

# WELCOME TO *Your* **VA MARYLAND HEALTH CARE SYSTEM**

PROUDLY SERVING THE UNIQUE HEALTH CARE NEEDS OF MARYLAND'S VETERANS



## Choose **VA**

**A Guide to VA Health Care Eligibility, Enrollment & Services**

**VA**



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

Veterans Health Administration  
VA Maryland Health Care System



## Ready to Serve Your Health Care Needs

This guide provides important information about VA health care eligibility, why you should choose VA as your health care provider, how to apply for enrollment for VA health care, and the services that are part of the VA medical benefits package. The guide also provides an overview of the VA Maryland Health Care System, our facilities and clinical programs, and insights from some of the Veterans we serve.



As an Army Veteran, I strongly encourage you to apply for VA health care so you can take advantage of the services you have earned and deserve. Even if you have your own health insurance and a provider in the community, enrollment in VA health care can provide you with an important safety net and additional options.

We look forward to serving your health care needs!

**Jonathan R. Eckman, P.E.**

Director, VA Maryland Health Care System  
U.S. Army Veteran

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**GARY WARREN**  
U.S. Navy Veteran, and  
his grandson Connor.





## VA MARYLAND HEALTH CARE SYSTEM OVERVIEW

The Veterans Affairs (VA) Maryland Health Care System is a dynamic and progressive health care organization that is dedicated to providing safe, quality and compassionate care and service to Maryland's Veterans. The Baltimore, Loch Raven and Perry Point VA Medical Centers, in addition to five community based outpatient clinics, all work together to form this integrated health care delivery system. Nationally recognized for its outstanding patient safety and cutting-edge technology, the VA Maryland Health Care System is proud of its reputation as a leader in Veterans' health care, research and education.

The health care system is known for providing comprehensive services to Veterans in Central Maryland and on Maryland's Eastern Shore, including medical, surgical, rehabilitative, neurological, primary, mental health and long-term care on both an inpatient and outpatient basis. To ensure the provision of quality patient care, the health care system employs a dedicated team of clinical, technical, administrative and support personnel who are specially trained to serve the unique needs of Veterans.

As a leader in education, the VA Maryland Health Care System prides itself on an active affiliation with the University of Maryland School of Medicine and other local colleges and universities. Over 900 residents, interns and students from various disciplines are trained throughout the health care system each year. Additionally, most of the physicians who work for the VA Maryland Health Care System hold dual appointments at the University of Maryland School of Medicine. This partnership allows the health care system to offer Veterans the latest clinical practices and procedures available.

The VA Maryland Health Care System is a member of the VA Capitol Health Care Network, which also includes VA Medical Centers in Washington, DC, and West Virginia. As a part of this larger organization, Veterans can benefit from the sharing of resources, clinical expertise and support services across the Network.

## WHY SHOULD I APPLY FOR VA HEALTH CARE?

All Veterans are encouraged to apply for enrollment for VA health care, even if they have private health insurance and a health care provider in the community. It costs nothing to apply, and it may be one of the most important things a Veteran can do to ensure their continued health and well-being.

VA offers Veterans a comprehensive medical benefits package, which includes a variety of health care services

from basic primary care to nursing home care for eligible Veterans. Enrollment in the VA health care system provides Veterans with the promise that health care services will be available when and where they are needed. Being enrolled in VA health care can also serve as an important safety net later in life. Additionally, enrolled Veterans have access to VA health care throughout the country. VA is America's largest integrated health care system, serving more than 9 million Veterans each year.

## Here are MORE REASONS why you should apply for VA health care:

- You can maintain your current health insurance and continue to see your community provider. This is known as “co-managed care,” and it provides you with the flexibility to take advantage of VA health care services when they are needed.
- You do not need to take additional steps to meet the health care law coverage standards.
- VA health care is rated among the best in the United States.
- No enrollment fees, monthly premiums or deductibles. Most Veterans have no out-of-pocket costs, although some may have to pay small copayments for health care or prescription drugs.
- More than 1,700 VA medical facilities available to get your care. This means your coverage can go with you if you travel or move, without having to reapply.
- Freedom to use other plans with your VA health care, including Medicare, Medicaid, TRICARE or private insurance.
- Even if you are healthy now, VA health care can provide you with a very important safety net later in life or when needed.
- You may qualify to receive various health care services in the community at VA expense.

## MYTHS & FACTS ABOUT VA HEALTH CARE ELIGIBILITY

**MYTH:** I didn’t serve in combat, and I wasn’t injured during my military service, so I won’t be eligible for VA health care.

**FACT:** You do not have to be a combat Veteran or have been injured during your military service to be eligible for VA health care. This is why we encourage all Veterans to apply for VA health care.

**MYTH:** I already have my own health insurance and a provider in the community, so there’s no reason for me to apply for VA health care.

**FACT:** You do not have to give up your health insurance or your community provider when you apply for VA health care. VA and community providers frequently work together to ensure a Veteran’s health and well-being. VA health care can also provide an important safety net later in life, which is why we encourage you to apply now so you do not have to worry about it later.

**MYTH:** The VA is for men. They won’t understand me because I’m a woman.

**FACT:** The VA is here to serve women Veterans with a Women Veterans Health Program designed to meet your unique needs, from primary care to specialized care for chronic conditions and reproductive health.

**MYTH:** I don’t need VA health care. I’m healthy, and I feel fine.

**FACT:** You do not have to be sick or have a chronic condition to apply for VA health care. VA provides a full range of health care services that are important at any age. Additionally, you and your family will have peace of mind knowing that you are already enrolled for VA health care, which could prove to be very important if you ever have an accident or develop a debilitating condition.

**MYTH:** I’ll leave my “spot” open so that another Veteran who needs it more than I do can receive the care.

**FACT:** Using VA health care actually benefits your fellow Veterans because the VA health care budget is determined by the number of Veterans served. The more Veterans that use VA health care means that increased funding will be made available to support important VA programs and services that benefit all Veterans.



## VA HEALTH CARE ELIGIBILITY & ENROLLMENT

### Who is Eligible for VA Health Care?

If you served in the active military, naval or air service and separated under any condition other than dishonorable, you may qualify for VA health care benefits. Current and former members of the Reserves or National Guard who were called to active duty (other than for training only) by a federal order and completed the full period for which they were called or ordered to active duty may also be eligible for VA health care.

Eligibility for VA health care is dependent upon several variables which may influence the final determination of the services that a Veteran may qualify to receive. These factors include:

- Nature of a Veteran's discharge from military service (e.g., honorable, other than honorable, dishonorable)
- Length of service
- VA service-connected disabilities
- Income level

For more information about VA health care eligibility, visit [www.va.gov/health-care/eligibility/](http://www.va.gov/health-care/eligibility/) or call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m.

### How to Apply for VA Health Care

There are four easy ways to apply for VA health care:

#### Online

Visit [www.va.gov](http://www.va.gov) and click on "Apply now for VA health care." For help completing the application, call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m.

#### By Phone

Call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m. A VA staff member will collect the needed information to process your application over the phone.

#### By Mail

Visit [www.va.gov/health-care/how-to-apply/](http://www.va.gov/health-care/how-to-apply/) and click on "Download VA Form 10-10EZ" under the apply "By mail" option to print and fill out the application for VA health care enrollment. Mail your completed application to:

**Health Eligibility Center**  
**2957 Clairmont Road, Suite 200**  
**Atlanta, GA 30329**

#### In Person

Apply in person by visiting the Enrollment Center at the Baltimore VA Medical Center or the Admissions Office at the Perry Point VA Medical Center.

### What Documents and Information Are Needed to Apply?

- Social Security number
- Copy of your military discharge papers (DD214 or other separation documents), if available
- Your most recent tax return
- Account numbers for any health insurance you currently have (such as Medicare, private insurance or insurance from an employer)

### Select Where You Want to Receive Your Care

As part of the enrollment process, Veterans will be given the opportunity to select the VA medical center or community based outpatient clinic where they prefer to be seen. To find a facility near you, turn to page 20 or visit [www.va.gov/directory](http://www.va.gov/directory).

# WHAT HAPPENS AFTER I APPLY FOR VA HEALTH CARE?

## Notification of the Status of Your Application

After you have applied for VA health care, VA will send you a letter in the mail to let you know if your application has been approved. If more than a week has passed since you submitted your application and you haven't received a letter from the VA, please call **877-222-8387**.

If you are approved for VA health care enrollment, you will receive a personalized Veterans Health Benefits Handbook in the mail that contains specific information regarding the health care benefits for which you are eligible, your Enrollment Priority Group assignment, copay status, and other helpful information as a new enrollee.

## What to Do if You Are Not Eligible for VA Health Care Enrollment

If you are notified that you are not eligible for VA health care enrollment, the letter will include the reason why you are not eligible, and it will provide instructions on how to appeal the decision. You can also contact the Maryland Department of Veterans Affairs Service & Benefits Program to receive assistance filing a claim for a VA service-connected disability by calling **800-446-4926, ext. 6450**. If the claim is approved, we encourage you to reapply for VA health care because your service-connected disability may change your eligibility status. Additionally, you are encouraged to reapply for VA health care if your annual income has changed because of a retirement, change in employment status, or another major life event.

## Scheduling Your First VA Clinic Appointment

If you are not automatically scheduled for a primary care appointment after your enrollment has been approved, contact the Appointment Center for the VA Maryland Health Care System to schedule your first appointment at your preferred facility. You may contact the Appointment Center Monday through Friday between 7:30 a.m. and 4:30 p.m. by calling **410-605-7333**. If you need a mental health care appointment prior to your first VA primary care appointment, there are walk-in mental health appointments available Monday through Friday between 8 a.m. and 4:30 p.m. at all VA Maryland Health Care System facilities. Additionally, the Veterans Crisis Line is available 24 hours a day, 7 days a week, 365 days a year by calling **800-273-8255** and Press 1.

## Patient Aligned Care Teams

Every patient is assigned a Patient Aligned Care Team (PACT), which includes a primary care provider, clinical pharmacist, registered nurse care manager, licensed practical nurse or medical assistant, and clerk. You can count on your PACT to help coordinate and personalize your care.

## New Patient Orientation Website

After you are enrolled with the VA Maryland Health Care System, you will likely have questions about what to do next or how to begin utilizing your VA health care. We encourage you to visit our New Patient Orientation Website to learn how to make the most of the services available to you, which is located at [www.maryland.va.gov/newpatients.asp](http://www.maryland.va.gov/newpatients.asp). It is a one stop site that will help you navigate our health care system, while also providing important information about how to access our programs and services.

## Veteran Health Identification Card

Once you are enrolled for VA health care, you can request a Veteran Health Identification Card (VHIC). Like a typical health insurance card, the VHIC signifies your enrollment in VA health care and helps to safeguard your personal information. The VHIC is used as proof of identity and to check-in for appointments at VA health care facilities. While the card is not required to receive health care, VA recommends all enrolled Veterans have one.

You can obtain a VHIC by reporting to the Enrollment Center on the 1st floor at the Baltimore VA Medical Center or the Admission Office in Building 361 at the Perry Point VA Medical Center. You will need to provide one form of primary identification (your driver's license, passport or other federal, state or local photo ID with your address) and have your photo taken.

If your card is lost or stolen, call the Enrollment Center for the VA Maryland Health Care System at **410-605-7324** Monday through Friday between 8 a.m. and 4:30 p.m.

## Stay Connected with the VA Maryland Health Care System

You can get information from the VA Maryland Health Care System about clinic closures, new services and educational opportunities delivered to your personal email account by enrolling for our E-News Subscription Service. To enroll, visit [www.maryland.va.gov](http://www.maryland.va.gov) and enter your email address under "Subscribe to Receive Email Updates" on the lower right section of our website. You can also receive important updates by following the VA Maryland Health Care System on the Internet, Facebook and Twitter:



**Internet:** [www.maryland.va.gov](http://www.maryland.va.gov)



**Facebook:** [www.facebook.com/MDVAHCS/](https://www.facebook.com/MDVAHCS/)



**Twitter:** <http://twitter.com/mdvagov>





## TIPS TO MAXIMIZE YOUR VA HEALTH CARE EXPERIENCE

### Appointment Scheduling

To schedule, change, cancel or confirm a clinic appointment throughout the VA Maryland Health Care System, contact the Appointment Center at **410-605-7333** Monday through Friday between 7:30 a.m. and 4:30 p.m. If you are not able to make your scheduled appointment, please call the Appointment Center to change or cancel your appointment as soon as possible, but at least 24 hours prior to the time of the appointment. When you do not call in advance to change or cancel your appointment, we are not able to give that appointment time to another Veteran.

### Prescription Refills

To receive your VA medications on time, you must order your refills at least 14 days before your medicine runs out. It is best to order your refills as soon as you receive your medication in the mail so that the next refill will be shipped to you before you are scheduled to run out.

There are three options you can use to refill your prescriptions:



**Refill by Phone:** Call the Prescription Refill Line 24 hours a day, 7 days a week at **410-605-7395** and **Press 2**.



**Refill by Mail:** When you obtain a prescription from the VA Maryland Health Care System and are eligible for refills, a refill request form and a return mailing label will be included with the prescription. Simply fill out and sign the refill request form and use the label provided to mail it back to our outpatient pharmacy.



**Refill Online:** VA's MyHealtheVet system offers a secure online prescription refill service. To access the prescription refill service, users must register for MyHealtheVet at [www.myhealth.va.gov](http://www.myhealth.va.gov).

### MyHealtheVet

MyHealtheVet is VA's online personal health record that is designed to help you partner with your VA health care team. With MyHealtheVet, you can access your medical information, including appointments, lab test results, medical records and prescriptions. You can also use MyHealtheVet to send confidential messages to your VA primary care team. To access the full array of services available through MyHealtheVet, you will need to create a basic account and then upgrade to a premium account. To get started, visit the MyHealtheVet website at [www.myhealth.va.gov](http://www.myhealth.va.gov) and click on the green Register button. For questions about how to register or upgrade to a premium account, contact our MyHealtheVet Coordinator at **410-605-7045**.

### Maintain Your Eligibility for Specific VA Benefits

Remember to schedule an appointment with your VA primary care provider at least once every two years to maintain your eligibility for important VA health care benefits, including:

- VA pharmacy services
- Emergency services in the community at VA expense
- Care in the Community at VA expense
- Urgent care through participating community urgent care facilities at VA expense



## COPAYMENTS AND HEALTH INSURANCE

### Copayments

While many Veterans qualify for cost-free health care services based on a VA compensable service-connected condition or other qualifying factors, most Veterans are required to complete a financial assessment at the time of enrollment to determine if they qualify for free health care services. Veterans whose gross household income exceeds the VA income limits, as well as those who choose not to complete the financial assessment at the time of enrollment, may be required to pay a copay for health care services. For more information, call **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m.

### Copayment Assistance

VA offers a wide range of services to support Veterans, including financial assistance options. Veterans who have copayments associated with their VA health care are responsible for paying those obligations in a timely manner. If Veterans are unable to pay their VA copayments, VA can help with alternate payment arrangements including repayment plans, waivers or a compromise. Once a debt becomes 120 days old, it is referred to the Department of Treasury for collection and VA can no longer accept payments or provide financial assistance. For more information about financial assistance options, call VA Customer Service at **866-400-1238** Monday through Friday between 8 a.m. and 8 p.m.

### Private Health Insurance

Veterans with private health insurance may choose to use these sources of coverage as a supplement to their VA benefits. Veterans are not responsible for paying any remaining balances of VA's insurance claim not paid or covered by their health insurance. By law, VA is required to bill private health insurance providers for medical care, supplies and prescriptions provided for the treatment of

Veterans' nonservice-connected conditions. All Veterans applying for VA medical care are required to provide information on their health insurance coverage, including coverage provided under policies of their spouse. Any payment received by VA may be used to offset "dollar for dollar" a Veteran's copay responsibility.

Funds that VA receives from third party health insurance carriers go directly to support the operational budget of VA medical centers. That money can be used to hire more staff or buy medical equipment to improve the care for Veterans. Enrolled Veterans can provide or update their insurance information by calling **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m., or they can provide the information when they check in for their next clinic appointment.

### Medicare Coverage

Enrollment in the VA health care system is considered creditable coverage for Medicare Part D purposes. This means VA prescription drug coverage is at least as good as the Medicare Part D coverage. Since only Veterans can enroll in the VA health care system, dependents and family members do not receive credible coverage under the Veteran's enrollment.

Under Medicare Part B, VA health care is not creditable coverage. Creditable coverage under Medicare Part B can only be provided through an employer.

VA does not recommend Veterans cancel or decline coverage in Medicare (or other health care or insurance programs) because they are enrolled in VA health care. This will provide you with options and flexibility in the future.





## OVERVIEW OF YOUR VA HEALTH CARE SERVICES

### Medical Benefits Package

Your comprehensive VA Health Benefits Package includes all the necessary inpatient hospital care and outpatient services to promote, preserve or restore your health. VA medical facilities provide a wide range of services, including traditional hospital-based services such as surgery, critical care, mental health, orthopedics, pharmacy, radiology and physical therapy. In addition, many VA medical facilities offer other medical and surgical specialty services, including audiology and speech pathology, dermatology, dental, geriatrics, neurology, oncology, podiatry, prosthetics, urology and vision care. Some medical centers also offer advanced services such as organ transplants and plastic surgery.

### Preventive Care Services

- Immunizations
- Physical Examinations (including eye and hearing examinations)
- Health Care Assessments
- Screening Tests
- Health Education Programs

### Ambulatory (Outpatient) Diagnostic and Treatment Services

- Primary and Specialty Care
- Surgical (including reconstructive/plastic surgery as a result of disease or trauma)
- Mental Health
- Substance Abuse

### Hospital (Inpatient) Diagnostic and Treatment Services

- Medical
- Surgical (including reconstructive/plastic surgery as a result of disease or trauma)

- Mental Health
- Substance Abuse
- Prescription Drugs (when prescribed by a VA physician)

### Care in the Community

Enrolled Veterans may be eligible to receive primary or specialty care by a community health care provider at VA expense when the care is not available from VA, the Veteran meets certain standards for drive times and how long the wait is to receive care, or it is in the best medical interest of the Veteran. Additionally, Veterans may be eligible for urgent care by a community provider for services that are non-emergent, but need immediate attention. Care in the community is only covered by VA for health care needs that have been pre-approved by a VA provider (except for urgent care for eligible Veterans). For more information, visit [www.va.gov/communitycare/](http://www.va.gov/communitycare/).

### Serving the Unique Needs of Women Veterans

To address the unique health care needs of women, VA created the Women Veterans Health Program to ensure that timely, equitable, high quality, comprehensive services are provided in a sensitive and safe environment. At the VA Maryland Health Care System, our Women Veterans Health Program delivers the highest quality health care in a setting that ensures privacy, dignity and sensitivity. Services range from primary care, screening and disease prevention and women's gender-specific health to specialized care for chronic conditions, routine gynecologic services and reproductive health. For more information, contact the Women Veterans Program Manager for the VA Maryland Health Care System at 410-605-7275.

# VA MARYLAND HEALTH CARE SYSTEM FACILITIES

## ★ BALTIMORE VA MEDICAL CENTER

As a modern health care facility, the Baltimore VA Medical Center offers Veterans cutting-edge technology and quality clinical services. The medical center is the acute medical and surgical care facility for the VA Maryland Health Care System and offers a full range of inpatient, outpatient and primary care services. As a surgical specialty care facility, the Baltimore VA Medical Center serves as the neurosurgery referral center for the VA Capitol Health Care Network.

The medical center's patient-friendly design features plant-filled atriums, natural light from overhead skylights and comfortable patient rooms and waiting areas. Located next to the University of Maryland Medical Center with a walkway connecting the two facilities, the medical center maintains an active affiliation with the university in the sharing of staff, resources and technology.

Having one of the largest funded research and development programs in the VA system enhances the medical center's ability to provide state-of-the-art medical techniques and treatments to Maryland's Veterans and to recruit top-notch health care professionals. The medical center is home to the following specialized clinical and research centers:

- Epilepsy Center of Excellence
- Geriatric Research, Education and Clinical Center

- Mental Illness Research, Education and Clinical Center
- Multiple Sclerosis (MS) Center of Excellence

The Baltimore VA Medical Center is located in a vibrant city neighborhood on the campus of the University of Maryland at Baltimore and is within walking distance of Oriole Park at Camden Yards, M&T Bank Stadium (home of the Baltimore Ravens), Lexington Market and the Inner Harbor. There is free valet parking for patients and their visitors in the medical center's garage, and Light Rail, Metro and bus services are located nearby. For the convenience of our Veteran patients, shuttles run weekdays to and from the Loch Raven, Perry Point, Martinsburg, West Virginia, and Washington, DC, VA Medical Centers and the Cambridge, Eastern Baltimore County and Glen Burnie VA Outpatient Clinics.

### ★ Baltimore VA Medical Center

10 North Greene Street, Baltimore, MD 21201

Phone: 410-605-7000

Toll-Free: 800-463-6295

Eligibility and Enrollment: 877-222-8387

## Health Care at Your Finger Tips

**GREGORY BROWN**  
U.S. Army Veteran

Prior to his hip surgery, Gregory used his mobile phone to contact his orthopedic surgeon using VA's MyHealtheVet secure messaging feature. In addition to interacting with his surgeon and other members of his health care team, Gregory uses MyHealtheVet for prescription refills, to request appointments and to view part of his medical record. He recommends the online tool to his friends, even those who aren't computer savvy. Thanks to MyHealtheVet, Gregory has access to his health care team at his fingertips, 24 hours a day. "No matter what time of day it is, I can go to MyHealtheVet and send a question about my health while it's on my mind. I don't have to worry about forgetting it the next day. My care team will see it when they get into work, and they'll get back to me. I love it."





# Going Above and Beyond



**DEVORA EXLINE**  
**U.S. Navy Veteran**  
**(with her service dog Daffy)**

When she moved to Maryland, Devora was no stranger to the VA. She had been receiving VA health care in California for several years. But when she found herself in distress and needing immediate help, entering the Emergency Department at the Baltimore VA Medical Center was daunting. Her fears, however, were quickly put to rest. "They greeted me right away, took me in and made me feel welcome," she says. "I received great care at the San Diego VA Medical Center, but this was really going above and beyond." She received the same treatment the very next day when she returned for follow-up appointments. "I didn't know where anything was, but a volunteer greeted me and personally escorted me throughout the medical center. I was really impressed." Today, Devora and her service dog Daffy can be spotted at the Baltimore VA Medical Center and the Baltimore VA Annex, where she now serves as a VA volunteer to advocate for fellow Veterans.



# VA MARYLAND HEALTH CARE SYSTEM FACILITIES

## ★ LOCH RAVEN VA MEDICAL CENTER

The Loch Raven VA Medical Center offers specialized inpatient, outpatient and primary care services. As a leader in providing rehabilitation and skilled nursing care, the medical center coordinates the delivery of physical therapy, occupational therapy, kinesiotherapy and recreation therapy to achieve the highest level of recovery and independence for Maryland's Veterans. The center also provides hospice and nursing home care to Veterans requiring non-acute inpatient care, in addition to offering specialized assistance for patients with Alzheimer's disease and other forms of dementia.

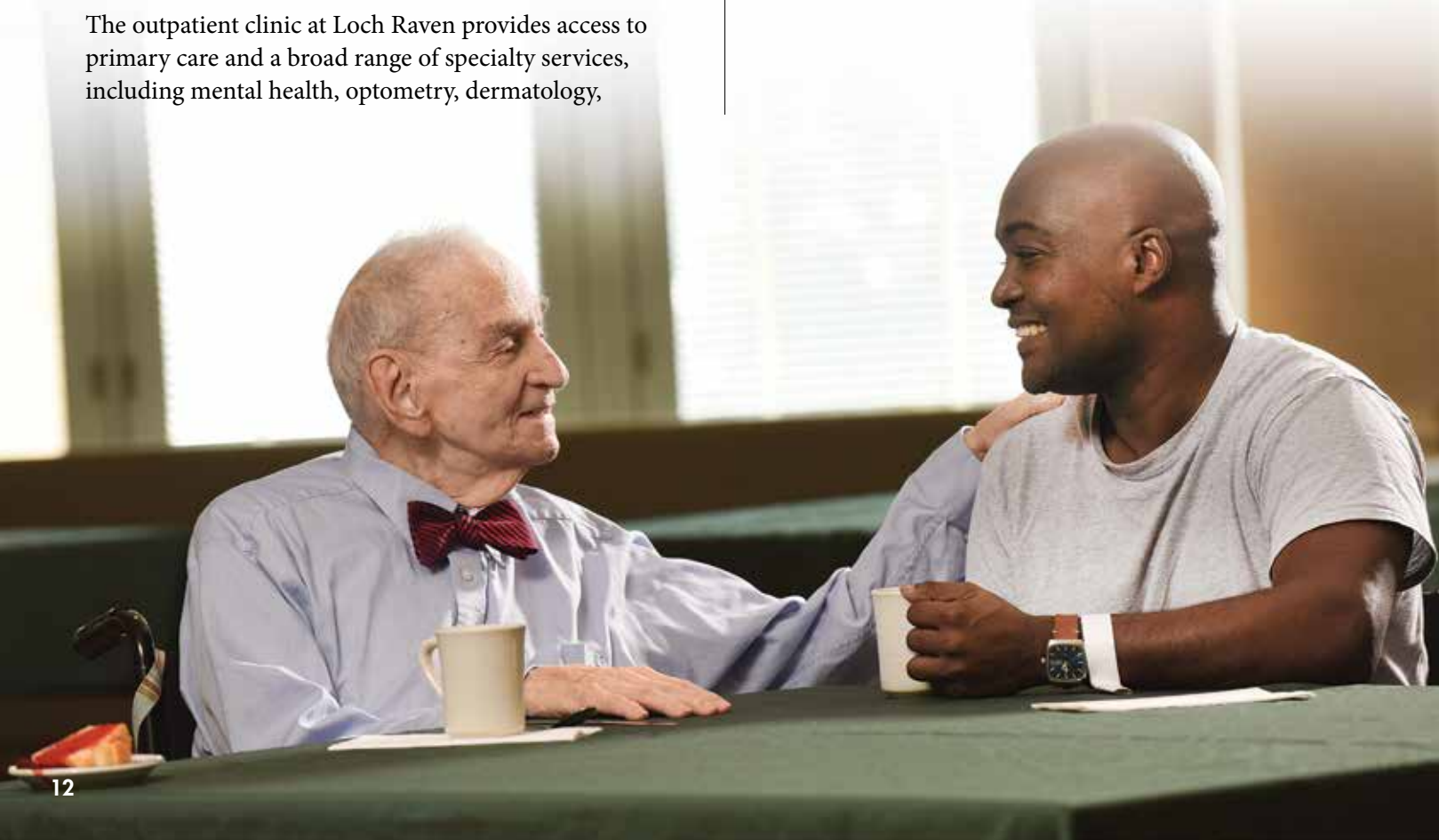
The facility features a cheerful and home-like setting for Veterans, with spacious living quarters, private bathrooms, beautiful patios and gardens, and warmly decorated dining areas and group lounges. Sunlight pours in from skylights and large windows throughout the facility, helping to brighten public areas and living quarters for the residents. A Wander Garden provides an attractive, accessible outdoor environment where residents can walk freely without the fear of getting lost. The center is also equipped with an electronic, passive-restraint system that protects residents from wandering from the facility.

The outpatient clinic at Loch Raven provides access to primary care and a broad range of specialty services, including mental health, optometry, dermatology,

podiatry, audiology, radiology, women's health and driver's rehabilitation. The facility features spacious exam rooms, comfortable patient waiting areas, experienced and compassionate providers and support staff, and a warm and healing environment.

The Loch Raven VA Medical Center is located on a park-like campus in northeast Baltimore close to Johns Hopkins University. It is a short ride from the Baltimore Beltway and offers free parking for Veteran patients and visiting family members and friends. Bus service is easily accessible, with a bus stop located at the entrance to the campus.

★ **Loch Raven VA Medical Center**  
**3900 Loch Raven Boulevard**  
**Baltimore, MD 21218**  
**Phone: 410-605-7000**  
**Toll-Free: 800-463-6295**  
**Outpatient Clinic: 410-605-7650**  
**VA Health Care Enrollment & Eligibility:**  
**877-222-8387**  
**Long-Term Care Eligibility & Admissions:**  
**410-642-1121**



# Coordinated CARE



**BRIAN SILVA**  
**U.S. Air Force Veteran**

At age 25, Brian was on active duty as an F15 pilot in the U.S. Air Force. Days from deploying to Afghanistan, he was hit and run over by an unlicensed drunk driver in a semi-truck. His head injuries were so severe that, at first, his squadron thought he had been killed instantly. Following his hospitalization and initial neurorehabilitation, Brian started receiving his care through the VA, first as an inpatient in Virginia and then as an outpatient in Washington, DC. Now in the Polytrauma/Traumatic Brain Injury (TBI) Program at the VA Maryland Health Care System, he participates in a coordinated set of treatments developed and managed by his team—including physical therapy, robotic neurorehabilitation, occupational therapy and speech therapy. He even benefits from fun activities, like playing ping pong in the patient waiting area, which helps improve his motor skills. Brian's mother, Cindi, praises his polytrauma coordinator and the entire team. "They have been truly outstanding in making sure Brian has the appropriate VA resources to support his progress," she says. "The coordinated therapies help keep Brian focused on moving forward. He doesn't have time to dwell on what he can't do. He feels that all the therapies he does are helping him to improve every day," Cindi explains. "They're helping him reach his goal of walking."



# VA MARYLAND HEALTH CARE SYSTEM FACILITIES

## ★ PERRY POINT VA MEDICAL CENTER

The Perry Point VA Medical Center provides a broad range of inpatient, outpatient and primary care services. As the largest inpatient facility in the VA Maryland Health Care System, the medical center provides inpatient intermediate and long-term care programs including nursing home care, rehabilitation services, geriatric evaluation and management, respite care and hospice care.

The Perry Point VA Medical Center is a leader in providing comprehensive mental health care to Maryland's Veterans. The medical center offers recovery-focused residential and outpatient mental health and substance abuse care including the following specialized treatment programs:

- Compensated Work Therapy Transitional Residence
- Domiciliary Residential Treatment
- Mental Health Intensive Case Management
- Mental Health Residential Treatment
- Psychosocial Rehabilitation and Recovery Center
- Post-Traumatic Stress Disorder (PTSD) Outpatient Program
- Residential Wellness Program
- Substance Abuse Residential Rehabilitation Treatment
- Trauma Intervention & Dual Diagnosis Empowerment Service Intensive Outpatient Program
- Vocational Rehabilitation Program

The outpatient care facility at Perry Point offers primary care and a full range of specialty outpatient services, including audiology and speech pathology, cardiology, dental, neurology, optometry and podiatry. The facility was designed and constructed to meet the needs of Veterans by offering the latest medical technology, ample clinical space and comfortable waiting areas and exam rooms.

The Perry Point VA Medical Center is located on a beautiful campus of approximately 400 acres on the banks of the Susquehanna River and the Chesapeake Bay where patients can enjoy a variety of recreational activities, including fishing, bicycling and jogging. There is free parking on the grounds of the medical center, which is conveniently located off of I-95 and U.S. Route 40.

★ **Perry Point VA Medical Center**  
**Perry Point, MD 21902**  
**Phone: 410-642-2411**  
**Toll-Free: 800-949-1003**  
**Eligibility and Enrollment: 877-222-8387**  
**Long Term Care Eligibility and Admissions:**  
**410-642-1121**





# Beyond Recovery



**SCOTT TULL**  
**U.S. Marine Corps Veteran**

During his service as a rifleman in Afghanistan, military doctors gave Scott opiates to treat his lower back pain. When he returned home, he battled an addiction that cost him his leg. "I refused to use a wheelchair," he recalls. "After my third overdose, I went to the Emergency Department at the Baltimore VA Medical Center and I ended up in treatment at the Perry Point VA Medical Center. While there, I went to the amputee clinic, and that's where I started the process of getting my prosthetic leg." As he began to recover, Scott entered the VA's Compensated Work Therapy Program, working with the grounds crew at the Perry Point VA Medical Center. When the HELP Veterans Village opened on the Perry Point campus, Scott was one of the first Veterans to move in. He caught the eye of the community's developer, and they recruited him to work as an Assistant Property Manager. Today, the self-described "country boy" feels at home at Perry Point, where he lives, works, receives care and enjoys recreational activities. His top-of-the line prosthetic leg, complete with a microprocessor that adjusts for various activities, doesn't slow him down one bit. "I do it all. I can use it in the water, outside while I'm working—it's legit. I get in the pool, kayak, hunt, fish, golf and shovel snow. I live a normal life."



## COMMUNITY BASED OUTPATIENT CLINICS

In addition to the primary care clinics located at the Baltimore, Loch Raven and Perry Point VA Medical Centers, the VA Maryland Health Care System operates five community based outpatient clinics that are strategically located throughout the state. These outpatient clinics bring VA health care to local communities and allow Veterans to receive their primary care services close to where they live and work.

The community based outpatient clinics offer exceptional health care services coordinated by experienced and compassionate primary care providers and support staff

who specialize in delivering personalized attention to the Veterans they serve. The clinics provide general outpatient care, preventive health and education services, various medical screenings, and referrals to specialized programs and inpatient services available throughout the VA Maryland Health Care System.

With free parking and convenient locations, the community based outpatient clinics are a wonderful resource for Veterans to receive VA health care in their own community.

### ★ **Cambridge VA Outpatient Clinic**

830 Chesapeake Drive  
Cambridge, MD 21613  
Phone: 410-228-6243  
Toll-Free Phone: 877-864-9611

**Eligibility and Enrollment:**  
877-222-8387

### ★ **Eastern Baltimore County VA Outpatient Clinic**

5235 King Avenue, Suite 200  
Rosedale, MD 21237  
Phone: 443-730-2020  
Toll-Free Phone: 800-351-8387

**Eligibility and Enrollment:**  
877-222-8387

### ★ **Fort Meade VA Outpatient Clinic**

2479 5th Street, Suite 5138  
Fort Meade, MD 20755  
Phone: 410-305-5300

**Eligibility and Enrollment:**  
877-222-8387

### ★ **Glen Burnie VA Outpatient Clinic**

808 Landmark Drive, Suite 128  
Glen Burnie, MD 21061  
Phone: 410-590-4140

**Eligibility and Enrollment:**  
877-222-8387

### ★ **Pocomoke City VA Outpatient Clinic**

1701 Market Street, Unit 211  
Pocomoke City, MD 21851  
Phone: 410-957-6718  
Toll-Free Phone: 866-441-0287

**Eligibility and Enrollment:**  
877-222-8387



# Frequently Asked Questions and Answers

## How can I verify my VA enrollment?

After you apply for VA health care, you will receive a letter notifying you of the status of your enrollment. You can also check on the status of your enrollment by calling **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m.

## Must I use VA as my only health care provider?

VA does not have to be your only health care provider. If you are receiving care from both VA and a local provider, it is important for your health and safety that your providers work together, resulting in one treatment plan. This is referred to as co-managed care.

## What benefits will I receive as part of my VA health care enrollment?

Veterans enrolled in the VA health care system are eligible to receive necessary hospital and outpatient services, including preventive and primary care. These services include diagnostic and treatment services, rehabilitation, mental health, substance abuse treatment, prosthetic equipment, respite and hospice care, and medications in conjunction with VA treatment.

## What costs are associated with VA health care?

There is no monthly premium required to use VA health care. Many Veterans qualify for free health care services based on a VA compensable service-connected condition or other special eligibilities. Most Veterans are required to complete a financial assessment at the time of enrollment to determine if they qualify for free health care services or they are required to pay copays. For more

information, call **877-222-8387** Monday throughout Friday between 8 a.m. and 8 p.m., or visit the Health Benefits Copays website at: [www.va.gov/healthbenefits/cost/copays.asp](http://www.va.gov/healthbenefits/cost/copays.asp).

## I am a recently discharged combat Veteran. Must I pay VA copayments?

Veterans who qualify under this special eligibility are not subject to copays for conditions potentially related to their combat service for up to five years after the Veteran's most recent discharge from active duty. Combat Veterans may be subject to copays for care or services VA determines are clearly unrelated to their military service. For additional information, contact the Transition & Care Management Program Office for the VA Maryland Health Care System at **410-605-7259**.

## If I have private health insurance, can I keep my insurance and use VA health care?

VA recommends that you keep any health coverage or insurance programs that you currently have. This will provide you with options and flexibility in the future.

## Are there any restrictions on getting care in the community at VA expense?

Care in the community is only covered by VA for health care needs that have been pre-approved by a VA provider. You may be eligible to receive care in the community if you require primary or specialty care that is not readily available from VA. For more information, visit [www.va.gov/communitycare/](http://www.va.gov/communitycare/).

## What is the coverage for emergency care services at VA expense?

VA may pay for emergency care provided in a community facility for treatment of a nonservice-connected condition only if all of the following conditions are met:

- The episode of care cannot be paid under another VA authority; and
- Based on an average knowledge of health and medicine, it could be reasonably expected that a delay in seeking immediate medical attention would have been hazardous to your life or health; and
- A VA or other federal facility/provider was not feasibly available; and
- You received VA medical care within a 24-month period preceding the community emergency care; and
- You are financially liable to the health care provider for the emergency care; and
- The services were furnished by an emergency department or similar facility that provides emergency care to the general public; and
- You have no other coverage under a health plan (including Medicare, Medicaid and Worker's Compensation); and
- You have no contractual or legal recourse against a third party that would, in whole, extinguish your liability.

For information, call **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m.

## What if I get sick while I am traveling?

You may receive health care at any VA health care facility in the country.

*Continued on next page*



# Frequently Asked Questions and Answers

To be prepared, you should familiarize yourself with the location of VA health care facilities in the area where you will be traveling. For a listing of VA health care facilities throughout the country, call **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m., or visit [www.va.gov/directory](http://www.va.gov/directory).

## Will VA take care of my nursing home care needs?

The following Veterans will be offered nursing home care when appropriate:

- Veterans requiring nursing home care for a service-connected disability;
- Veterans with service-connected disabilities rated 70 percent or greater; or
- Veterans rated 60 percent service-connected and unemployable.

Other Veterans may receive nursing home care, if clinically indicated, based on space and availability. For more information, call **410-642-1121** Monday through Friday between 8 a.m. and 4:30 p.m.

## If enrolled, can I get dental care?

In general, dental benefits are limited to dental conditions determined by VA to be service-connected, as well as for the following: Veterans who were Prisoners of War; Veterans who are receiving 100 percent service-connected disability compensation; returning Veterans within 180 days of discharge or release from a period of active duty of 90 days or more; for a condition complicating a medical issue currently under treatment; and enrolled homeless Veterans under certain conditions. For more information, call **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m.

## Am I eligible for prescriptions from VA?

VA will provide medications that are prescribed by VA providers in conjunction with VA medical care. Medications are prescribed from an approved list of medications called a formulary. Some Veterans may receive their VA medications free of charge based on their service-connected disabilities, while others are charged a copayment for each 30-day supply of medications VA provides. VA will fill prescriptions prescribed by a non-VA provider only if all the following criteria are met:

- You are enrolled in VA health care;
- You have an assigned primary care provider;
- You have given your VA health care provider your medical records from your non-VA provider;
- Your VA health care provider agrees with the medications prescribed by your non-VA provider; and
- You have a clinic visit with your VA health care provider at least once every 24 months.

## Will VA provide hearing aids and eyeglasses?

VA will ensure access to audiology and eye care services including preventive health care services and routine vision testing for all enrolled Veterans. Eyeglasses and hearing aids will be provided to Veterans who meet established eligibility criteria. For information, call **877-222-8387** Monday through Friday between 8 a.m. and 8 p.m.

## Who should I call if I have a health care question?

Contact a member of your VA Patient Aligned Care Team if you

have any questions about your health care. You can also receive medical advice 24 hours a day, 7 days a week by calling the Telephone Care Line at **800-865-2441**.

## If a Veteran is having a mental health crisis, who should I call?

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring VA responders through a confidential toll-free hotline. Veterans and their loved ones can call **800-273-8255** and **Press 1** to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not enrolled in VA health care.

## How do I schedule, change or cancel an appointment?

Call the Appointment Center for the VA Maryland Health Care System at **410-605-7333** Monday through Friday between 7:30 a.m. and 4:30 p.m.

## What transportation services are available between VA facilities in Maryland?

There are several free shuttles available to help Veteran patients get to and from their scheduled clinic appointments throughout the VA Maryland Health Care System. To be eligible to ride any of the free shuttles, Veterans must have a scheduled clinic appointment at the medical center or outpatient clinic they will be traveling to, and they must call in advance to make a reservation to ride the shuttle. For a listing of the shuttle schedules, visit [www.maryland.va.gov/patients/shuttle.asp](http://www.maryland.va.gov/patients/shuttle.asp) or call **410-605-7318**.

# Important Phone Numbers

Appointment Center..... 410-605-7333

Automated Appointment Line..... 410-605-7395 –  
Press 1

Beneficiary Travel..... 410-605-7318

Billing Information..... 866-393-0006

Caregiver Support Program..... 410-605-7000,  
ext. 54143

Copayment Assistance..... 866-400-1238

Eligibility & Enrollment..... 877-222-8387

In-Network Urgent Care Providers 877-881-7618

Long-Term Care..... 410-642-1121  
Information Line

Maryland VA Service &..... 800-446-4926,  
Benefits Program ext. 6450

MyHealtheVet..... 410-605-7045

Patient Advocates

Baltimore VA Medical Center,... 410-605-7099  
Baltimore VA Annex &  
Glen Burnie VA Outpatient Clinic

Perry Point VA Medical..... 410-642-2411,  
Center and Cambridge ext. 25097  
& Pocomoke City VA Outpatient  
Clinics

Loch Raven VA Medical..... 410-605-7542  
Center and the Eastern  
Baltimore County & Fort  
Meade VA Outpatient Clinics

Prescription Refill Line..... 410-605-7395 –  
Press 2

Release of Information - Medical Records

Baltimore VA Medical Center..... 410-605-7348

Perry Point VA Medical Center... 410-642-2411,  
ext. 26028

Returning Veterans..... 410-605-7259

State Veterans Cemeteries..... 410-923-6981

Telephone Care Line..... 800-865-2441

VA Benefits..... 800-827-1000

VA Burial Benefits..... 410-644-9696

VA Health Benefits Service Center... 877-222-8387

VA Maryland Health Care System Facilities

Baltimore VA Medical Center..... 410-605-7000

Loch Raven VA Medical Center... 410-605-7000

Perry Point VA Medical Center... 410-642-2411

Cambridge VA Outpatient Clinic 410-228-6243

Eastern Baltimore County..... 443-730-2020  
VA Outpatient Clinic

Fort Meade VA Outpatient Clinic 410-305-5300

Glen Burnie VA Outpatient..... 410-590-4140  
Clinic

Pocomoke City VA Outpatient.... 410-957-6718  
Clinic

Vet Centers

Aberdeen Vet Center..... 410-272-6771

Annapolis Vet Center..... 410-605-7826

Baltimore Vet Center..... 410-764-9400

Dundalk Vet Center..... 410-282-6144

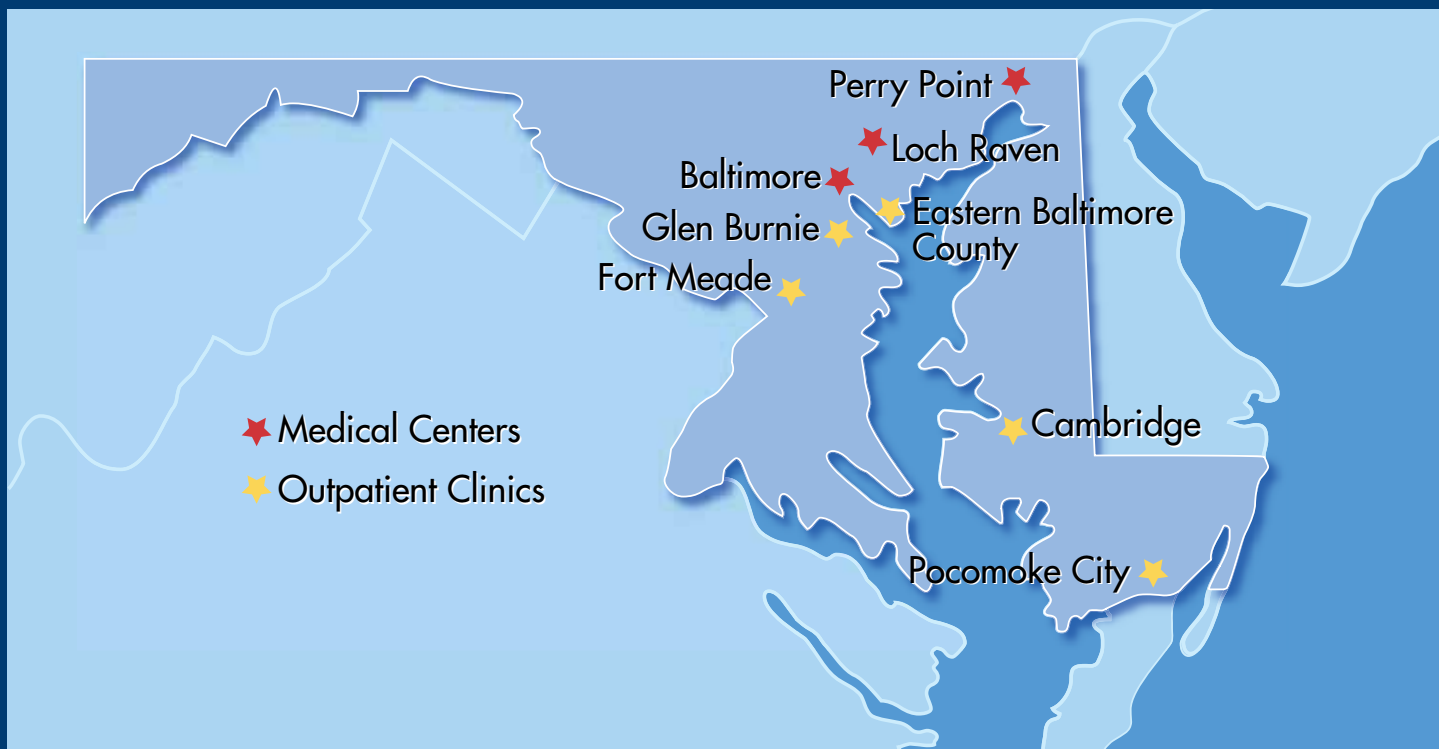
Elkton Vet Center..... 410-392-4485

Salisbury Vet Center..... 410-912-7262

Veterans Crisis Line..... 800-273-8255 –  
Press 1

Women Veterans Program..... 410-605-7275

# VA MARYLAND HEALTH CARE SYSTEM FACILITIES



## MEDICAL CENTERS

★ **Baltimore VA Medical Center**  
10 North Greene Street  
Baltimore, MD 21201  
Phone: 410-605-7000  
Toll-Free Phone: 800-463-6295

★ **Loch Raven VA Medical Center**  
3900 Loch Raven Boulevard  
Baltimore, MD 21218  
Phone: 410-605-7000  
Toll-Free Phone: 800-463-6295

★ **Perry Point VA Medical Center**  
Perry Point, MD 21902  
Phone: 410-642-2411  
Toll-Free Phone: 800-949-1003

## COMMUNITY BASED OUTPATIENT CLINICS

★ **Cambridge VA Outpatient Clinic**  
830 Chesapeake Drive  
Cambridge, MD 21613  
Phone: 410-228-6243  
Toll-Free Phone: 877-864-9611

★ **Eastern Baltimore County VA Outpatient Clinic**  
5235 King Avenue, Suite 200  
Rosedale, MD 21237  
Phone: 443-730-2020  
Toll-Free: 800-351-8387

★ **Fort Meade VA Outpatient Clinic**  
2479 5th Street, Suite 5138  
Fort Meade, MD 20755  
Phone: 410-305-5300

★ **Glen Burnie VA Outpatient Clinic**  
808 Landmark Drive, Suite 128  
Glen Burnie, MD 21061  
Phone: 410-590-4140

★ **Pocomoke City VA Outpatient Clinic**  
1701 Market Street, Unit 211  
Pocomoke City, MD 21851  
Phone: 410-957-6718  
Toll-Free Phone: 866-441-0287

**VA**



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

Veterans Health Administration  
VA Maryland Health Care System

Proudly Serving the Unique Health Care Needs of Maryland's Veterans  
[www.maryland.va.gov](http://www.maryland.va.gov)