

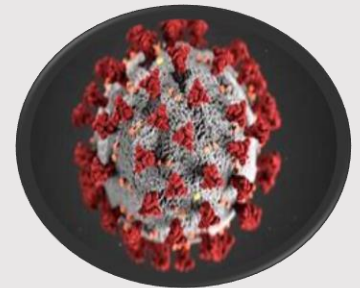
COVID-19 AND US DEPARTMENT OF VETERANS AFFAIRS



Presenter Lyn.Johnson2@va.gov

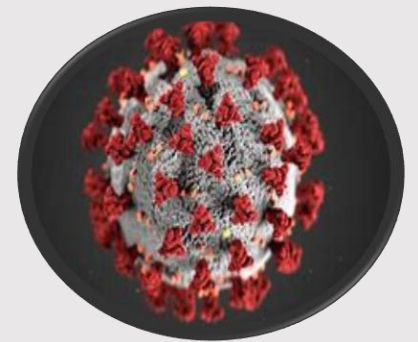
VA NY Harbor Community Outreach Program
Healthcare Enrollment Advisor

(212) 686-7500 Ext.4218



COVID-19 AND US DEPARTMENT OF VETERANS AFFAIRS

- Veterans and their Families, Caregivers and Survivors have many VA resources available to answer their questions on services related to the Coronavirus, or COVID-19 available from the Department of Veterans Affairs.



VA



U.S. Department
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Basic Eligibility for VA Healthcare Benefits

Veterans status is established by

- Active duty service in the United States Military (Army, Navy, Air Force, Marines, or Coast Guard).
- 2 year minimum of active duty service, discharged under Honorable or General Discharge and Other Than Honorable due to certain medical circumstances.



Veterans Health Administration Co-Pays

- Many veterans qualify for COST-FREE health care and/or medication based on:
 - Service connected disability rating 50% or greater
 - Receipt of a Purple Heart
 - Former POW
 - Income below VA threshold
 - Other qualifying factors
- Outpatient Copays : \$15
- Specialty Care Service: \$50
- Medication: \$5....\$8....\$11 (30-day supply generic and brand name medications)

VA



**U.S. Department
of Veterans Affairs**

CHAMPVA HEALTH INSURANCE

- VA healthcare coverage for dependents of Veterans service-connected rated 100% permanent and totally disabled.
- Survivors of Veterans who died from VA-rated SC conditions or who, at the time of death, were rated permanently disabled.
- Survivors of persons who died in the line of duty, and not eligible for DOD/TRICARE benefits.

CHAMPVA OFFICE (800) 733-8387



Tricare and VA Healthcare

Tricare recipients are eligible to use VA healthcare for Emergent Care which includes Veterans, Retirees, Spouses and eligible Dependent Children.

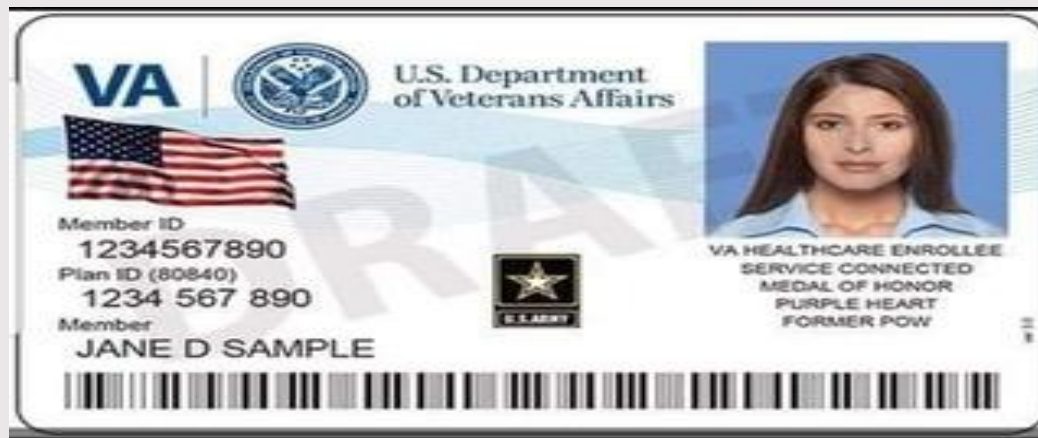
Fort Hamilton Brooklyn VA Hospital DOD/Tricare

(718) 836-6600 ext. 2965



COVID-19 and Financial Hardship

- VA Medical Care Hardship program may help you qualify for VA Health Care enrollment. If your income has recently changed, you may qualify for enrollment even if it was denied.
- Personal circumstances such as **loss of employment, sudden decrease in income, or increases in out-of-pocket family health care expenses**, factor into VA's **hardship determination**.



COVID-19 AND US DEPARTMENT OF VETERANS AFFAIRS

- Veterans who are experiencing medical concerns are asked to call the VA Nurses Helpline.
- The VA Nurses Helpline is staffed with live clinicians 24 hours a day 7 days a week to answer health related questions.

VA Nurses Helpline

(800) 877-6976

VA



U.S. Department
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COVID-19 and Women Veterans

- Basic medical assistance is available for Women Veterans at all VA facilities.
- VA facilities are not equipped to care for critically ill pregnant Women Veterans.
- Pregnant Veterans with mild symptoms can be tested at VA facilities.
- Pregnant Women Veterans w/severe symptoms can be tested at VA Emergency Departments w/ OB-GYN capacity. ED will notify Veterans Maternity Provider.

If you are a Women Veteran registered with the VA Medical Center and need medical care, call the VA Nurses Helpline

VA Nurses Helpline

(800) 877-6976

VA

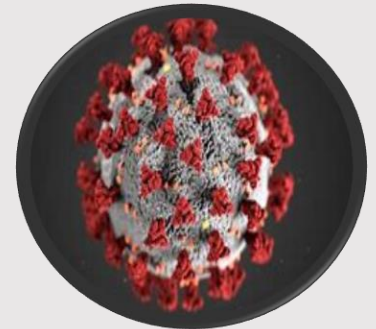


U.S. Department
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VA COVID-19 TESTING

COVID-19 screening is being conducted at a VA Medical Center Urgent Care Clinics with no co-payment charge billed to the Veteran and eligible Family member on an outpatient visit that was solely for COVID-19 screening

Call VA Nurses Helpline to Schedule a Visit
(800) 877-6976



VA



**U.S. Department
of Veterans Affairs**

COVID-19 and VA Emergency Prescriptions

VA OUTPATIENT PHARMACY CLOSED

VETERANS CALL VA PHARMACY DIRECTLY TO PICK UP MEDS

(212)686-7500

EXTENSION 4438 OR 4439

**MEDICATIONS ARE ISSUED EVERY HOUR IN THE LOBBY
AT THE MANHATTAN VA HOSPITAL (Monday – Friday)**

VA



**U.S. Department
of Veterans Affairs**

VA FOREIGN MEDICAL PROGRAM

- VA Foreign Medical Program(FMP) is a VA healthcare program for Veterans with service-connected conditions living or traveling abroad.
- VA assumes payments for certain necessary health care services associated with the treatment of Veterans service-connected conditions, or disabilities aggravating a service-connection and care for Veterans in Vocational Rehabilitation(VR&E) Chapter 31.

FMP Office (303) 331-7590

VA



**U.S. Department
of Veterans Affairs**

COVID-19 AND US DEPARTMENT OF VA -TECHNOLOGY

- VA has introduced the use of technology to enable Veterans, Families, and Caregivers the chance interact with their doctors, pharmacists, and providers.



VA Video Connect



VA Video Connect

- VA Video Connect allows Veterans to conduct live video visits with their doctor by using the camera and microphone on your video equipment.



VA



**U.S. Department
of Veterans Affairs**

Requirements for Veteran's to receive VA Video Connect to Home

- Private space
 - Veteran consent to telehealth (documented in chart)
 - Veteran has either a **Smart Phone-Laptop-Desktop-Tablet**
 - Veteran has internet access (Wi-Fi or 4G)
 - Veteran has E-Mail account
 - A test call should be completed prior to initial VVC appointment
- Veteran calls National Telehealth Technology Help Desk
(866) 651-3180 or (703) 234-4483 Mon-Sat 7am-11pm
Designee conducts test call

*Note: VA issued Tablets can be requested for those patients with no access to care without them. Talk with your Facility Telehealth Coordinator.

VA



**U.S. Department
of Veterans Affairs**

VA Telemedicine Services

- Dermatology
- Bariatric
- ENT
- Neurology
- Hematology
- SCI
- Urology(p)
- Pulmonary
- Geriatrics
- Nephrology
- Prosthetics
- Pain Management
- Sleep Evaluations



VA Video Connect

MyhealthVet Online Health Record



MyhealthVet is a personal health record that empowers Veterans to become informed partners in their healthcare.

MyhealthVet offers: **(877) 327-0022 Help Desk**

Mon – Fri 8:00am-8:00pm

- **Secure Messaging** – Send messages to VA Medical Providers.
- **Medical Notes** – Download VA and DOD medical notes.
- **VA Prescription Refills** – Order medication refills.
- **Immunization Reports** – Download VA immunization reports.
- **VA Radiology and Lab Reports** – View and download reports.

VA



**U.S. Department
of Veterans Affairs**

COVID-19

Veterans and Wellbeing

The daily stress of COVID-19 – whether or not a Veteran is affected or isolated – may enhance other mental health challenges.

Ensure that Veterans have the contact info for their Mental Health Treatment Coordinator and/or primary provider. Ensure they know they can call the **Veterans Crisis Line. 24 hrs 7 days a week**

Veterans Crisis Line

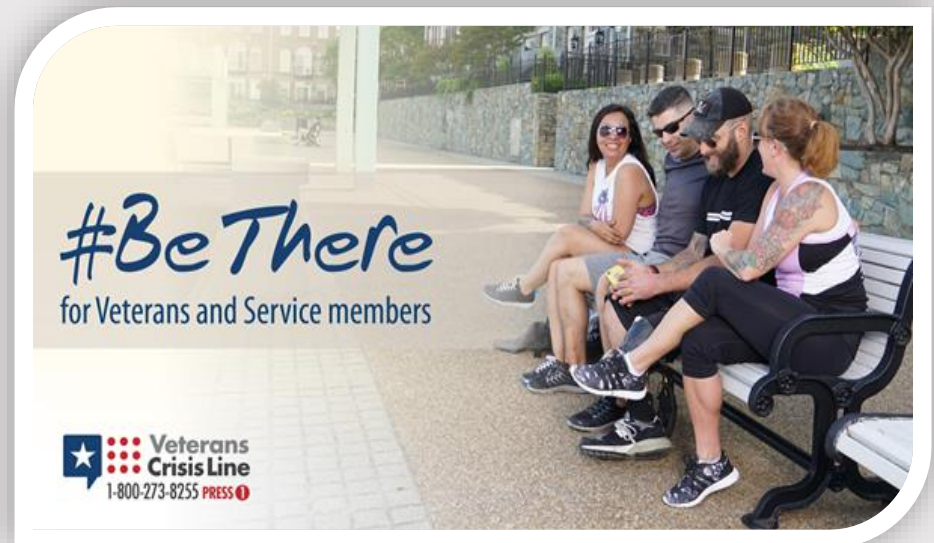
1-800-273-8255, press 1 for Veteran,

or

text **838255**, or

for live chat

<https://www.veteranscrisisline.net>



VA CHAPLAINCY SERVICE

VA Chaplaincy Service offers spiritual and emotional support to our nation's Veterans and their loved ones in times of need.

Brooklyn Campus (718) 836-6600 ext. 6860

Manhattan Campus (212) 686-7500 ext. 7371

St. Albans Campus (718) 526-1000 ext. 2652



COVID-19

Veterans Homelessness

Veterans experiencing homelessness or at risk of homelessness during COVID-19 can contact VA housing specialists to assist with services.

VA Homeless Hotline ***24 hour 7 days***
(877) 424-3838

Local NYC Non-Profit Homeless Programs (SSVF)

Help USA	815 Burke Ave Bronx NY 10467 (646) 619-3277
Jericho Project	210 East 43 rd Street 3 rd Floor, New York NY 10017 (347) 468-8462
Jericho Project	1780 Grand Concourse 1 st Floor, Bronx NY 10457 (347) 468-8462
Services for the Underserved	17 Battery Place Suite 1232, New York NY 10004 (855) 787-755 ext. 5476/5475
Volunteers of America	349 East 149 th Street, Bronx NY 10451 (855) 200-0862

VA NATIONAL CEMETERY BURIAL BENEFIT QUICK GUIDE

The VA Burial and Memorial Products Quick Start Guide (QSG) provides clear and concise information on VA burial benefits for Veterans, their families, caregivers and survivors.

To Download the guide, go to:

<https://www.va.gov/burials-and-memorials-guide.pdf>

1 (800) 535-1117 NCA Scheduling Office

VA BENEFIT QUESTION HOTLINE

**Contact us to make
arrangements for
outstanding VA
benefits debts**

FOR HELP contact Debt Management Center,
Call or submit your request online

 **1-800-827-0648**

 **<https://iris.custhelp.va.gov>**

If you have questions about your VA benefits or the status of your claim

VA Regional Office

for other VA benefits

1-800-827-1000

Health Resource Center

for health care debts

1-888-827-4817

VA Education Call Center

for education benefits

1-888-442-4551

VA



**U.S. Department
of Veterans Affairs**

COVID-19

Veterans and Wellbeing

Vet Center Programs are available in NYC to offer wellbeing counseling to Veterans experiencing stress during COVID-19, Coronavirus.

24 hour 7 days a week hotline
(877) 927-8387



VA



U.S. Department
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THANK YOU FOR YOUR SERVICE

