1,200
<b>For each additional dependent add:</b>	\$2,313	\$2,313	\$2,313	\$2,313	\$2,313	5% of the maximum allowable pension rate from the previous year

**Note:** You may claim Medical expenses that you paid out of pocket after medical insurance pays. This may be deducted from your total gross household income and include but not limited to:

- travel expenses,
- cost of a long-term care institution or assisted living,
- health related insurance premiums (including Medicare premiums),
- diabetic supplies,
- private caregivers,
- incontinence supplies,
- prescriptions and dialysis not covered by any other health plan

Only the portion of the unreimbursed medical expenses that exceed 5% of the basic pension may be deducted (see Medical Expense Deductible).

Additional information is available at

<http://www.va.gov/HEALTHBENEFITS/resources/publications.asp>

#### Point of Contact:

Eligibility, 217-554-3000 Ext. 46424

## Risks of Giving Up Your Private Insurance

What should you do with your private health insurance if you are accepted into VA health care program? You could save a lot of money if you dropped the insurance, but there are some things you should consider.

- **What about your non-Veteran family members?**

VA does not normally provide care for family members of Veterans enrolled in VA's health care program. If you drop your private health insurance, they may have no health care coverage.

- **What would happen if you are dis-enrolled from VA's health care program?**

There is no guarantee that in subsequent years Congress will appropriate sufficient funds for VA to provide care for all enrollment Priority Groups. This could happen if you are enrolled in one of the lower Priority Groups. This would leave you with no health care coverage.

- **What would happen if you drop your Medicare Part B coverage?**

If you cancel your Medicare Part B Coverage, you need to know that you cannot be reinstated until January of the following year, AND you may be penalized for reinstatement.

For these reasons, VA encourages you to keep your private health insurance.

## **VA Illiana Health Care System & Community Based Outpatient Clinics (CBOC)**

You can choose the facility that is most convenient for you. If you receive travel benefits, you will be given money back for mileage to the closest facility. Check with eligibility or travel about your travel benefits.

Find a location on the internet:

<http://www.va.gov/directory/guide/home.asp?isflash=1>

### **Main facility:**

Danville Inpatient and Outpatient Clinics- Main Campus

(217) 554-3000

1900 E. Main St., Danville, IL 61832

Hours: 8:00 AM – 4:00 PM

Urgent Care Open 24hours a day, B98, South Entrance

\*NOTE: VA Outpatient Clinics have Extended Hours by appointment- Please ask!

### **Community Based Outpatient Centers (CBOC) for VA Illiana HCS:**

Peoria Clinic

(309) 589-6800

7717 North Orange Prairie Road, Peoria, IL 61615

Vet Center: (309) 689-9708, 8305 North Allen Road, Suite #1. Peoria, IL

Hours 7:45 AM - 4:15 PM

\*NOTE: Bob Michel VA Outpatient Clinic Implements Extended Hours by appointment.

Regular Appointment Hours:  
Monday, Wednesday, Thursday and Friday 7:45 AM – 4:15 PM

Provider's rotate for coverage.

Decatur Clinic

(217) 362-5442

792 North Sunnyside Road, Decatur, IL 62522

Mattoon Clinic

(217) 258-3370

501 Lake Land Blvd, Mattoon, IL 61938

Springfield Clinic

(217) 529-5046

5850 S. 6<sup>th</sup> Street, Springfield, IL 62703

Vet Center: (217) 492-4955, 1227 South Ninth Street, Springfield, IL

**To make an appointment call the scheduling call center at:  
1-800-320-8387 or 217 554-3000  
Extension 44444**

## **Telehealth Services**

### **Clinical Video Telehealth (CVT)**

Go to your clinic and see a Provider at another location through Clinical Video Telehealth. This enables Veterans to access services needed without having to travel a great distance.

### **Store and Forward**

You may also have pictures taken and sent forward for a Provider to review and plan your treatment

### **Care Coordination Home Telehealth (CCHT)**

These services can also be provided to monitor your health condition more closely at home. This requires daily input of health information that fits your schedule and can help in controlling:

High Blood Pressure, Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Heart Failure, Depression, Chronic Kidney Disease, Multiple Sclerosis, Palliative Care, Post-Traumatic Stress Disorder (PTSD), Mild TBI, Tobacco Cessation, and Weight Management.

You will be given a machine for your home or you may be able to use your cell phone. This will allow the RN Care Coordinator to monitor your health information more closely. If any of the Veteran's health measurements do not seem normal, the care coordinator will talk with your physician or nurse and then get back to you with next steps.

Ask your PACT clinic how telehealth can help you today!

## Home Based Primary Care (HBPC): Home Health & Family Resources

Home Health Care includes VA's (1) Skilled Home Health Care Services (SHHC), (2) Homemaker and Home Health Aide Services (H/HHA) and (3) Family Caregivers Program.

Talk to your Social Worker if you can benefit from:

1. Skilled Home Health Care Services (SHHC) is short-term health care services that can be provided to Veterans if they are homebound or live far away from VA. The care is delivered by a community-based home health agency that has a contract with VA.

Your Social Worker can help with SHHC for Veterans who need:

- skilled services,
- and case management,
- and assistance with activities of daily living (e.g., bathing and getting dressed)
- or instrumental activities of daily living (e.g., fixing meals and taking medicines);
- or are isolated or their caregiver is experiencing burden.

2. The services of a Homemaker or Home Health Aide (H/HHA) can serve Veterans of any age and

- help Veterans remain living in their own home and
- can be used as a part of an alternative to nursing home care,
- or to get Respite Care at home for Veterans and their family caregiver.

## Care Management and Social Work Services

VA social workers are assigned to all patient treatment programs, including community-based outpatient clinics. They provide care coordination for Veteran needs such as case management services for Veterans at risk for homelessness, frail elderly, catastrophic illness or injury, and terminal illness. Social workers assure Veterans have appropriate care and needed services once they are discharged from an inpatient or outpatient treatment program. In addition to working with all eligible Veterans, social workers assist family members/caregivers to provide support needed to everyone involved. Other services offered include:

- Homemaker Health Aide (HHA)
- Veteran Service Officer Contacts (VSO)



- Long Term Care Planning
- Compensated Work Therapy (CWT)
- Vocational Rehabilitation Therapy (VRT)
- Veteran Justice Outreach Program
- Lodging, see below
- Home Based Primary Care (HBPC)

**Point of Contact:**

For more information please call: (217) 554-3000 Ext. 44506  
or 1(800) 320-8387 ext. 44506

## Family Caregiver Program

VA's Family Caregiver Program provides support and assistance to caregivers of post 9/11 Veterans and Service Members being medically discharged. Eligible primary Family Caregivers can receive:

- a stipend,
- training,
- mental health services,
- travel and lodging reimbursement, and
- access to health insurance if they are not already under a health care plan.

For more information:

- contact the Caregiver Support Coordinator at (217) 554-3000 Ext 43396
- visit <http://www.caregiver.va.gov/>
- or dial toll-free 1-855-260-3274

## Caregiver Support (855) 260-3274

VA is implementing caregiver support initiatives across VA medical centers. A variety of caregiver support services may be available including support groups, caregiver resource fairs, and other education and training. Additional information for caregivers can be found at <http://www.myhealth.va.gov/> under research health in the caregiver assistance healthy living center.

- Alzheimer's and Related Dementia's Caregiver Support Group (**Point of Contact:** 800-320-8387 Ext. 45126)
- VA Partner Support Group, and more (**Point of Contact:** Your Social Worker or 800-320-8387 Ext. 44530)

**Point of Contact:** Caregiver Support Coordinator: 217-554-3000 Ext. 45124 or 800-320-8387 ext. 45124

## Veterans Crisis Line:

Experiencing an emotional distress/crisis? Or need to talk? A trained mental health professional can be called. **Veterans Crisis Line 1-800-273-TALK (8255)**. The hotline is available 24 hours a day, seven days a week. When callers press “1”, they are immediately connected with a qualified and caring provider who can help.



### Chat feature:

Veterans Chat is located at the Veterans Crisis Line and enables Veterans, their families and friends to go online where they can anonymously chat with a trained VA counselor. Veterans chat can be accessed through the suicide prevention website <http://www.veteranscrisisline.net/> by clicking on the Veterans chat tab.

### Text feature:

Those in crisis may text 83-8255 free of charge to receive confidential, personal and immediate support. Support for deaf and hard of hearing individuals is available through TTY service **1-800-799-4889**.

## Vet Centers

**Peoria Vet Center**  
8305 North Allen Road, Suite #1  
Peoria, IL 61615  
(309) 689-9708

**Springfield Vet Center**  
1227 South 9th Street  
Springfield, IL 62703  
(217) 492-4955

<http://www.vetcenter.va.gov/>

**What does your Vet Center offer?** Individual and group counseling for Veterans and their families

- Family counseling for military related issues
- Bereavement counseling for families who experience an active duty death
- Military sexual trauma counseling and referral
- Outreach and education including PDHRA, community events, etc.
- Substance abuse assessment and referral
- Employment assessment & referral
- VBA benefits explanation and referral
- Screening & referral for medical issues including TBI, depression, etc.

The Vet Centers also provide counseling to individuals who have experienced military sexual trauma of both genders and of any era of military service.

**Vet Center Combat Call Center:** (1-877-WAR-VETS) is an around the clock confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life. The staff is comprised of combat Veterans from several eras as well as family members of combat Veterans.

## **Emergency Care provided outside of the VA**

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.**

## **What if I am admitted to the hospital?**

If you are admitted to a non-VA hospital call the Illiana VA admissions and bed control office at: 217-554-3000 Ext. 45007 M-F, 8-4PM or Ext. 44560 After Hours and on weekends to let your clinic know of your admission and can help coordinate your care upon discharge or transfer you to the VA, if you prefer.

If you are in an ambulance, the paramedics will usually take you to the closest emergency room. It is important to notify the VA within 72 hours of admission.

Interfacility Transfer Coordinator: **Point of Contact:** 1(800) 320-8387 Ext. 45007

## **Will the VA pay for emergency care if I have no other form of payment (insurance, Medicare, etc.)?**

The VA will pay for all service-connected care. To qualify for the Millennium Bill (Mill Bill), Veterans must:

- Be enrolled in VA health care and be seen at least once every 2 years.
- And do NOT carry any form of health insurance or coverage, including Medicare, Medicaid or worker's compensation.
- Submit the bill with the medical records attached for review to: VAIHCS, ATTN 136A7, 1900 E. Main Street, Danville, IL 61832

For more information about the Millennium Bill you may call (217) 554-6900.

## Where can I get more information?

You can get more answers to your questions on the Health Administration Center Internet website at:

[http://www.va.gov/healthbenefits/access/emergency\\_care.asp](http://www.va.gov/healthbenefits/access/emergency_care.asp)

Look under Non-VA Care. You may also call 217-554-3000 Ext. 46424 and ask for Eligibility Services for more information regarding health benefits.

**IMPORTANT FOLLOW-UP INFORMATION:** Health Records from the outside facility in which you received care will need forwarded to your VA Provider. This may require a release of information form to be completed and given to the outside facility. If you have questions or want to check on the status of your health records, please call: 217-554-3000 Ext. 44838.

# VA Health Care Services

VA places a high priority on providing excellent health care to men and women Veterans from all eras. VA provides health care services, including health promotion, disease prevention, diagnosis, therapy, rehabilitation, and palliative care.

VA currently has 153 Medical Centers located across the United States.

VA strives to ensure that Veterans have access to all needed services wherever they receive VA health care. This may be on-site during inpatient hospitalization, at one of the primary or specialty care clinics, at a Community Based Outpatient Clinic (CBOC), in a Community Living Center, in a residential care facility, or in a Veteran's home. **However, all services are not provided at every site where VA health care is provided. Sometimes Veterans need to travel to another VA facility or a contracted community care facility to obtain the needed service.** If that is necessary for you, your VA provider will work with you to obtain these services.

## Inpatient Care Services

VA inpatient care includes a full spectrum of services:

- Acute Care Inpatient Units
  - Medical (**Point of Contact:** 1(800) 320-8387 Ext. 45478)
  - Surgical (**Point of Contact:** 1(800) 320-8387 Ext. 45431)
  - Psychiatric (**Point of Contact:** 1(800) 320-8387 ext. 45797)
- Dialysis acute treatment (see PACT Clinic or Social Worker)
- Intensive Care Units
  - Medical (Indianapolis VA (800) 554-0000 Ext. 82411, 82102)
  - Surgical (Indianapolis VA (800) 554-0000 Ext. 83924 or 82339)
- Community Living Centers (**Point of Contact:** 1(800) 320-8387 Ext 45628)
- Psychosocial Residential Rehabilitation Treatment Programs (PRRTP)  
(**Point of Contact:** 1(800) 320-8387 Ext. 44725)
- Domiciliary (**Point of Contact:** 1(800) 320-8387 Ext. 44729)
- Spinal Cord Injury Program (**Point of Contact:** 1(800) 320-8387 Ext. 45406)

- Traumatic Brain Injury Program (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Poly-Trauma Centers

## Ancillary Services

VA health care providers often use ancillary services to help diagnose, and/or treat a Veteran's medical condition. These services include:

- Audiology (hearing) (**Point of Contact:** 1(800) 320-8387 Ext. 44522)
- Blind Rehabilitation (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Chiropractic Clinic also called PM&RS Clinic  
(**Point of Contact:** 1(800) 320-8387 Ext. 45238)
- Dentistry, Dental Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 44516)
- Diagnostic Laboratory
- Kinesiotherapy (**Point of Contact:** 1(800) 554-8387 Ext. 45245 or 45242)
- Nutrition and Food Service (**Point of Contact:** 1(800) 320-8387 Ext. 44528)
- Nuclear Medicine (Imaging) **Point of Contact:** 1(800) 320-8387 Ext. 44222
- Orthotics (**Point of Contact:** 1(800) 320-8387 Ext. 44251)
- Occupational Therapy Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45239)
- Pharmacy (**Point of Contact:** 1(800) 320-8387 Ext. 45579)
- Physical Therapy Inpatient (**Point of Contact:** 1(800) 320-8387 Ext. 45234)
- Physical Therapy Outpatient (**Point of Contact:** 1(800) 320-8387 Ext. 45235)
- Prosthetics (artificial limbs, equipment, devices)  
(**Point of Contact:** 1(800) 320-8387 Ext. 44251)
- Outpatient Radiology (x-rays and imaging, including mammography) (**Point of Contact:** for x-rays 1(800) 320-8387 Ext. 44517, mammography scheduling: 1(800) 320-8387 Ext. 44360, nuclear medicine: 1(800) 320-8387 Ext. 44222)
- Radiation Oncology
- Recreation Therapy (**Point of Contact:** 1(800) 320-8387 Ext. 44525)
- Respiratory Therapy (**Point of Contact:** 1(800) 320-8387  
Pulmonary Lab Ext. 45211 & Pulmonary Clinic Ext. 45290)
- Social Work (case management services, discharge planning,  
family/caregiver support, community liaison/resource development)
- Speech Therapy (**Point of Contact:** 1(800) 320-8387 Ext. 44522)

- Spinal Cord Injury (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Telehealth Services (**Point of Contact:** 1(800) 320-8387 Ext 45008)
- Traumatic Brain Injury (**Point of Contact:** 1(800) 320-8387 Ext. 45406)

## Specialty Care Services

Specialty care services provide expert knowledge to optimize the treatment provided in unique or complicated courses of care. Specialty care providers focus on a specific area of care and have extensive training and education. VA medical and surgical specialty care services include:

- Anesthesiology
- Cardiology – Vascular (heart and blood circulation) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Chaplain (spiritual support) (**Point of Contact:** 1(800) 320-8387 Ext. 44531)
- Dermatology (call PACT provider)
- Diabetes and Endocrinology Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Eye Care (Optometry & Ophthalmology) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45403)
- Geriatric Care (**Point of Contact:** 1(800) 320-8387 Ext. 45628)
- Gynecology (**Point of Contact:** 1(800) 320-8387 Ext. 43664)
- Infectious Disease (**Point of Contact:** (800) 320-8387 Ext. 43100)
- MOVE! Clinic (Weight Management Program) (**Point of Contact:** 217-554-4676) no referral needed!
- Nephrology (kidney) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Neurology (nerves) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Neuropsychology Clinic (**Point of contact:** 1(800) 320-8387 for scheduling Ext. 45179, questions Ext. 45538)
- Pacemaker (heart)
- Pain Management (Call PACT provider; ask about our Pain School)
- Palliative Care Services (**Point of Contact:** 1(800) 320-8387, Daytime Ext. 45137, after hours or weekends Ext. 45833)
- Podiatry (feet) (**Point of Contact:** 1(800) 320-8387 Ext. 45065)
- Pulmonary (lungs) (**Point of Contact:** 1(800) 320-8387 Ext. 45290)

- Oncology Case Manager
- Tele-MOVE! (Telehealth Service for weight management) (**Point of Contact:** 1(800) 320-8387 Ext. 45804)
- Transplantation (heart, lung, liver, etc.)
- Urology Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45459)
- Wound Care Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45360)

## Long Term Care

Long Term Care provides many services for Veterans who no longer require inpatient hospital care but need resources and support to help function at the highest level. The goals of care are to restore Veterans to maximum function, prevent further decline, maximize independence, and/or provide comfort when dying.

Institutional long-term care includes:

- VA Community Living Centers, which were formerly known as VA Nursing Home Care Units. Illiana's VA Community Living Centers are known as the Patriot's Place neighborhoods. They serve Veterans of any age who:
  - require post hospital short-term rehabilitation or skilled nursing services such intravenous therapy or wound care
  - have chronic stable conditions including dementia
  - need comfort and care at the end of life.
- State Veterans Homes, which are owned and operated by the states. VA pays a portion of the construction costs and a per diem for eligible veterans. States set admission criteria.
- Contract Community Nursing Homes. VA contracts with privately owned community based nursing homes for nursing home care for eligible Veterans.

The VA also provides long-term care through a spectrum of home and community-based services, generally to Veterans with chronic advanced disabling conditions. Services in the home may be provided directly by VA staff (**Home Based Primary Care or HBPC**), through home tele-health (**which is a monitor set up to enter data daily to a nurse that will review and forward to your PACT clinic as necessary**), or through community services purchased by VA. The services include home-based primary care, skilled home care, home hospice, homemaker home health aide services, respite, and adult day health care.



**Point of Contact:**

Geriatric Administrative Officer: (217) 554-5628 or 1(800) 320-8387 Ext. 45628

Tele-Health Services and HBPC please ask your PACT Provider for referral.

Veterans Village (**Point of Contact:** 1(800) 320-8387 Ext 45709)

## **Are you having trouble hearing? Need Hearing Aids?**

VA Illiana HCS may provide hearing aids for hearing impairments. If you are having trouble hearing, ask your Provider to be seen by Audiology. If needed, a consult will be placed in the Computerized Patient Record System (CPRS) and the

Audiology department will call to set up an appointment. VA hearing aids will be provided only if you are otherwise receiving VA care or services.

The Audiology Clinic is located at the North End of Building 98 in room 1017. You may have a \$50 copayment when seen by a specialist. Don't forget to ask!

Talk to your Provider to see a VA audiologist or call Point of Contact: 1(800) 320-8387 Ext. 44522 with any questions.

## **Are you having trouble seeing? Need glasses?**

- VA provides eyeglasses for vision impairments. Ask your Provider for an eye exam today! Copayments may apply.
- VA eyeglasses will be provided only if you are otherwise receiving VA care or services.
- Optometry Clinic: Point of Contact: 1(800) 320-8387 Ext. 45403 located in building 98, Second Floor, South end of building.

## **Dental Care**

To receive VA dental benefits is based on very specific guidelines. In some instances, VA may provide extensive dental care, while in other cases treatment may be limited.

Eligibility for dental care includes:

- Being service connected for a dental condition,
- 100% service connected for any medical condition,
- a former POW for 180 days or more,
- being discharged within the past 180 days under certain conditions,
- Having a service connected condition that requires medication with side effects (determined by VA dental professional).

- 70% or more service connected and determined unemployable
- Eligibility for outpatient dental care may differ from eligibility for inpatient dental care.
- Homeless Program participants may also be eligible

For more information about eligibility for VA dental benefits, contact VA at 1-877-222-8387.

#### **Point of Contact:**

\*Must contact eligibility to see if you qualify for dental services. Once qualified you may call the Dental Clinic at: (217) 554-4516 or 1(800) 320-8387 ext. 44516

## **VA Dental Insurance Program (VADIP)**

VA offers all Veterans who are:

- enrolled in the VA health care program
- and beneficiaries of VA's Civilian Health and Medical Program (CHAMPVA)

the opportunity to purchase dental insurance at a reduced cost through Delta Dental and MetLife. If you are enrolled, you will pay a fixed monthly premium for dental insurance and any copayments required by his or her plan.

Individuals interested in participating in this pilot program may review plan details and complete an application online through either the websites of Delta Dental (<https://feds.deltadentalins.com/vadip/index.php> or call 1-855-370-3303) or MetLife (<http://www.metlife.com/vadip> or call 1-888-310-1681).

**If you are interested in learning more about this program, call 1-877-222-VETS (8387) or visit <https://www.va.gov/healthbenefits/VADIP/>.**

## **Mental Health Services**

VA places a high priority on providing mental health services for returning Operation Enduring Freedom (OEF), Operation New Dawn (OND), and Operation Iraqi Freedom (OIF) Veterans, as well as for those who served in prior eras.

VA provides specialty inpatient, outpatient and telehealth mental health services at its medical centers and community-based outpatient clinics. In addition, readjustment counseling services are available for Veterans and their families at Vet Centers across the nation. Our goal is to support recovery and enable

Veterans with mental health problems to live meaningful lives in their communities and achieve their full potential.

VA mental health services are available in specialty clinics, PACT clinics, nursing homes, and residential care facilities. Specialized programs, such as mental health intensive case management, day treatment centers, compensated work therapy programs, and psychosocial rehabilitation are provided for those with serious mental health problems.

VA mental health services and programs include but not limited to:

- Alzheimer's and Related Dementia's Caregiver Telephone Support Group  
(**Point of Contact:** 1 (800) 320-8387 Ext 45126)
- Therapeutic Supported Employment Services Program (TSES)  
(**Point of Contact:** 1(800) 320-8387 Ext 43274)
- Homeless Veteran Programs (**Point of Contact:** 1(800) 320-8387 Ext 45679)
- Inpatient Care (**Point of Contact:** 1(800) 320-8387 Ext 45797)
- Mental Health Disaster Response/Post Deployment Activities (See PTSD)
- Mental Health Intensive Case Management (MHICM)  
(**Point of Contact:** 1(800) 320-8387 Ext 44154;  
Peoria Clinic (309) 497-0790)
- Military Sexual Trauma (MST)  
(**Point of Contact:** 1(800) 320-8387 Ext 44261)
- Outpatient Mental Health Care (**Point of Contact:** 1(800) 320-8387 Ext 44530)
- Programs for Incarcerated Veterans  
(**Point of Contact:** 1(800) 320-8387 Ext. 45134)
- Psychosocial Rehabilitation and Recovery Services  
(**Point of contact:** 1(800) 320-8387 Ext. 44867 or Ext. 44611)
- Psychotherapy Programs: PTSD Support Groups, VA Partner Support Group, and more  
(**Point of Contact:** Your Social Worker or 1(800) 320-8387 Ext. 44530)
- Residential Rehabilitation Treatment Programs  
(**Point of Contact:** 1(800) 320-8387 Ext. 44867or Ext. 44611)
- Specialized PTSD (Post Traumatic Stress Disorder) Services & Support Group (**Point of Contact:** 1(800) 320-8387 ext. 44257)
- Substance Abuse Rehabilitation Program (SARP)

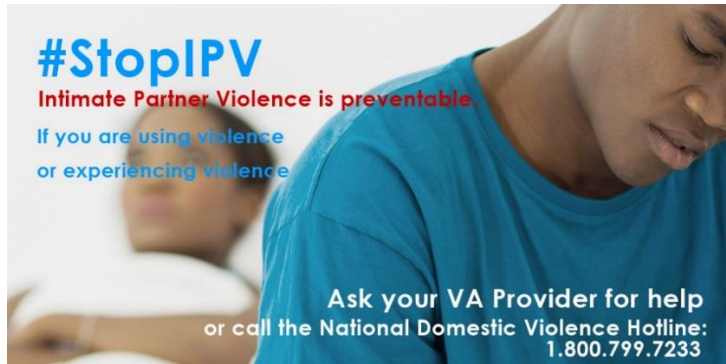
(Point of Contact: 1(800) 320-8387 ext. 44177)

- Suicide Programs (**Crisis Hotline:** 1(800) 273-8255)
- Violence Prevention (Point of Contact: 1(800) 320-8387 Ext 45939)

**Point of Contact for general information regarding Mental Health:**

For more information call: (217) 554-4530 or 1(800) 320-8387 ext. 44530

## **Intimate Partner Violence Assistance Program (IPVAP)**



IPVAP offers resources to Veterans, partners, caregivers and VA employees who are facing abuse from a partner. Help is available.

**Strength At Home Program** is a group treatment for Veterans struggling with conflict in relationships. This group helps support, understand and assist those struggling.

Point of Contact:

Abby Krout, LCSW

217-554-4260

IPVAP Coordinator

Strength At Home Coordinator

## **Psychosocial Residential Rehabilitation Treatment Program (PR RTP)**

- An in-house, structured environment.
- Helping Veterans improve their lives through recovery from substance abuse and/or serious mental illness.
- There are 30 beds designated for men and 6 for women.
- Specific criteria must be met.
- Veterans may apply directly or be referred from other programs.
- Call today!

- **Point of Contact:** 1-800-320-8387 Ext. 44867

## **Lodging**

The Danville VA offers a lodging program that allows Veterans to stay overnight if they meet specific criteria. Lodging must be pre-arranged and is limited to room availability. Please contact your social worker for more information.

### **Point of Contact:**

**If a lodging request is needed, please call your PACT Social Worker.**

For other questions about the Lodger Program please call:

217-554-3000 Ext. 44576 or 1-800-320-8387 ext. 44576

## **Transition & Care Management (TCM) Team Services for Post 9/11 Veterans**

Care Management and Social Work Service stations are VA Liaisons at key Military Treatment Facilities (MTFs) to facilitate the transfer of ill and injured Service members from MTFs to VA health care facilities. Care Management and Social Work also provides care management services to Operation Enduring Freedom, Iraqi Freedom and New Dawn (OEF/OIF/OND) Service members and Veterans at each VA Medical Center to ensure their care is well coordinated as they transition to VA and the community. Care Managers partner with Mental Health, Voluntary Service, and Chaplain Service to provide resources for OEF/OIF/OND families.

**Point of Contact:** OEF/OIF/OND Coordinator: 217-554-3000 Ext. 45121 or 1-800-554-8387 Ext. 45121 or 45154

## **Prosthetics & Sensory Aids (Medical Equipment such as canes, compression stockings, etc.)**

VA Prosthetics furnishes properly prescribed prosthetic equipment, sensory aids, and devices to Veterans in accordance with authorizing laws, regulations, and policies. Prosthetics serves as the pharmacy for assistive aids and as case manager for the prosthetic equipment needs of disabled Veterans.

### **Point of Contact:**

Customer Service Representative for Prosthetics & Sensory Aids:

(217) 554-3000 Ext. 44251 or (800) 320-8387 ext. 44251 Fax: (217) 554-4845

Power Mobility is now a **Direct Access Clinic**.

- This means that **No Consult is Required**.
- Please call the following number to schedule an appointment: **217-554-5594**

## Women's Health

VA is committed to meeting women Veterans' unique needs by delivering the highest quality health care, while offering the privacy, dignity, and sensitivity you deserve. Your local VA facility offers a variety of services, including:



- Healthy living, nutrition and weight management, stop-smoking programs, etc.
- Disease prevention (for example, osteoporosis and cancer screening)
- Primary care and women's gender-specific health care (mammograms, menopause evaluation and treatment, hormone replacement therapy, birth control, breast and gynecological care, maternity, and limited infertility services)

**(NOTE: Please fax mammogram results and Pap smear results done outside to the Women's Health Program Assistant, (217) 554-3667 or for scheduling call: (217) 554-3000 Ext. 44360)**

- Medical and surgical care services
- A nurse is available to you by telephone 24 hours a day, 7 days a week.
- Management of depression, anxiety, and stress; adjustment from deployment; counseling and treatment for military sexual trauma; parenting and caregiver issues; counseling and treatment for violence and abuse; and substance use disorders and more
- Special programs such as vocational rehabilitation, educational opportunities, Links to Job and Career Counseling, Services for Homeless Veterans

### Point of Contact:

To schedule an appointment, call the Pink Team at:

(217) 554-3664 or (800) 320-8387 Ext. 43664

Please call prior to faxing any information: Fax (217) 554-3659

Women Program Assistant: (217) 554-4360 -or- (800) 320-8387 Ext. 44360

## **Military Sexual Trauma (MST)**

MST is sexual assault or sexual harassment that occurred during military service and can happen to anyone. There are many steps you can take to move forward after MST, and starting treatment may be one of them. At least one in four women in the military experience MST, and nearly half of all veterans who report history of MST are men.

MST may change the way they think about themselves, others, and the world. However, we know that people can recover from traumas like MST. The VA offers free and confidential services to help veterans do so. This includes care for both physical and mental health conditions related to the MST. Individuals do not need to have a disability rating to receive this care. Nor do they need any documentation that the MST occurred (many have not reported their experience of MST while in the military). It also does not matter how long ago the MST occurred, since eligibility for such care never expires. Even some veterans who are not otherwise eligible for VA care may be eligible for care related to the MST.

### **Resources and Ways to Learn More**

- Speak with your VA health care Provider
- Please contact the VA Illiana MST Coordinator at: 217-554-3000 Ext. 44261
- Contact your local Vet Center, <http://www.va.gov/directory>
- Call VA's general information line: 1-800-827-1000
- Visit VA's website about MST: <http://www.mentalhealth.va.gov/msthome.asp>

# Medications-Prescriptions

## VA Pharmacy Benefits

### Danville Outpatient Pharmacy Hours of Operation:

**8:00 AM – 5:00 PM, Building 98, First Floor, North End of building**

If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with similar medications carried by the VA pharmacy. You must bring information from your community provider that explains why the medication was prescribed, the name of the medication, and the dose.

By law, VA pharmacy cannot fill a prescription written by a non-VA provider. It will be reviewed by a VA Provider for agreement or disagreement. If agreeable, it will be ordered by the VA Provider through the VA pharmacy. VA is not responsible to pay for medications filled at a private pharmacy.

If you have an outside Health Care Provider as well as a VA Health Care Provider you **MUST** work with each Health Care Provider to be sure that you receive the best care possible. Tips to follow:

- The VA **MUST** have copies of your private medical records
- Every time you see your VA Provider, you need to bring copies of the medication changes that have been made by your private provider.
- You **MUST** sign a Release of Information (ROI) to allow the VA staff to discuss your care and/or exchange written information with your private provider.
- You **MUST** try to keep ALL scheduled appointments at the VA, **this is required for continued prescription renewals.**

### NOTE:

- Medications given to you by the VA may be different from those prescribed by your private provider. Some medications may not be available on the VA Drug Formulary. Substitutions may be made and doses may be changed.
- The VA provider must make sure of the following:
  - 1) It is the best medication for you
  - 2) The medication is working
  - 3) The medication is not causing you any problems
  - 4) Important tests or blood work are done
- The VA is NOT responsible for new prescriptions written by your private provider between scheduled visits. The VA pharmacy does not accept telephone orders to fill prescriptions from your private provider. Be sure to bring the medical justification for the new prescription(s) from your private provider to your next VA appointment.



Don't forget to tell your VA Provider or pharmacist about any medications you get filled at a pharmacy other than the VA or any other medicine (like antacids, laxatives, and pain medicine), herbal supplements or vitamins you purchase on your own.

## **Pharmacy Co-payments**

Depending on your eligibility, you may need to pay a co-payment for medications. Depending on your finances, you may apply for free medications. You can get information about patient eligibility from the eligibility/benefits counselor at (217) 554-3000 Ext 46424.

### **Medications for Priority Groups 2-8**

\$5, \$8, \$11 for each 30 day or less supply of medication until \$700 cap is reached (Groups 7 & 8 will no longer have to pay for medications after a \$700 cap is met)

## **Refills for Prescriptions**

You can request refills in any one of these 3 ways:

1. Call the telephone ordering system using a touch-tone phone:

**Local: (217) 554-3208 -or- Toll Free: (800) 320-8387 press 1**

2. Mail the refill slip that comes with your prescription
3. Use the Internet and order through <http://www.myhealth.va.gov/>, enrolling is easy! Log on to a computer with internet access and type in <http://www.myhealth.va.gov/> and sign up!

If you have any questions about your refill, please call Pharmacy Service: **217-554-3000 Ext 45579.**

**NOTE:** If your medication has expired, contact your VA provider as soon as possible to have the prescription order renewed.

Narcotics and certain controlled medications cannot be refilled. A new prescription is needed for each supply. You and your VA provider should discuss how and when you can get these prescriptions.

## Additional Information

You can get more information about your medicines in several ways:

- talk to a VA pharmacist
- talk to your provider
- use the Internet
  - Log on to the Veterans Health Library at <http://www.veteranshealthlibrary.org/> provides access to comprehensive, consistent, Veteran-focused health information.
  - Log on to the My Health eVet website at <http://www.myhealth.va.gov>
  - Use the Ask A Pharmacist App located in your app store:



# My HealtheVet Website Features

[www.myhealth@va.gov](http://www.myhealth@va.gov)

My HealtheVet is a website created especially for Veterans. You can use it to:

- Email your VA provider for non-urgent health care questions and issues through secure messaging after becoming authenticated
- View your VA appointments
- View your lab reports and selected parts of your VA medical record
- Check on possible drug interactions for your medicines
- Decide who should have access to your personal health information—for example, family members, doctors, etc.
- Refill your VA prescriptions and get information about your medicines
- Create your own personal health journal
- Read VA news and feature stories
- Link to VA benefits and services
- Create your personal health journal

## My HealtheVet Features

- **Use VA Blue Button to view, print and/or download your information**

You can get your military service information anytime and anywhere you can reach the Internet. **VA Blue Button** gives you control. It provides information to you that can help you make healthier choices. You can share your information whenever you need to. You can do this without the hassle of calling for paper records. This gives you choices about how you use your information.

- **Email your PACT clinic at no charge: Utilize the on-line “secure messaging” function in MyHealtheVet to inquire about non-emergent issues**

You can send specific questions concerning your medication, upcoming appointments, day to day health plan, etc. 24 hours a day and your clinic will respond to you through the on-line response or phone you if necessary to provide the answers and service you need. Sign a release of information (ROI) form 10-5345a and mail to:

VA Illiana HCS  
c/o Release of Information  
1900 East Main Street  
Danville, IL 61832

## More Information

To learn more about what is available, visit *How to Use My HealtheVet*. On the My HealtheVet home page, select **About MHV**, go to **Overview** and select **How to Use MHV** or call: 1(800) 320-8387 ext. 43271 and speak with:

**Debra Anglin-Jones, MyHealtheVet Coordinator**

### **LOCATION:**

**1900 East Main Street, Danville, IL Building 98, Second Floor, turn left off the elevators and left down main hall and it is the second door on left.**

**If you have questions or need assistance, please call!**

**PHONE: (217) 554-3000 Ext 43271**

# Nutrition Services

A registered dietitian (RD) is a food and nutrition expert and can assist in many ways!  
Food is medicine for the body!

## Nutrition Counseling

- Meal planning fit for you!
- Tips to manage: diabetes, high blood pressure, high cholesterol, digestive problems, and other health conditions
- Goal setting

## Diabetes Education Classes

- For newly diagnosed Veterans
- If you have been diabetic for a long time, do not fret! Gain new knowledge to take control.

## **MOVE! Weight Management**

Customized diet and wellness plan to help you lose weight and meet your health goals. Plans include

- meal preparation
- grocery store tours
- healthy teaching kitchen demonstrations
- exercise guidance
- goal setting

Appointments available face to face, video connection, on the phone, with a group, or home telehealth options available.

Look for the MOVE! App to monitor your activity and food intake or ask about the Be Active and Move! (BAM!).



**No doctor's referral needed! Call 217-554-4676 for an appointment.**

Co-payments may apply for Nutrition Counseling and Diabetes Education Classes. Be sure to ask!

# **Treating Your Whole Health starts HERE!**

Whole Health begins with Me in the center surrounded by 8 areas that can increase the quality of my life with prevention and treatment as well as conventional and complimentary approaches

## **Sample Personal Health Inventory**

### **What do YOU want health for?**

1. Gather Information- write it down! General health, vaccinations and screenings, current medications as well as past medications you have tried, dates and outcomes of labs, tests and procedures. Try keeping a notebook.
2. Create a plan with your health care team to discuss what your future looks like as it is and as it would be with certain changes.
3. How will these changes look in your daily life? Is this something that YOU can do? If not, what can you do to feel more confident that you will make this change?

**Questions? Please call!**

**Whole Health Coordinator 217-554-4582**



The VHL offers anyone with internet access to complete, reliable, Veteran-focused health information. Available online at <http://www.veteranshealthlibrary.org> or via My HealtheVet at <http://www.myhealth.va.gov>.

**Look under Additional Resources for the Video Library!**

**<http://www.veteranshealthlibrary.org>**

## **Veteran Education Resource Center**

Location: 1900 E. Main Street, Danville, IL 61832

Building 98, Second Floor in glass room across from The Patriot Café

Hours: 7:30-4:00 P.M. (closed on weekends and Federal Holidays)

- Find education on disease conditions
- Health information
- Access to internet sites with MyHealtheVet and the Veterans Health Library for personalized, pro-active health information

For more information, please contact Darcie Clauson, Veteran Education Coordinator at 217-554-5567 or stop by the office in B125 R110B.

## **General Information**

### **Canteen (Retail Store)**

Located in Building 104, Room 106

Hours Open:

7:00-4:00 P.M. Monday through Friday

9:00-2:00 P.M. Saturday and Sunday (closed on Federal Holidays)

Phone number: (217) 554-5763

## **Cafeteria**

Located in Building 104, Room 105

Hours Open:

7:00-2:00 P.M. Monday through Friday

## **Lost & Found & Patient Effects**

Located in Building 104 Room 137D

7:30-4:00 P.M. Monday - Friday (closed weekends and holidays) call (217) 554-5421

If needed after hours, you may contact the Administrative Officer of the Day in building 98, Admissions/Urgent Care (217) 554-3000 and ask for the Administrative Officer for VA Illiana.

## **ATM**

Located in Building 104, (in the Hub by the cafeteria)

Located in Building 98, Main Lobby

## **Barber Shop**

Located in Building 104

Hours Open:

9:00 A.M.-2:00 P.M. Monday through Friday (summer hours are 9:00 A.M.-3:00 P.M. and start the first week of June, closed weekends and holidays and 12P-12:30P for lunch)

Phone number: (217) 554-5722



## **Red Coat Ambassadors are here to welcome YOU!**

As Ambassadors, these employees are greeting Veterans and guests to the facility. They are also able to help you get to your appointments, along with any necessary assistance you may need. Ambassadors are stationed at the main entrance of building 98 and 58. Ask them about using a scooter to get around!

We are honored that you have selected us to provide your health care. As part of our service to you, other Veterans and the Nation, we are committed to improving the quality of health care.

Also, please take the time to fill out the VA survey mailed to you! This is your time to speak out about the strengths as well as opportunities for improvement that you see when getting your care at VA Illiana Health Care System.

**Voice of the Veteran** is a group made up of Veterans and concerned employees to address Veterans' issues and concerns. It focuses on ways to improve the Veteran experience.

Place comment or concern:

- in any red box throughout the Danville facility or Outpatient Clinics
- email us at:  
[VoiceofVeteranTF@va.gov](mailto:VoiceofVeteranTF@va.gov).  
These are collected and discussed weekly.



## **Complaints and Compliments**

- We encourage you to seek help from your treatment team or a patient advocate if you have problems or complaints. You will receive information you can understand about the complaint process. You may complain verbally or in writing, without fear of retaliation.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.
- You may also provide written compliments for the facility and staff through the Patient Advocate Office.

**Patient Advocate for VA Illiana HCS in  
Danville, Peoria, Springfield, Mattoon, Decatur  
Call 1-800-320-8387 Ext. 44968 -or- 217-554-4YOU (4968)**

## WHAT YOU SHOULD KNOW ABOUT ADVANCE DIRECTIVES

As a VA patient, you have a say in the health care you receive. When you are ill, your doctor should explain what treatments there are for your illness so that you can decide which one is best for you. But if you were too ill to understand your treatment choices or to tell your doctor what treatment you want: Who would you want to make decisions for you? What type of health care would you want? What health care wouldn't you want?

Questions like these may be hard to think about, but they're important. That's why VA wants you to know about a legal form you can complete. It's called an advance directive.

### **What is an advance directive?**

An advance directive is a legal form that helps your doctors and family members understand your wishes about medical and mental health care. It can help them decide about treatments if you are too ill to decide for yourself. For example, if you are unconscious or too weak to talk. There are two types of advance directives: durable power of attorney for health care and living will.

### **What is a durable power of attorney for health care?**

This form lets you name the person you trust to make health care decisions for you if you can't make them yourself—your “health care agent.” He or she will have the legal right to make health care decisions for you. You can choose any adult to be your agent. It's best to choose someone you trust, who knows you well and who knows your values. You should make sure the person is willing to serve as your agent. If you don't choose an agent, your doctor will choose someone to make

decisions for you in the following order: legal guardian (if you have one), spouse, adult child, parent, sibling, grandparent, grandchild, or a close friend. Your health care team, or a court, will make decisions for you in accordance with VA policy if none of the above is available.

### **What is a living will?**

A living will is a legal form that states what kinds of treatments you would or wouldn't want if you become ill and can't decide for yourself. It can help your health care agent and your doctor make decisions the way you want them to. Writing down what kind of treatment you would or wouldn't want can help make it easier for those who are asked to make decisions for you. Talk with your family, your health care agent, and your doctor about your wishes so they won't have to wonder what you want and if they're doing the right thing. If you don't have a living will, decisions will be made for you based on what is known about you in general and about your values. That's why it's important to discuss your wishes with your loved ones, your doctors, and your health care team.

### **Must my health care agent always follow my living will?**

Most of the time, yes. Your health care agent should try to respect your wishes. But it can be hard to imagine future health and say just what treatment you would want at that time, so sometimes your agent may have to interpret your wishes. In a VA advance directive, you can say if you want your agent to do just what your living will says, or if they may make the decision they think is best for

you at that time, even if it isn't what you said you would want.

**Should I have an advance directive?**

Yes, it's a good idea to have one. An advance directive helps protect your right to make your own choices. It helps make sure people respect your values and wishes if you can't speak for yourself. Your advance directive is used only when you aren't able to make decisions yourself.

**How do I complete an advance directive?**

Fill out VA Form 10-0137, "VA Advance Directive: Durable Power of Attorney and Living Will." Or use any valid state advance directive form. Talk to a health care professional at your local VA health care facility. This might be a social worker or your primary care doctor. Or talk to your spiritual advisor or attorney. Your VA health care team

can make your advance directive part of your medical record.

**Do I need to fill out a durable power of attorney and a living will?**

No. Even though the VA form contains both, it's up to you whether you complete the durable power of attorney for health care, the living will, or both.

**Can I change my advance directive?**

Yes, you may change or cancel your advance directive at any time. In fact, you should review your advance directive periodically, especially if there is a change in your health, to make sure it's up to date. If you change it, be sure to tell your health care team and have them put it in your health record. Share your new directive with your family members and other loved ones.

VA Form 10-0137B SEP 2011

## **YOUR RIGHTS REGARDING ADVANCE DIRECTIVES**

**Advance Directives.** Advance directives are legal forms that state your preferences about your future medical and mental health care. If you become too ill to make decisions about your care, an advance directive can help your doctors and family members understand what you want.

It is up to you to decide if you want an advance directive. Your decision will not affect your access to health care or other VHA services.

There are two types of advance directives. In the Department of Veterans Affairs (VA), the two types are in one form. You may complete neither, one, or both of the following:

**Durable Power of Attorney for Health Care.** In this type of advance directive, you name a person as your Health Care Agent who is to make health care decisions for you if you are not able to do so. Your Health Care Agent is the first person your health care team contacts for decisions about your care.

**Living Will.** In this type of advance directive, you state your preferences about treatments you want, or don't want, in different situations when you cannot make treatment decisions yourself. A living will helps your Health Care Agent or others know what treatments you would choose.

### **Your Rights:**

1. You have the **right to accept or refuse any medical treatment.**
2. You have the **right to complete a durable power of attorney for health care.**
3. You have the **right to complete a living will.**

### **Your Responsibilities:**

1. If you have an advance directive, it's important to give the Veterans Health Administration (VHA) a copy for your health record.
2. If you'd like more information about advance directives, or help filling out the forms, please call your social worker to schedule an appointment.



# Rights and Responsibilities of VA Patients and Residents of Community Living Centers (CLC)

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient or resident of a community living center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

## I. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VA is holding for you.
- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the Community Living Center, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- In the Community Living Center, you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.
- You have the right to keep and use personal items as long as they are safe and legal.
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center or in the Community Living Center.
- You have the right to communicate freely and privately. You will have access to public telephones and VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, VA considers a patient or CLC resident's family to include anyone related to the patient or CLC resident in any way (for example, biologically or legally) and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any persons you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.
- In order to provide a safe treatment environment for all patients or CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

## II. Participation in Treatment Decisions

- Your privacy will be protected.
- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be released without your authorization unless permitted by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.
- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

## III. Partnering in Care

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.
- You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.
- You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide your care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may speak with the Medical Center's Ethics Consultation Service for help.

## IV. Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality Monitoring at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or e-mail [va.ig hotline@va.gov](mailto:va.ig hotline@va.gov).

## V. Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- Staff will knock on your bedroom door prior to entry.
- You have the right to receive care from the same staff member everyday to the extent that consistent assignment is possible.
- You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.
- You have a right to conjugal visits and you have a right to privacy during those visits.
- Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.
- In preparation for being discharged to your own home, you and/or your care giver may be invited to participate in activities that prepare you to go home such as self administration of medications and treatments.
- You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.

**Thank you for your service and  
Thank you for choosing the VA!**