

VA Northeast Ohio Healthcare System



SERVING THOSE WHO SERVED

NEW VETERAN ORIENTATION PROGRAM



U.S. Department
of Veterans Affairs

Veterans Health
Administration
VA Northeast Ohio
Healthcare System

Welcome from the Director



Thank you for choosing us
for your health care.
We provide health care for *Heroes*
like you every day.

Our Mission

To Fulfill President Lincoln's promise "to care for him who shall have borne the battle, and for his widow, and his orphan."

We strive to provide Veterans with exceptional health care that improves their health and well-being.

Thank you for your service. Now let us serve you!



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Organizational Pillars



Health Care

- Primary & Mental Health Care
- Medical-Surgical Specialty Services
- Long-Term & Hospice Care
- Home-Based Primary Care
- Virtual Healthcare
- Social Services
- National & Regional Referral Center



Research

- Basic, Translational, Clinical, Health Services & Rehabilitative Focus
- Collaborates with Universities, Federal Agencies, Nonprofits and Private Industry
- \$17,862,359 Research Funding for FY19
- Two VA Research Centers – FES Center & APT Center



Education

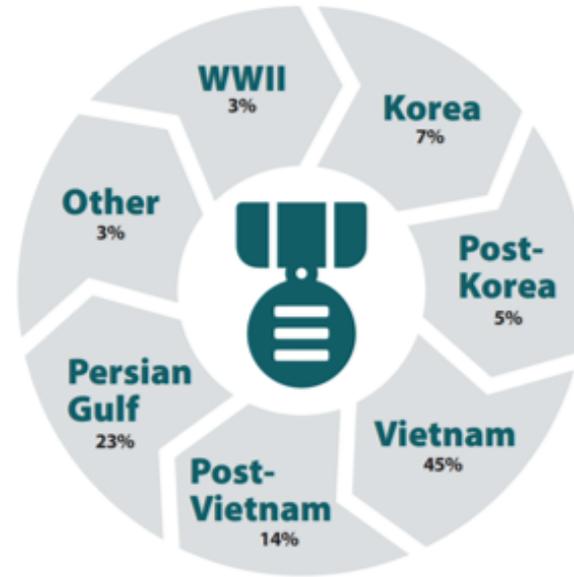
- 2,000+ students per year.
- 260 affiliation agreements with 75 educational institutions.
- Education in Medical, Dental, Nursing, Social Work and Other Disciplines
- VA Center of Excellence for Primary Care Education



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Annual

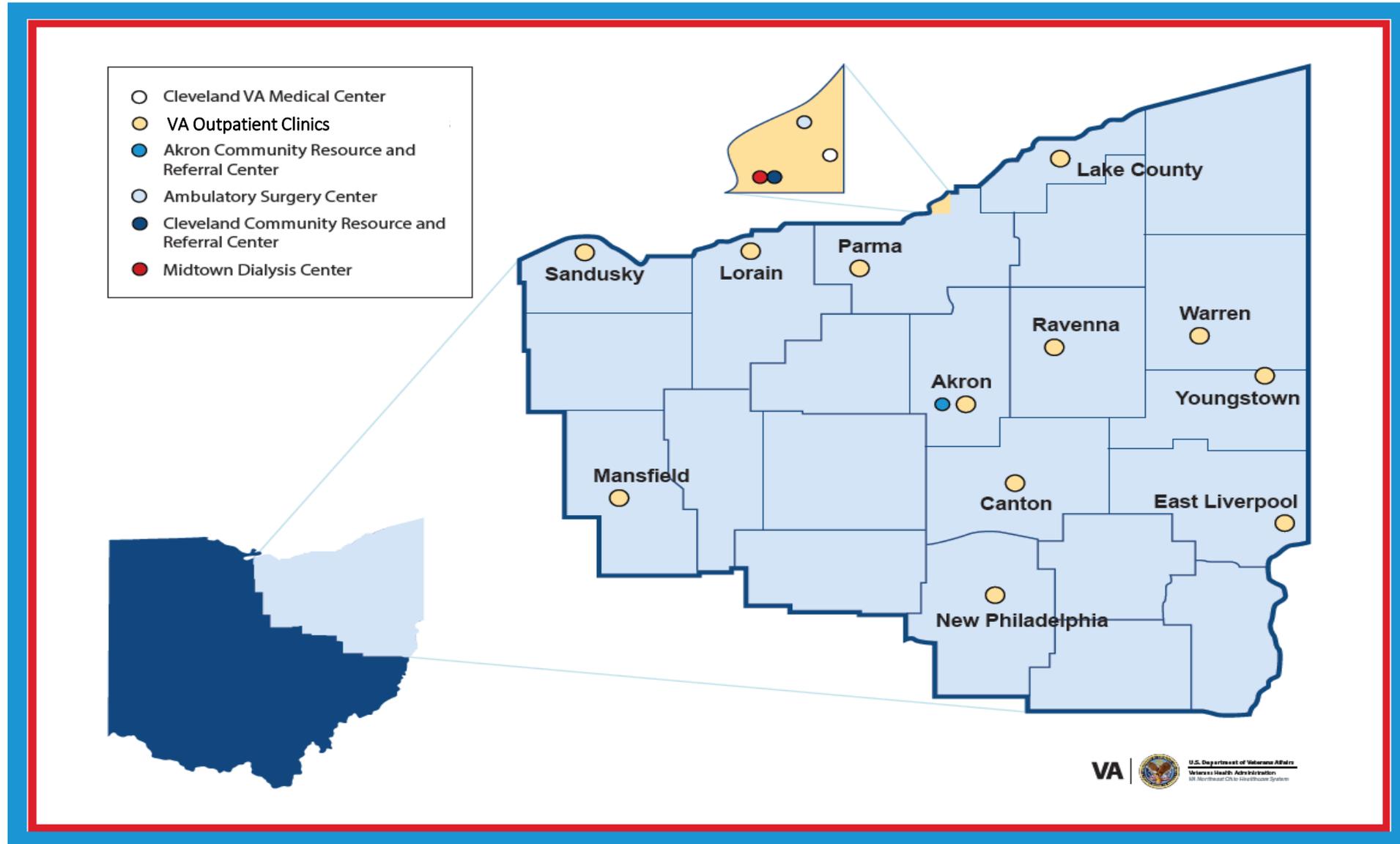


Overall Statistics



FY19 Facts & Figures

VA Locations of Care



VANEOHS – National & Regional Referral Services

- Acute and Long-Term Spinal Cord Injury Care
- Amputee Rehabilitation Coordination
- Amyotrophic Lateral Sclerosis (ALS)
- Antimicrobial Stewardship (AMS) Center of Excellence
- Blind Rehabilitation Center
- Cardiac Surgery
- Cochlear Implants
- Comprehensive Cancer Center
- Comprehensive Rehabilitation Center
- Fecal Microbiota Transplants
- Gambling Disorders
- General Surgery
- Headache Center of Excellence
- HIV Testing & Treatment
- Multiple Sclerosis
- Neurology
- Ophthalmology
- Pain Management
- Parkinson's Disease
- Polytrauma Care
- Post-Traumatic Stress Disorders
- Substance Abuse
- Traumatic Brain Injury Care
- Ventricular Assist Device

Your VA
Healthcare
Experience



Enrollment Priority Groups

Enrollment Priority Groups 1 through 8

- PG 1-3: Service connected 10% or greater, POW, Purple Heart, MOH, discharged due to a disability
- PG 4: Aid & Attendance, housebound, catastrophically disabled
- PG 5: Pension, Medicaid, Income (national)
- PG 6: Exposures
- PG 7 – 8: Income (geographic)



Enhanced Eligibility

- Project 112/Shad Veterans 1962-1973
- Vietnam-Era Herbicide Exposed Veterans/Agent Orange
- Camp Lejeune Veterans Aug 53-Dec 87
- MST-Military Sexual Trauma
- Presumptive Eligibility for Psychosis or Mental Health illness for OTH Veterans
- OTH Discharge Upgrades

Veterans Health Identification Card

How to obtain your card:

Contact the Cleveland VA Eligibility Office, or your local VA clinic nearest you.

To receive your card you must have:

- A valid, government issued photo ID
- Secondary identification such as a birth certificate or SSC



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Copayments

- **0%** - No Co-Payment for Service-Connected Disability Treatment. Not eligible for additional service.
- **>0-40%** - No Co-Payment for Service-Connected Disability Treatment. Co-Payments for additional services. Insurance may be billed if applicable.
- **50%+** - No Co-Payment for Services.

2020 Copayment Rates

Veterans Not Required To Make Copayments

- Former Prisoner of War status
- 0-40% compensable service-connected may take copay test to determine prescription copay status.
- Veterans deemed catastrophically disabled by a VA provider

Services Exempt from Copays

- Registry Exams
- MST care and counseling
- C&P Exams
- Research care
- Labs and EKGs
- Readjustment counseling
- Smoking Cessation services
- Weight Reduction services
- Health Fairs
- Hospice care

2020 Copayment Rates

Outpatient Copays

- Primary Care: \$15
- Specialty Care: \$50
- Medications:

Outpatient medication tier	1-30 day supply	31-60 day supply	61-90 day supply
Tier 1 (preferred generic prescription medicines)	\$5	\$10	\$15
Tier 2 (non-preferred generic prescription medicines and some over-the-counter medicines)	\$8	\$16	\$24
Tier 3 (brand-name prescription medicines)	\$11	\$22	\$33

2020 Copayment Rates

Inpatient Services

- Service-Connected 10% or Higher, no copay for inpatient care.
- Priority Group 7 & 8 – See Corresponding Charts

Priority Group 7	
Length of stay	Copay amount
First 90 days of care during a 365-day period	\$281.60 copay + \$2 charge per day
Each additional 90 days of care during a 365-day period	\$140.80 copay + \$2 charge per day

Priority Group 8	
Length of stay	Copay amount
First 90 days of care during a 365-day period	\$1,408 copay + \$10 charge per day
Each additional 90 days of care during a 365-day period	\$704 copay + \$10 charge per day

Beneficiary Travel & Special Mode Transportation



Eligible Veterans and other beneficiaries may receive:

- Mileage reimbursement (applied for within 30 calendar days of appointment)
- Common carrier (plane, train, bus, taxi, light rail etc.) reimbursement
- “Special mode” (ambulance, wheelchair van) transport for travel to and from VA health care appointments, when medically indicated

Two components of special mode transportation eligibility that must be documented in CPRS:

1. Administrative eligibility for beneficiary travel (see slide #4)
2. Medical justification for special mode transport (see slide # 7-Bene-Travel CPRS Note)

Special mode **DOES NOT** include:

- Public transportation (taxi, bus, subway, train, airplane, etc.)
- Privately owned conveyance with special adaptive equipment
- County VAN / VTS



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Administrative Eligibility for Beneficiary Travel

Description	Travel for SC Care Only	Travel for Any Care
Veterans rated 30% or more service-connected		•
Veterans rated less than 30% service-connected	•	
Veterans who receive a VA pension		•
Veterans whose income does not exceed the maximum annual VA pension rate		•
Veterans traveling in relation to a Compensation and Pension (C&P) Examination	<C&P Exam only>	
Veterans in certain emergency situations		•
Certain non-veterans when related to care of a 30% or more SC Veteran (caregivers, attendants, donors, and other claimants subject to current regulatory guidelines)		•
Certain non-veterans when related to care of a less than 30% SC Veteran	•	



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Is there anything VA can do to obtain travel for ineligible beneficiaries?

- Transportation requests for an ambulatory patient who is not authorized for beneficiary travel should consider contacting:
 - Family members & friends
 - Veterans Transportation Service (VTS)
 - Veteran Service Organization (such as Disabled American Veterans (DAV) network)
 - Community/County transportation services
 - Other transportation resources



PRIMARY Care Team (PACT)

- 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

MISSION

To honor America's Veterans by providing outstanding Primary Care.

VISION

To set an example of excellence as a Primary Care system characterized by effectiveness, safety, access, efficiency, high patient satisfaction, and contributions to healthy communities.

VALUES

We share the core values of VA — Integrity, Commitment, Advocacy, Respect, and Excellence

www.va.gov/primarycare/pact



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Appointments

Patient Responsibility

- Keep all scheduled appointments.
- If you cannot keep an appointment, please call your PACT and reschedule.
- Regularly scheduled VA care is required for continued prescription renewals.
- Bring your current medication bottles or list.
- An updated list will be provided at every visit.

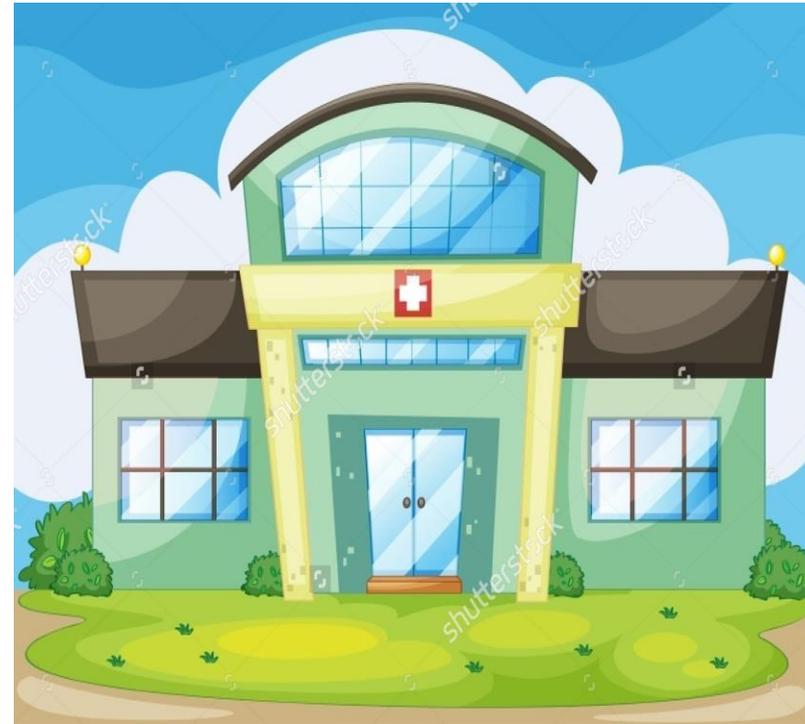
Patient Appointment Reminders Include:

- Recall Reminder
- Audio Call
- Vet Text
- VAR/VA Online Scheduling
- MHV



VA Outpatient Clinics

- A VA Outpatient Clinic is like a group of doctor's offices but are much smaller than the VA Hospital.
- Some Veterans receive Primary Care, Behavioral Health, and other services such as x-rays and lab work at the VA Outpatient Clinics; however, at times may need to rely on the Cleveland VA Medical Center for specialty treatment not available at the smaller clinic locations.
- Telehealth Services have helped to bring more services to the outpatient clinics, but it is not appropriate for all types of appointments.



Check with your Patient Aligned Care Team.
(PACT)

VA Outpatient Clinics Services

- Primary Care Services/PACT
- Health Promotion Disease Prevention
- Social Work
- Advance Directives
- Mental Health Services
- Radiology / X-ray Services
- Physical & Occupational Therapy
- Optometry
- Podiatry
- Pharmacy
- Tele-Medicine
- Laboratory
- Nutrition & Food
- Women's Health
- Home Based Primary Care

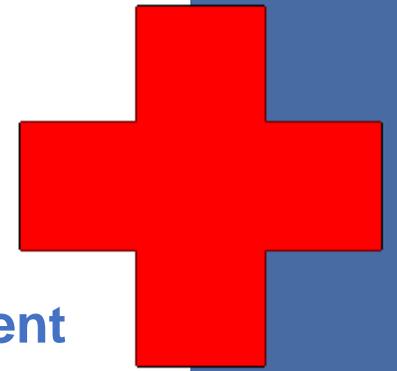


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****Please note that not all services are offered at each Outpatient Clinic****

Veteran Emergency Care



The Cleveland VA Medical Center has a 24-hour Emergency Department. If you need care, and cannot wait to see your primary care provider, the ED is available for you.

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 must promptly 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 by calling the Emergency Room Visit Notification Hotline at (844) 724-7842.** This allows VA to assist the Veteran in coordinating necessary care or transfer to the VA and helps to ensure that the administrative and clinical requirements for VA to pay for the care are met.



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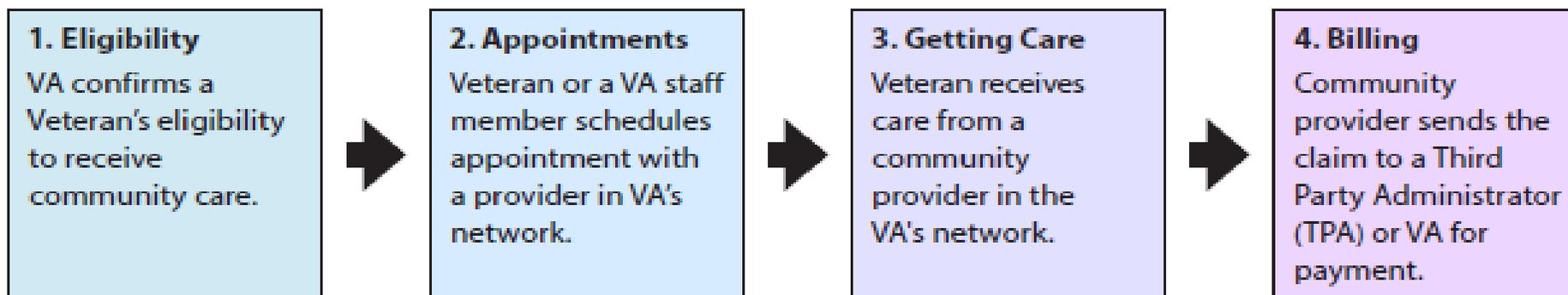
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Veteran Community Care General Information

Veterans may be eligible for care through a provider in their local community depending on their health care needs or circumstances, and if they meet specific eligibility criteria. Even if a Veteran is eligible for community care, they generally still have the option to receive care from a VA medical center.

- Veterans must receive approval from VA before receiving care from a community provider outside of Urgent Care to avoid being billed for the care.

Process Overview



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Veteran Community Care Eligibility

There are six criteria that can qualify a Veteran to receive community care. Veterans only need to meet **one** of these to be eligible.

1. Veteran needs a service not available at a VA medical facility
2. Veteran lives in a U.S. state or territory without a full-service VA medical facility
3. Veteran qualifies under the “Grandfather” provision related to distance eligibility for Veterans Choice Program
4. VA cannot provide care within certain designated access standards
5. It is in the Veteran’s best medical interest
6. A VA Service Line Does Not Meet Certain Quality Standards



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Veteran Community Care

Urgent Care

A new benefit provides eligible Veterans with access to non-emergency care for certain conditions in the VA network of community providers. Veterans can go to any urgent care or walk-in care provider in VA's network without prior authorization from VA.

There may be copayments associated with this benefit depending on a Veteran's assigned priority group and the number of times the benefit is used.

- Veterans are eligible for this benefit if they are enrolled in VA health care and have received VA health care benefits within 24 months prior to receiving this care. Veterans may verify their eligibility for urgent care using the following options:
 - Call (888) 901-6609
 - Call their local VA and ask for Community Care
- For additional information about the urgent care benefit and to locate an in-network provider: <https://www.va.gov/find-locations>



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How VA Works with Private Providers

Dual Care - Refers to patients who receive care from a VA provider as well as a private physician in the community. While receiving dual care, please remember:

- Prescriptions from your outside provider must go through your VA provider who will consider filling your medication through the VA Pharmacy.
- Medical records are needed that identify why you need the medication.
- If you need assistance getting records sent to the VA, please contact the Release of Information Office (216)791-2300 ext. 42009

Veterans Health Information Exchange (VHIE) - Veterans Health Information Exchange (VHIE) gives your health care providers a more complete view of your health record to help them make more informed treatment decisions. Through VHIE, community providers who are a part of your care team can safely and securely receive your VA health information electronically. **VA only shares your health information with participating community providers via VHIE when they are treating you.**

- We currently share records with several near by hospitals and healthcare systems.
- Additional instructions on how to sign up can be found at:
<http://www.va.gov/VLER/vler-health-exchange-registration-guide.asp>.

Mental Health

VA Northeast Ohio Healthcare System provides a full continuum of Mental Health services to Veterans. To care for the mental health needs of a large, complex, and geographically dispersed Veteran population, we provide a diverse array of programs at 13 different sites to form a comprehensive continuum of care to treat Mental Health conditions including depression, readjustment problems, substance use disorders, post traumatic stress, and other serious mental illnesses.

These basic principles form the foundation of VA Mental Health Care:

- Focus on Recovery
- Integrated Mental Health and Primary Care
- One Primary Mental Health Provider
- Coordinated Multidisciplinary Care
- Ease of Access to Around-the-Clock Service: Emergency mental health care is available 24 hours per day, 7 days a week at the Louis Stokes Cleveland VA Medical Center. We also offer Saturday and evening outpatient services at the main facility and several of our larger VA outpatient clinics.
- Gender and Culturally Sensitive Care
- Care Close to Home: All 13 VA Outpatient Clinics have mental health specialists that can coordinate treatment for all mental health concerns.
- Evidence-Based Treatments



IT'S YOUR CALL

**Confidential help for
Veterans and their families**

**Rather chat or text than call?
Confidential chat at [VeteransCrisisLine.net](https://www.veteranscrisisline.net) or text to 838255**

STAND BY THEM. WE'LL STAND BY YOU.

Concerned about a Veteran who may be in emotional distress or suicidal crisis? The Veterans Crisis Line can help.

Call 1-800-273-8255 and Press 1.



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www.veteranscrisisline.net

www.mentalhealth.va.gov/suicide_prevention/veterans.asp

Virtual Health Care

Connected Health - VA is aligning virtual care technologies to create seamless access for Veterans

- Clinical Video Telehealth
- Home Telehealth
- Store and Forward Telehealth
- Tele-mental Health
- **VA Video Connect**
- My HealtheVet
- Secure Messaging
- SCAN-ECHO
- Mobile Apps
- VA Point of Service Kiosks

**Appointments are copay exempt and waived data charges; zero rating for T-Mobile, Verizon, Sprint, and SafeLink by TracFone. (As of Sept. 2020)

**Talk to your provider or care team today to see if this visit type is right for fit for your care!



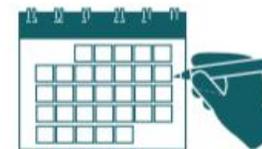
VA Point of Service Kiosks



VA Telehealth Services



VA Mobile Health



VA Point of Service Kiosks



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- Get accurate health information from sources you can trust
- View your VA appointments & provider notes
- Create your own personal health journal
- Read VA news and feature stories
- Link to VA benefits and services
- View Lab Results & VA Medical record based on account level
- Refill your VA prescriptions and get information about your medicines
- Send secure messages to your provider “**Only**” via your Healthcare Pact Team
- *Nurse Advice Line* - You can reach the nurse advice line by direct dialing your PACT.



My Health, My Care: 24/7 ^{Online} Access to VA

VA Pharmacy

- VA pharmacists fill and dispense medications and disposable medical supplies your VA provider orders for you!
- In general, prescriptions written by non-VA providers will have to be re-ordered by your VA provider
- Your VA providers may need to replace some of your medicines with similar ones carried by the VA pharmacy
- VA is not responsible to pay for medicines filled at a private pharmacy unless under emergency circumstances or as part of approved care in the community
- In general, prescriptions that are not picked up will automatically be mailed to your address on file
- Mailed prescriptions take about 7-10 days to arrive

VA pharmacists provide direct patient care visits, and serve as part of your healthcare team to meet your needs.



Social Work Service

- Social Workers are available in every area of the healthcare system – ask your provider to connect you to a Social Worker today.
- Social Workers assist with navigating the system; preparing for discharge from the hospital; setting up home and community-based services; housing and employment challenges; and other psychosocial stressors that impact your health.

Contact Social Work Service Office Directly
at (216) 791-3800 Ext: 62430



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Community Resource and Referral Centers

- Prevention services for Veterans and their families
- Access linkage and referrals to stable and affordable permanent housing
- Short term housing options while seeking permanency
- Connect with mental health, substance abuse and dual diagnosis treatment services
- Vocational training and employment services
- Manage local calls from the National Call Center for Homeless Veterans

We have two CRRC locations:

Cleveland

7000 Euclid Avenue Suite #202
Cleveland OH 44103
216-391-0264

Akron

111 East Voris Street
Akron OH 44311
330-761-7054



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Patient Education Resource Center

Interested in learning more about your health condition?

Stop in to receive health information and brochures or view a video. A health education specialist will be happy to help you.

Hours: Monday - Friday 7:30 a.m. to 4:30 p.m.
Room 1C-349



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Chaplain Service

What do Chaplains provide?

- Comprehensive religious, spiritual, and pastoral care and counseling for all Veterans, their family members and medical center staff, regardless of faith tradition or no faith
- A chaplain is on-call 24 hours a day for emergent needs and can be contacted at x66300 or 216-200-0209.



Relationship Enrichment Retreats

- Chaplain Service offers two-day couples weekend retreats where veterans and their significant other will have opportunities to gain knowledge and practical skills for better communication, which can strengthen all aspects of relationships.



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Patient Experience Program

Cleveland VA Medical Center

Patient Advocate related issues/concerns:

- **Phone:** 216-791-3800 x61700, Monday – Friday, 8 a.m. to 4 p.m.
- **Locations:** 1st floor, offices 1-C345, 1-C347, 1-C348, 5th floor, W5A office 144

VA Outpatient Clinics

Patient Advocate related issues/concerns, please contact your clinic facility director.



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Whole Health centers around what matters to you.

LIST I

- Acupuncture
- Meditation
- Tai Chi/Qi Gong
- Yoga
- Medical Massage
- Chiropractic
- Biofeedback
- Clinical hypnosis
- Guided Imagery

LIST II

- Healing Touch
- Reflexology
- Reiki
- Therapeutic Touch
- Emotional Freedom Technique
- Animal-assisted Therapy
- Aromatherapy
- Somatic Experiencing
- Art and music therapy

LGBTQI+

The VA Northeast Ohio Healthcare System is committed to providing top quality care to all Veterans including lesbian, gay, bisexual and transgender LGBTQI+ Veterans.

- LGBTQI+ Veteran Care Coordinator,
Travis Scott
216-791-3800 Ext. 65606



The Future of Women's Health

Our mission is to address the healthcare needs of women Veterans and work to ensure that timely, equitable, high-quality, comprehensive healthcare services are provided in a sensitive and safe environment at VA health facilities nationwide.



- New Center for Women's Health
- Expanded pre and post natal services
- Gender specific diabetes and hypertension SMAs
- Expanded chaplain services
- Expanded specialty care (pain management, cardiology, PFPT) within department



Additional Veteran Support Services

Veterans Service Commission

assists honorably discharged veterans and their families with the following services:

- Compensation, pension and education claims assistance
- Financial Assistance for Veterans with unexpected hardships
- Career guidance and employment support
- Social Work case management for Veterans with direct intervention needs

Contact Information

- 1-877-644-6838

Ohio Vet Centers -Counseling Services

Readjustment Counseling Services for Combat Veterans and their families.

Services are **FREE** to all eligible Veterans and their families including:

- Individual, group and family counseling
- Community education
- VA information and referrals

Contact Information

- 24/7 Hotline 1-877-WAR-VETS (927-8387)

Questions?

If you have a questions about today's program information or need further assistance, please feel free to contact the
Veteran Orientation Program Coordinator:

Ruth Hatchuel RN MSN

Manager, Employee and Patient Experience

Veteran Experience Program Manager

Office: 216 -791-3800 Ext: 45134

E-Mail: Ruth.hatchuel@va.gov