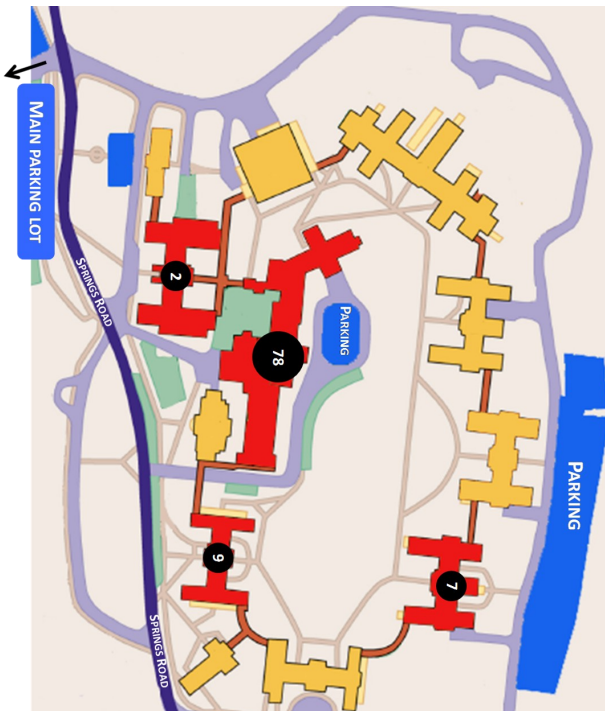


A Quick Reference Guide Operation Enduring Freedom/ Operation Iraqi Freedom Veterans



- Map of Commonly Used Buildings at Bedford VA**
- Admissions: Bldg. 78, 1st Floor
 - Canteen (food): Bldg. 78, Basement
 - Community Stabilization Program: Bldg. 7, 2nd Floor
 - Domiciliary: Bldg. 7
 - Mental Health Clinic: Bldg. 78, 2nd floor
 - OEF/OIF Team: Bldg. 9, 1st Floor
 - Pharmacy: Bldg. 78, Basement
 - Primary Care: Bldg. 78, 1st Floor
 - Urgent Care: Bldg. 78, 1st Floor
 - Veterans Center for Addiction Treatment: Bldg. 78, 4th Floor



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Frequently Asked Questions

1. Am I eligible to use the VA ?

You may be eligible for VA benefits if you are a: Veteran, Veteran's dependent, surviving spouse, child or parent of a deceased Veteran, or Uniformed service member. Admissions 781-687-2275.

2. How do I get enrolled?

To enroll in the VA Health Care System, just complete the Application for Health Care Benefits (10-10 EZ form) and stop by the Admissions office 1st floor building 78. The 10-10EZ may be obtained from any VA healthcare facility, regional office, online www.va.gov/1010ez.htm or 1-877-222-8387.

3. What should I bring the first time I come to the Bedford VA?

A copy of your DD214 to verify eligibility, proof of any other insurance if applicable, and a list of any prescribed medications if you are seeing a primary care provider.

4. How much does it cost to use the VA?

OEF/OIF combat veterans are eligible to receive VA care and medications at no cost for any condition that may be related to their combat service for 5 years following release from active duty. Co-payments may apply for treatment of non-combat related conditions or after 5 years from discharge. www.oefoif.va.gov

5. What if I already have health insurance?

No problem! You can still choose the VA for your healthcare. However, VA may bill private health insurance providers for medical care, supplies and prescriptions provided for treatment of veterans' non-service-connected/combat related conditions

6. What are my Massachusetts state Veteran's benefits?

The Commonwealth of Massachusetts has some unique benefits for veterans including a bonus of \$1,000 for those who served as part of OEF or OIF. Locate your Veterans Service officer for your city at www.mass.gov for more info on all MA State Veterans laws and benefits!

7. What is a service officer?

A service officer advises veterans and their dependents of their rights and entitlements under various federal and state laws, counsels them, and actively assists them by filling out necessary forms, and papers and obtaining documents and affidavits. Some common Veteran Service Organizations are: Disabled

American Veterans, Military Order of the Purple Heart, AMVets. visit: www.nacvso.org

7. What is a service-connected disability?

If you are disabled by injury or illness that was incurred or aggravated during active military service, you may qualify for service-connected disability compensation. You may file for service connection through the Regional VA Office. For further questions, talk to the OEF/OIF team or a service officer. Check out www.vba.va.gov



9. What if I am already receiving VA care at another location and want to come to Bedford?

The admissions office or OEF/OIF team will be happy to work with you to get your care transferred to Bedford.

10. What if I get reactivated?

If placed on active duty orders you qualify for TRICARE, a referral from TRICARE will be necessary for you to receive any VA treatment. Once released from active duty, you may resume using VA services. Just bring in your new DD214!

11. Does the VA cover women's specialty care?

YES! Women veterans are eligible for the same VA benefits as male veterans. Preventative health services including cervical and breast cancer screening are addressed with a designated health care provider.

-VA Women Veterans Healthcare Website:
www.publichealth.va.gov/womenshealth/

-State of Mass Women's Services/Network:
www.mass.gov/veterans

12. What is a Vet Center?

VA provides outreach and free readjustment counseling services through community-based Vet Centers. Vet Center staff provides individual, group, family, military sexual trauma, and bereavement counseling to combat veterans in the effort to make a satisfying transition from military to civilian life. For more information or to locate your nearest Vet Center (Lowell or Worcester, and Boston, MA), visit: www.vetcenter.va.gov

Welcome from the Operation Enduring/ Operation Iraqi Freedom Team

We can't wait to meet with you to welcome you home from deployment, introduce you to the VA, and answer questions about services and benefits!

Thank you for your service!



From left to right:

-Troy Townsend LCSW Social Worker 781-687-3302

-Jolene Coronella LICSW Social Worker 781-687-2954

-Elizabeth Price LICSW Social Worker 781-687-3067

Chris Maddeford OEF Veteran/Peer Support
781-983-0447 and AJ (Woof!)

Location: Building 9 first floor

Services

Primary Care

- Provides primary medical care and treatment, as well as referrals to specialty clinics and services.
- ⇒ Location: Building 78, first floor; 1 800-VET-MED1
- Primary care outpatient services are available at four Community-Based Outpatient Clinics.
- ⇒ Location: Lynn, Haverhill, Gloucester, Fitchburg

Urgent Care

- Non-emergency medical care available on scheduled or walk-in bases, this includes, but is not limited to: lab tests, x-rays, cold/flu symptoms, headaches and lacerations.
 - Problems requiring acute emergency care such as chest pain, uncontrolled bleeding, coughing or vomiting blood, seizures and stroke, should NOT seek treatment at Urgent Care. Call 911
- ⇒ Location: building 78, first floor; 1 800-VET-MED1 (781-838-6311)

Specialty Clinics

- Optometry Podiatry Orthopedics
- Dermatology Neurology Physical Therapy
- Occupational Therapy and MORE!

Traumatic Brain Injury (TBI)

- During deployment, it is possible you may have experienced a head injury due to explosions, falls, vehicle crashes or fragment or bullet wounds above shoulders. This injury may have resulted in the following persistent problems: dizziness, difficulty seeing, sensitivity to light, irritability, or headaches.
- Every OEF/OIF combat veteran should be screened for TBI by one of their VA providers and referred for further clinical evaluation if necessary. Speak with your provider about obtaining a TBI screen or other questions.

Dental

- Veterans have 180 days from separation from active duty to apply for FREE, one-time dental service.
 - To determine eligibility contact Admissions.
- ⇒ Location: Building 2, first floor; 781-687-2469

Services

Mental Health

- Mental Health Clinic provides individual and group treatments as needed. Walk-in evaluation is available 8-4, and urgent visits after hours are available in the Admissions area (1st floor).
 - Individual and group counseling is available
- ⇒ Location: Building 78, 2 floor; 781-687-2347
- ⇒ National Suicide Prevention Hotline: 1-800-273-8255. Press "1" for veteran

Substance Abuse Treatment

VCAT (Veterans Center for Addiction Treatment)

- For veterans seeking day treatment and after-care for substance abuse.
 - Referral through provider or self referral
- ⇒ Location: Building 78, fourth floor; 781-687-2354

CSP – Community Stabilization Program

- Mental health day treatment program providing opportunities to build on your strengths and learn new ways to understand and cope with crisis. We offer learning and practice of skills through group work and the experiences of other veterans
 - Available through provider or self referral
- ⇒ Located in building 78, second floor; 781-687-2483

Domiciliary (Dom)

The Domiciliary program assists homeless veterans (men and women.) This 4 month program is a psychosocial, vocational rehabilitation program. The mission is to provide homeless veterans an opportunity to acquire and implement life skills to become (or return to being) a productive member of the community. Available through provider or self referral

⇒ Location: Building 7, 1st floor 781-687-2795

Services

Peer Support Services

- Services by Peer Support Providers, who are Veterans with experience in recovery who provide individual mentoring, mutual support and advocacy to encourage Veteran empowerment. Call for more information about peer services across the hospital as well as peer education and training opportunities.
- Located in Building 80, room 102; 781-687-3249

Employment

- For job assistance the Bedford VA has employment resources within its Compensated worth therapy and Supported Employment to help in the job search, prep, and placement.
- ⇒ Located in building 80, first floor; 781-687-2575



Homeless/Homeless Prevention

- The Bedford VA has resources and services for veterans seeking assistance with housing. Contact the HCHV program for information on everything from programs providing shelter services to independent housing.
- You can reach the HCHV program by contacting them at 781-687-2819

Women Veteran Services

- There is a women's program coordinator available to help women veteran's access comprehensive and safe healthcare services.
 - Women specific residential rehabilitation program available to female veterans.
 - If you are in need of these services, a good place to start is by contacting a member of the OEF/OIF team.
- ⇒ Located in building 9, first floor; 781-687-3067

