

Eastern Oklahoma VA Healthcare System(EOVAHCS)

Presented by: Rodney A. Russo, Section Chief, Patient Advocacy & Patient
Experience

VA



U.S. Department
of Veterans Affairs

VA Eligibility Requirements for VHA Health Care

Military Service Requirements

- More than 2 years of active duty service
- Discharge status must be *Honorable* or *General (Under Honorable Conditions)*

Service-Connected Eligibility

- Any service-connected disability rating qualifies for enrollment

How to Enroll

- Call VHA Health Care Enrollment at **1-877-222-8387**
- Or visit any VA Medical Center / CBOC for enrollment assistance

Summary

Veterans may be eligible for VHA health care if they meet service requirements or have a service-connected disability rating. Support is available by phone or in person.

Types of Veteran ID Cards

- Department of Defense Identification Card
- Veteran Health Identification Card (VHIC)
- Veteran ID Card (VIC)
- Veteran's designation on a State-Issued Driver's License or ID



VA Eastern Oklahoma Health Care System – Main Facilities

James Mountain Inhofe VA Medical Center

- Will open Dec-Jan 27 (Downtown Tulsa)

Jack C. Montgomery VA Medical Center (Main Campus – Muskogee)

- 1011 Honor Heights Drive. Muskogee, OK 74401-1318
Main phone: 918-577-300

Ernest Childers VA Outpatient Clinic (Primary & Specialty Care)

- 8921 South Mingo Road, Tulsa, OK 74133
Main phone: 888-397-8387

Bartlesville VA Clinic

- 3005 East Frank Phillips Boulevard, Suite 100, Bartlesville, OK 74006

Claremore VA Clinic

- 3000 Medical Parkway, Claremore, OK 74017

Vinita VA Clinic (Cherokee Nation Medical Clinic)

- 27371 South 4410 Road, Vinita, OK 74301

Idabel VA Clinic

- 903 South East Washington Street, Idabel, OK 74745

McAlester VA Clinic

- 2 Clark Bass (Gass) Boulevard, McAlester, OK 74501



ChooseVA

VA



**VETERANS
EXPERIENCE
OFFICE**

Priority Groups

Priority Group 1:

- Rated Service Connected (SC) disability 50% or more
- Unemployable due to VA SC disability
- Medal of Honor (MOH)
 - ❖ *Copay Responsibility: Treatment Exempt/ Medication Exempt*

Priority Group 2:

- Rated SC Disability 30% - 40%
 - ❖ *Copay Responsibility: Treatment Exempt/ Medication Required*

Priority Group 3:

- Former POWs (No Pharmacy Co-Pay)
- Purple Heart
- Discharged due to a disability that was incurred or aggravated in the line of duty
- 10% - 20% SC Disabilities
 - ❖ *Copay Responsibility: Treatment Exempt/ Medication Required*

Priority Group 4:

- Receiving aid and attendance or housebound benefits
- Determined by VA to be Catastrophically Disabled
 - ❖ *Copay Responsibility: Treatment Exempt/ Medication Exempt*

Priority Group 5:

- Veterans with income below established VA Means Test Threshold
- Veterans in receipt of VA pension benefits
- Veterans eligible for Medicaid benefits
 - ❖ *Copay Responsibility: Subject to income*

Priority Group 6: ****New PACT Act Eligibility Criteria****

- Toxic-exposed Veterans under 38 U.S.C. § 1710(e)(1):
 - Vietnam-era herbicide-exposed Veterans
 - Radiation-exposed Veterans
 - Veterans in Southwest Asia during the Persian Gulf War
 - Combat Veterans who served in a theater of combat operations after the Persian Gulf War and those Veterans who served in combat against a hostile force during a period of hostilities after November 11, 1998. NOTE: Expires 10yrs from the date of discharge or release from Active Duty. Once this period ends, combat Veterans will remain enrolled and placed into Priority Group 8, unless they are otherwise eligible for a higher priority group.
 - Project 112/SHAD Veterans
 - Camp Lejeune Veterans
 - Toxic-exposure risk activity Veterans
 - “Covered Veterans” under 38 U.S.C. § 1119(c)
- World War II (WWII) Veterans
- Veterans with compensable 0% service-connected disability rating(s)
 - ❖ *Copay Responsibility: Treatment Required/ Medication Required*

Priority Group 7:

Veterans with income and/or net worth above the VA national income threshold and below the geographic threshold who agree to pay copays

❖ *Copay Responsibility: Treatment Required/ Medication Required*
(Reduced Inpatient Rate)

Priority Group 8 (A-D):

Veterans with gross household income above the Means Test threshold and Geographic Means Test threshold who agree to pay applicable copayments under 38 USC §§ 1719(f) and 1710 (g)

❖ *Copay Responsibility: Treatment Required/ Medication Required*

Priority Group 8 (E-G): (Not Eligible)

Veterans whose income exceed the established income thresholds

Note: 8E can be treated for Service-Connected Disabilities only

Medical Benefits Package

The Standard Medical Benefits Package includes:

- Preventative Care Services
- Inpatient and Outpatient Diagnostics and Treatment
- Prescription Services



Benefits subject to certain eligibility restrictions include:

- Eyeglasses and hearing aides
- Ambulance services
- Non-VA care
- Prosthetics, Durable Medical Equipment and Rehabilitative Devices
- Dental
- Extended Term Care
- VA Foreign Medical Program



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

PACT Team (Patient Aligned Care Team)

- Medical Doctor, Physician Assistant (PA), or Nurse Practitioner (NP)
- Nurse (RN & LPN)
- Medical Support Assistant
- Pharmacist
- Dietitian
- Social Worker
- Primary Care in Mental Health provider
- **You!**



Women Veterans Health Care

- Each VA facility has a Women Veteran Program Manager. Ours is Michele Reeves, RN. 918-252-8049. Her goal is to answer questions about services or resources, advocates for the WV and helps them navigate the VA
- Women Veterans (WV) have the choice to be on a Women's only PC team or a mixed gender panel with a PCP that has had additional specialized WV training
- WV's can ask to be placed on a different PC team at anytime Call business office to inquire
- EOVAHCS offers WV's in-house gynecologic care, Whole Health, WV Mental Health, Battlefield acupuncture, Reproductive services, in-house lactation consultation, pelvic floor therapy, and WV Chaplain groups



Behavioral Health Services



- Behavioral health team (BHIP) has a Psychiatrist, Psychologist, RN nurse, Social Worker, Pharmacist and a Medical Support Assistant available to support your needs.
- Inpatient and outpatient services are available.



Behavioral Health Services

- Self referral for Behavioral Health Services
- Treatment options include:
 - individual and group psychotherapy
 - medication management
 - psychological testing
 - Tobacco Cessation assistance
- Tele-medicine (VVC visits) available
- Same day access to a provider in Primary Care Mental Health Integration





UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Video Visits (VVC)

- VA offers virtual visits with most care providers
- Virtual visits with your provider can be done using your smart phone from the comfort of your home
- If interested, please let your provider know as test calls can be completed



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Specialty Care

- Audiology (self referral)
- Cardiology
- Chiropractic
- Dental (self referral, if eligible)
- Dermatology
- Gastroenterology
- Geriatric Care
- Home Based Primary Care
- Infectious Disease
- Nephrology (Kidney)
- Neurology
- Neuropsychology
- Nutrition
- Oncology
- Optometry (self referral)
- Ophthalmology
- Orthopedics
- Pain Management
- Podiatry
- Pulmonary
- Urology
- Vision Impairment Services





Dental Care Qualifications

- **You need to meet one of the following criteria**

- Have a 10% service-connected compensable dental disability
- Recent discharge from Military (need DD214, must meet dental criteria, request dental service within 180 days after discharge)
- Be a former prisoner of war
- Have a service-connected disability rated 100 percent P&T or are unemployable regardless of SC amount due to service-connected conditions
- Homeless Veteran with focused exam. SW must place consult
- Vocational Rehabilitation Program participant
- Medical condition related to oral condition compromising health care
- Inpatient at time of dental emergency SC/Non-SC
- For those that do not qualify for dental services, please pick up the Dental Resource packet for more information where to receive free or reduced cost for dental services closest to you



VA Dental Insurance Program (VADIP)

VA's Dental Insurance Program (VADIP) offers enrolled Veterans the opportunity to purchase dental insurance at a reduced cost through Delta Dental or MetLife

- Delta Dental: 1-855-370-3303
- MetLife: 1-888-310-1681



For more information please visit: <https://www.va.gov/healthbenefits/VADIP/>



Choose **VA**

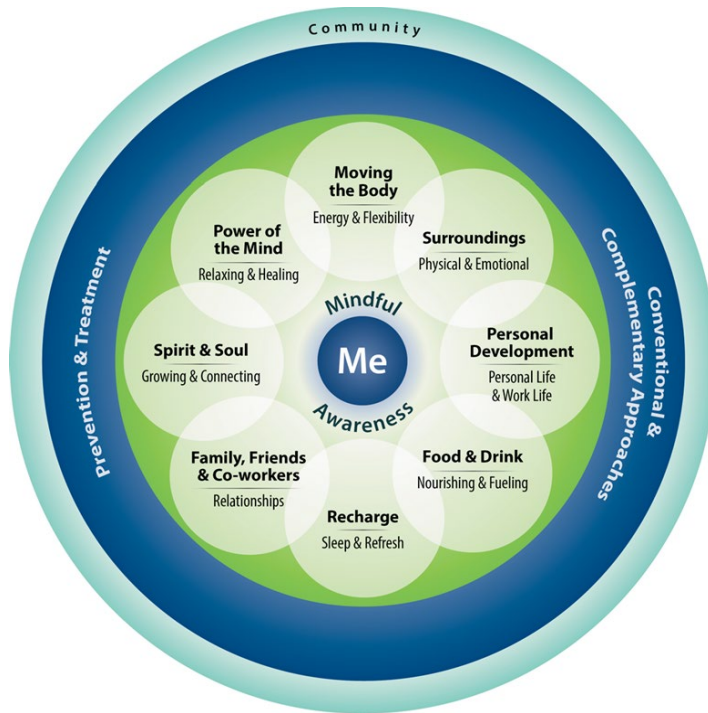
VA



VETERANS
EXPERIENCE
OFFICE



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS



Whole Health

YOU are the expert on your life, value, goals and HOW **you** lead your own healthcare

Preventive and conventional care

Complementary medicine and care

Coaches and partners in achieving your identified goals



DISCOVER
WHAT MATTERS
Live Whole Health.



U.S. Department
of Veterans Affairs

[LEARN MORE](#)



VETERANS
EXPERIENCE
OFFICE

Tele-Visits and VVC

Home Telehealth

- Free program
- Voluntary
- Patients expected to submit data daily
- Patients must have a phone- cell or landline
- Home Telehealth service participation commitment for 3 months
- Patients expected to maintain 70% response rate over 3 month
- Referred by PCP
- Remote monitoring program
- Equipment is provided for the Veteran to check weight & vital signs, and then uploads date into Medtronic's. The team then uploads it into the Veteran chart (CPRS)
- Used for Veterans with acute diseases such as Diabetes, Hypertension, CHF, etc.
- Provides close monitoring of vital sign and medication effectiveness





UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Clinical Video Telehealth (CVT)

- Referred by PCP
- Like VVC
- Veteran comes to CBOC (Clinic)
- LPN is present to assist with needs
- Provider is on the other end of the video and can listen to heart and lungs and see the eyes, nose, and throat with an otoscope
- Specialty Providers are all over the Nation



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

What is Durable Medical Equipment (DME)?

Consult Required

- **Hospital bed**
- **Grab bars** for bathrooms (installed)
- **Ramps** (homeowners only)
- **Bathroom** modifications (HISA)

Walk in services

- 2 or 4 wheeled walker
- Crutches
- Cane (single or quad)
- Wheelchairs
- Knee scooter
- Bedside commode
- Shower chair
- Tub transfer bench
- Toilet seat frames
- Elevated toilet seat





UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Pharmacy Services

Location:

Tulsa 1st floor

Hours of Operation:

Monday - Friday

8 AM – 6:00 PM

Phone #: 888-397-8387 Option 1



Choose **VA**

VA



VETERANS
EXPERIENCE
OFFICE



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS



Refills

- Mailed to current address on file
- Refills sent in 90-day supplies (with some exceptions)
- Medication can be requested for refill upon receipt of current medication refill
- Request your medication order early for it to be mailed (once ordered 10-14 days via mail)
- Refills **are not** sent automatically to you – you must request as needed



Choose **VA**

VA



VETERANS
EXPERIENCE
OFFICE



New medications



Pharmacy services provides for new prescriptions and urgently needed medications

- Check in at the pharmacy and speak to a pharmacist to 'activate' the prescription
- Tulsa requests Veteran's use kiosk to check in



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS



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

- Refill your prescriptions online
- **Create your own personal health record**
- View parts of your own medical record online after completing the In-Person-Authentication
- **E-mail your Provider through secure messaging**
- Review recent lab work, test results, consults provider notes

www.myhealth.va.gov

You will have the opportunity to sign up today!



Choose **VA**

VA



VETERANS
EXPERIENCE
OFFICE



UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Emergency Care in the Community

- Veterans have 72 hours to notify VA of emergency medical care (ER visits and/or hospital admissions)
- 72-Hour Notification Hotline:
844-72HRVHA (844-724-7842)
- Veteran, family member or treating hospital can notify
- Transfers to VA facilities are determined based on your medical needs
 - If you refuse to transfer to a VA facility this will affect VA's payment of your hospitalization and you may be liable



Choose **VA**

VA



VETERANS
EXPERIENCE
OFFICE



UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Care In The Community

- When services are not available within the VA, within a timely manner, or within a reasonable distance
- All Community Care **MUST** have prior approval from your medical provider
- Once approved for Care in the Community, you will be contacted for appointment scheduling
- To avoid a delay in care, sign a release of information with the Care in the Community medical provider



UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Patient Advocacy Program

The Patient Advocacy Program was established to ensure that all veterans and their families, who are served in Eastern Oklahoma Health Care System (EOHCS) facilities and clinics, have their complaints addressed in a convenient and timely manner.

OFFICE OF Patient Advocacy requires resolution within 7 days.

It operates under the broader philosophy of Service Recovery, whereby patient complaints are identified, resolved, classified, and utilized to improve overall service to veterans. The goal is to implement Service Recovery to resolve the concern

This program is an important aspect of patient experience and contributes proactively to Veterans Health Administration (VHA) initiatives to provide world-class customer service



Choose **VA**

VA



VETERANS
EXPERIENCE
OFFICE

General Exclusions

VA cannot provide the following services or benefits:

- Cosmetic surgery except determined by VA to be medically necessary for reconstructive or psychiatric care
- Drugs, biologicals, and medical devices not approved by the FDA unless the treating medical facility is conducting formal clinical trials under an Investigational Device Exemption (IDE) or an Investigational New Drug (IND) application, or the drugs, biologicals, or medical devices are prescribed under a compassionate use exemption
- Gender alteration
- Health club or spa membership
- Hospital and outpatient care for a Veteran who is either a patient or inmate in an institution of another government agency if that agency has a duty to give the care or services.
- Paternity testing
- Refractive laser surgery (LASIK, PRK)
- Services not ordered and provided by licensed/accredited professional staff
- Special private duty nursing

POC's

- **Call Center:** 918-252-8000 or **888-397-8387**
- **CCN- Care in the Community -Billing/Referral/Consult (918)577-3877**
- National Notification number for Emergent incidents & call within 72 hours at 844-724-7842
- Homeless Program (918)384-454
- Veterans Crisis Line 1-800-273-8255 7
- Caregiver Support- 855-260-3274
- **NATIONAL ARCHIVES** to search for Veteran's Service Records
- **VBA** 1-800-827-1000
- **National Cemetery** : 918-478-2334
- CPAC VA Billing 918-577-3846
- Prosthetics (918)577-3625
- Patient Advocate 24 hour dedicated Line 918-252-8838



UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

QUESTIONS?



Choose **VA**

VA



VETERANS
EXPERIENCE
OFFICE