TABLE OF CONTENTS

3 DALLAS VA MEDICAL CENTER SHUTTLE ROUTES
4 BONHAM FACILITY MAP
5 ELIGIBILITY & BENEFITS
6 RETURNING SERVICE MEMBERS
7 HOMELESS VETERANS
8 EMERGENCY CARE
9 PRIMARY CARE
   PATIENT ALIGNED CARE TEAM (PACT)
10 PHARMACY BENEFITS
11 VETERANS CHOICE PROGRAM CARE IN THE COMMUNITY
   (NON-VA CARE) & FEE SERVICES
12 BILLING AND CO PAYMENTS
13 BENEFICIARY TRAVEL BENEFITS

VA NORTH TEXAS HEALTH CARE SYSTEM

2nd largest and most complex VA facility in the Nation

1.5 MILLION
2nd in Outpatient Visits

119,625
2nd in Veterans served

$960 million
OPERATING BUDGET

5,500 employees

1,700 volunteers
DALLAS VA MEDICAL CENTER SHUTTLE ROUTES

- **Patriot Shuttle** - Serves Patriot Parking Garage 6:00 a.m. - 5:15 p.m.
- **Parking Lot 1 Shuttle** - Serves Parking Lot 1 only 6:00 a.m. - 5:15 p.m.
- **Liberty General Parking Garage, Gazebo at Building 1** - 5:30 a.m. - 5:15 p.m.
  (2nd shuttle during peak hours 7 a.m. - 9 a.m. and 3 p.m. - 5 p.m.)
- **South Entrance, Freedom General Parking Garage and Overflow Parking** - 5:30 a.m. - 5:15 p.m.
- **South 2nd shuttle** - 6:00 a.m. - 5:15 p.m.

VA North Texas Health Care System is a progressive health care provider in the heart of Texas that includes 38 counties in Texas and two in southern Oklahoma. The organization includes facilities Dallas, Bonham, Fort Worth, Tyler, Plano, Polk St., and five community based outpatient clinic locations.
VA is committed to informing Veterans about VA health care benefits and services and publishes various publications for your information.

Veterans Health Benefits Handbook
Mailed based on Priority Group, beginning with Priority Group 1 and ending with Priority Group 8. Visit www.va.gov/healthbenefits or call 1-877-222-VETS (8387) to update your address or receive additional information.

Veterans Health Benefits Guide and Health Care Benefits Overview
Designed to provide general information about the VA Medical Benefits Package and information Veterans need to understand VA’s health care system, with answers to frequently asked questions about eligibility and benefits. Publications are available at www.va.gov/healthbenefits/resources

Additional resources:
- Enrollment Office: 214-857-2249
- www.va.gov/healthbenefits
- www.myhealth.va.gov

My HealtheVet & Other Resources
Register for MyHealtheVet at www.myhealth to help manage your health care online:
- Review health information from sources you can trust
- Refill VA prescriptions
- Track VA medical appointments
- Communicate with your physician and health care team using secure messaging
- View and print VA medical record

For more information, please contact the MyHealtheVet program manager at 214-857-1721.

VA North Texas Health Care System provides:
- Transition assistance and case management services
- Cost free care, including medications for conditions potentially related to combat service for up to five (5) years following discharge or release from active duty
- Enrollment into Priority Group 6, if not otherwise qualified for a higher enrollment priority group assignment
- Full access to VA’s medical benefits package
- Potential eligibility for dental care within 180 days of discharge from active duty under conditions other than dishonorable from a period of service not less than 90 days (if not previously evaluated and treated within 90 days of discharge from the military)

VA’s mission is to provide continuity and improved coordination of health care and benefits for seriously injured or ill service members returning from combat operations as they transition from Department of Defense to VA.

CONTACTS
Transition and Care Management Program
Dallas VA Medical Center
214-857-0369

Program Manager
Dallas VA Medical Center
214-857-0373

Transition Patient Advocate
Dallas VA Medical Center
214-857-2665

Transition Specialist
Fort Worth Outpatient Clinic Main entrance
817-730-0147
VA North Texas Health Care System established the first VA Comprehensive Homeless Center in 1990. It continues to assist Veterans experiencing unemployment and/or homelessness or those at risk of homelessness to rejoin the community as productive citizens.

**COMPREHENSIVE HOMELESS CENTER**
214-857-3671

**SERVICES INCLUDE:**
- VA's Health Care for Homeless Veterans (HCHV) Program
  214-857-3179
- Fort Worth Homeless Outreach
  817-255-7150
- Homeless Women Veterans Program (HWVP)
  214-857-3173
- VA's Compensated Work Therapy (CWT)
  214-857-4441
- Homeless Providers Grant and Per Diem Program
  214-857-4441
- HUD-VA Supportive Housing (VASH) Program
  214-929-0749

If you are a Veteran who has lost your home
VA can help you get back on your feet. Contact VA’s National Call Center for Homeless Veterans at 1-877-4AID-VET (1-877-424-3838) to speak to a trained VA responder. The hotline and online chat are free and neither VA registration nor enrollment in VA healthcare is required to use either service.

If you live close to your VA’s emergency department, you should go there for emergency care.

When it is not possible for you to go to a VA medical center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room. You do not need to call VA before going to the nearest emergency room, but you must notify the VA Transfer Coordinator (214-857-1554/1557) within 72 hours of your arrival at the emergency room for payment to be considered by VA.

If the doctor wants to admit me to the hospital:
- If the admission is an emergency, no VA pre-approval is needed
- If the admission is not an emergency, yes, VA pre-approval is needed. You need to seek care at the nearest VA or pay for the care through Medicare or Private Insurance
VA will pay for emergency care received outside the United States only if your emergency is related to a service-connected condition. Contact 1-877-345-8179 for more information.
You will be assigned a primary care provider—a physician, nurse practitioner, or physician’s assistant—who is part of a Patient Aligned Care Team (PACT), also including pharmacists, social workers, nurses, other health professionals and support staff, will work with you to provide most of your care.

If You Need to See a Specialist
Your PACT will coordinate all care, including specialty care requested by consult. Staff in specialty care will then contact you about an appointment or next steps in your care. The PACT and specialty care team will work together for best possible health outcomes.

For your first appointment, bring:
- Notes from all your doctor visits for the last year
- Discharge Summary from last 2 hospital stays
- Heart tests and results
- Results of special studies
- X-rays, CT scan, MRI, mammogram, colonoscopy, bone density reports
- Bottles of your current medicines
- Reasons why each medicine was started or dose changed
- List of medicines that did not work or caused problems in the past
- List of over-the-counter medications, food supplements, herbals and vitamins you take

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

By law, VA pharmacy cannot fill a prescription written by a non-VA provider unless the Veteran is receiving VA House Bound or Aide in Attendance benefits.

Tell your VA Provider or pharmacist about any medications you get filled at a pharmacy other than VA or any other medicine (like antacids, laxatives, pain medicine), herbal supplements or vitamins you purchase on your own.

Pharmacy Co-payments
Depending on your eligibility, co-payment for medications is required. Co-payment may be waived for financial hardship. Get information about patient eligibility from the Benefits Counselor, 214-857-2249.

Pharmacy Telephone Care System Available 24/7 days a week, 1-800-849-3597, option 1
Your Social Security Number and prescription number from the bottle must be provided to:
- Check on a prescription
- Learn about your medicine
- Order refills

VA pharmacy staff is available during business hours (Monday through Friday, 8 am to 4:30 pm) to assist.
CARE IN THE COMMUNITY (NON-VA CARE) & FEE SERVICES

The Veterans Choice Program was created to provide better access to health care for Veterans. This program allows eligible Veterans in specific situations to receive health care from non-VA doctors and facilities in the community instead of waiting for a VA appointment or traveling to a VA facility. This is a voluntary program. If you are satisfied with your wait time at a VA facility, you do not need to do anything. If you want to take part in the Choice Program, this will not impact your existing VA health care or any other VA benefit.

Prior to seeking care under Choice, one of the following criteria must be met:

• Service you are eligible for is not provided by VA
• Clinically determined date for services exceeds 30 days
• Your home is more than 40 miles driving distance from the closest VA medical facility
• Traveling to the closest VA medical facility presents hardship

Visit www.va.gov/opa/choiceact or call 1-866-606-8198 for complete information.

Services provided in the community at VA expense must be authorized in advance and meet VA’s quality standards.

Funds recovered from private insurance are used to offset patient co-payments and help fund programs for education, immunization etc.

VA cannot receive payment from Medicare since it is another federal entity but can bill Medicare “supplement” plans since they are not federal plans. VA bills private insurance for non-service connected treatment and medications. VA submits claims through Medicare for pricing purposes only.

Outpatient Co-Pays
Most Veterans are required to complete an initial annual means test to decide if you qualify for cost-free service. You will be charged one co-pay regardless of the number of health care providers you see in a single day. There is no co-pay for preventive care services such as screenings and immunizations.

Inpatient Co-Pays
Inpatient co-pays are based on both a standard charge for each 90 days of care within a 365-day period as well as a daily charge. Example: If you are hospitalized on 1-1-08 and discharged on 1-10-08, you will be charged the standard co-pay and a daily charge. If you are re-admitted within 90 days (1/10-08 to 3/31-08) you will only be charged the daily rate. If you are admitted on 4-1-08 you are charged half of the standard co-pay (start of a new 90 day period) plus the daily co-pay.

VA assists Veterans with medical bills when they cannot make it to the VA in an emergency situation:

• Receive claims and medical records from vendors and Veterans
• Provide letters to Veterans and vendors, indicating additional information needed to process claims
• Submit claims and medical records for medical review

VA does not pay:

• Claims on spouses or dependents (Tri-Care)
• Secondary to any insurance. If your insurance paid part of the claim, VA does not pay the remaining balance
• Personal or other medical bills during your VA hospital stay

Which veterans are not required to make inpatient or outpatient co-pays?

• Received a Purple Heart Medal
• Former Prisoner of War
• VA service-connected disabilities
• Veterans 50 percent service connected or greater
• Low income based on Means Test Threshold
• Other qualifying factors including treatment related to military service experience.
You may be eligible for VA beneficiary travel benefits for VA health care services.

Travel benefits are subject to a deductible except for:
- Compensation and Pension examinations
- Travel by ambulance or specially equipped van

Veterans who qualify:
- Service-connected rating of 30 percent or more
- Traveling for treatment of a service-connected condition or scheduled compensation and pension examination
- Receive a VA pension
- Income does not exceed the maximum annual VA pension rate

Veterans qualify for Special Mode Transportation (ambulance, wheelchair van etc.) if:
- Medical condition requires an ambulance or a specially-equipped van
- Meet one of the eligibility criteria in 1 through 4 above

Travel pay is made by automatic deposit to the Veteran’s financial account.

For more information, contact 214-857-1336 or 214-857-1350.
To schedule an appointment, get a list of your current appointments, or reschedule an existing appointment:

- Dallas VA Medical Center: 1-800-849-3597, or 214-742-8387, option 2
- Sam Rayburn Memorial Veterans Center, Bonham: 1-800-924-8387
- Fort Worth VA Outpatient Clinic: 1-800-443-9672
- Tyler VA Outpatient Clinics: 1-855-375-6930 or 903-266-5900
- Polk Street VA Clinic: 214-372-8100
- Plano VA Outpatient Clinic: 972-801-4200

To cancel or reschedule your appointment, please call 1-800-849-3597, option 2

DFW National Cemetery
2000 Mountain Creek Pkwy. | Dallas, TX 75211
214-467-3374
www.dallasfortworthcemetery.com

National Call Center for Homeless Veterans
1-877-424-3838

Patient Advocacy Program
Staffs are available to help resolve issues and work directly with management and other staff on your behalf.
- Dallas: 214-857-0482
- Bonham: 903-583-6216
- FWOPC: 817-730-0009

Patient Call Center
If you have a non-emergency health problem or question before your next regularly scheduled visit, please contact:
- Dallas: 1-800-677-8289 or 214-857-2081
- Bonham: 1-800-924-8387 extension 36733
- FWOPC: 1-800-443-9672, option 1

TeleNurse
1-888-252-9970

VBA Regional Benefits Office
701 Clay Ave. | Waco, TX 76799
1-800-827-1000
www.vba.va.gov/VBA

Veterans Crisis Line
1-800-273-8255, press 1 or Text 838255, 24/7/365