

Department of Veterans Affairs

VA Central Iowa Health Care System



3600 30th St.
Des Moines, Iowa 50310
(515) 699-5999 or (800) 294-8387



VA | Central Iowa
Health Care System

Honoring Service. Empowering Health.

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Veterans Affairs (VA) is composed of a VA Central Office (VACO), which is located in Washington, DC, and facilities administered by its three major line organizations: Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), and the National Cemetery Administration (NCA).

VA operates the Nation's largest integrated healthcare system. Services and benefits are provided through a nationwide network of 153 hospitals, 956 outpatient clinics, 134 community living centers, 90 domiciliary residential rehabilitation treatment programs, 232 Vet Centers, 57 Veterans benefits regional offices, and 131 national cemeteries.

VHA is among the largest providers of professional health training in the world, operates one of the largest and most effective research organizations in the United States, and serves as the largest direct-care provider for homeless citizens in the United States.

VBA is responsible for administering the programs that provide financial assistance to Veterans, their dependents, and survivors. Major benefits include Veterans' compensation, Veterans' pension, survivors' benefits, rehabilitation and

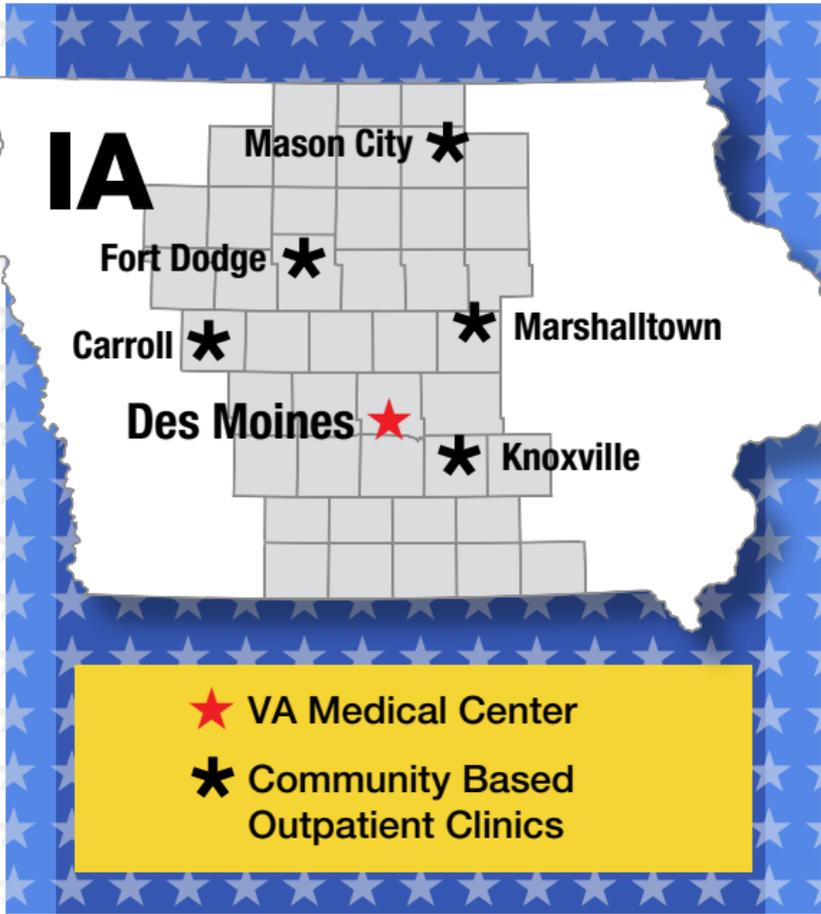
About VA

employment assistance, education assistance, home loan guaranties, and life insurance coverage.

With oversight/management of 33 soldier lots, confederate cemeteries, and monument sites, the NCA operates 131 national cemeteries in the United States and Puerto Rico.



About VA



Community Based Outpatient Clinics (CBOCs) Locations

Community Based Outpatient Clinics (CBOCs) offer varying primary care and behavioral health services in the following locations:



Carroll CBOC

311 South Clark Street
Carroll, IA 51401
712-794-6780
fax 712-792-7853
Toll free 855-794-6780



Fort Dodge CBOC

*Community Based
Outpatient Clinic*
2419 2nd Avenue N.
Fort Dodge, IA 50501
515-576-2235
fax 515-576-6863
Toll free 877-578-8846

Fort Dodge Behavioral Health Clinic

102 North 25th Street
Fort Dodge, IA 50501
515-574-5985 fax 515-574-5990
Toll free 877-578-8846

**Community Based Outpatient Clinics
(CBOCs) Locations**



Knoxville CBOC

1515 West Pleasant
Street

Knoxville, IA 50138

641-828-5019

fax 641-828-5066

Toll free 800-816-8878



Marshalltown CBOC

101 Iowa Avenue West
Marshalltown, IA 50158

641-754-6700

fax 641-753-1375

Toll free 877-424-4404



Mason City CBOC

520 S. Pierce Avenue
Suite 150

Mason City, IA 50401

641-421-8077

fax 641-494-5005

Toll free 800-351-4671

**Community Based Outpatient Clinics
(CBOCs) Locations**

■ VA Healthcare Services

Department of Veterans Affairs (VA) Central Iowa Health Care System (VACIHCS) places a high priority on delivering excellent care to you. Our goal is to provide personalized, proactive, patient driven care. We do that through a full spectrum of inpatient and outpatient healthcare services.

■ Primary Care (PACT)

VACIHCS primary care provides eligible Veterans easy access to healthcare professionals familiar with their needs. Primary Care now serves as the foundation of VA healthcare and has become the first point of contact with the health care system for enrolled Veterans.

At the VA Medical Center care is delivered in teams, called Patient Aligned Care Teams (PACTs), and is based on principles that promote effective, efficient, comprehensive care through continuous communication and improved coordination of services throughout the healthcare system.

Specialty Care Services provide expert knowledge to optimize your treatment for unique or complicated conditions. Specialty Care providers focus on a particular system of the body and have extensive training and education in their specialties.

Inpatient Care Services include a full spectrum of hospital services, long term care, and behavioral health programs.

■ **Extended Care & Rehabilitation Services**

The VACIHCS Community Living Center (CLC) located on the Des Moines main hospital campus provides rehabilitation and medical care to achieve the highest practicable level of well-being and function. The goal is to get the resident into a non-institutional care setting. Extended Care & Rehabilitation offers a variety of services that include:

- Physical Medicine and Rehabilitation Therapies
- Physical Therapy
- Occupational Therapy
- Speech Language Pathology
- Recreational Therapy
- KinesioTherapy
- GeriPACT
- Geriatric Problem Focus Clinic
- Traumatic Brain Injury/Polytrauma Support Clinic Team
- Spinal Cord Injury
- Advanced Low Vision Team

The Community Living Center (CLC) located on the Des Moines main hospital campus provides rehabilitation and medical care to achieve the highest practicable level of well-being and function. The goal is to get the resident into a non-institutional care setting. Non-institutional settings may include:

- Return to home environment
- Home Based Primary Care Specialty PACT
- Medical Foster Home Program
- The Iowa Veterans Home (IVH) operated by the State of Iowa, located in Marshalltown
- Nursing home services provided in locations close to the Veteran's home.



Services

■ Behavioral Health Services

VACIHCS provides specialty outpatient, inpatient and residential behavioral health services at the Des Moines campus. Outpatient behavioral health services are also provided at the CBOCs.

Telehealth Services are available three ways at VACIHCS:

- **Home Telehealth** permits your case manager to monitor your health condition with a device placed in your home.
- **Video Telehealth** is a visit with your specialty care provider using a two-way TV connection, usually between a CBOC and the main hospital campus in Des Moines.
- **Tele retinal imaging** takes a video picture of your eye to check for diabetic retinopathy, which could affect your vision. The image can be seen by experts located at the main hospital campus.

■ Home Health Services

Skilled home care is provided by VA or through contract agencies to those who are homebound with chronic diseases. Available home health services include nursing, physical/occupational therapy, and social services.

- **Home Based Primary Care (HBPC)** provides primary care services in your homes. For more information, call the HBPC office at 515-699-5925 or toll free 800-294-8387 + 9 + 5925.
- **Medical Foster Home (MFH)** care is provided in a private home provided by a caregiver whose home is inspected and approved by VA. Contact the Medical Foster Home Coordinator at 515-699-5925 or toll free 800-294-8387 + 9 + 5925.
- **Community Care Services** are home healthcare services provided for those who are eligible for HBPC but do not live within 35 miles of Des Moines. The services may include community based therapy. For more information, contact your primary care provider.

Caregiver Support offers a wide range of services (including education, support, and respite) for caregivers of eligible Veterans. Additional services, including a monthly stipend, are available for eligible Veterans who were seriously injured in the line of duty on or after September 11, 2001. The local Coordinator (515-699-5999 + 9 + 4015) can help caregivers apply for services, provide guidance through the process, and answer questions. Further information is available at www.caregiver.va.gov.

Mental Health Residential Rehabilitation Programs assist Veterans with multiple mental health and psychosocial conditions, including substance use disorders, post traumatic stress disorder, homelessness, and other mental health conditions. Our residential programs utilize a recovery focus of care to assist with personal goals.

■ Pharmacy

Four Ways to Refill Prescriptions

1. Call the automated ordering system with a touch-tone phone – toll free 855-560-1717. Have available your full Social Security Number and the prescription number that is printed on the bottle for each medicine you are refilling.
2. Use the Internet – Enroll in My HealthVet to use the prescription refill feature. Log on to the website at www.myhealth.va.gov and create an account.
3. Mail the refill slip that comes with your prescription.
4. Drop your refill slip in the red box at the VA Outpatient Pharmacy.

Request refills at least **2-3 weeks before** you need more medicine, to allow time for refilling and mailing your prescription.

When your refill arrives, check the bottle label to make sure:

- Your name is on the bottle.
- The name of the medicine is your medicine.
- The color and shape of the medicine matches the description on the label.
- The amount you should take for each dose is correct.
- The directions for each dose are what the provider told you.

■ Dental Care

VA outpatient dental treatment includes the full spectrum of diagnostic, surgical, restorative, and preventive procedures. Eligibility is based on specific guidelines. For more information see the Eligibility tab and www.va.gov/dental.

■ Emergency Care

A medical emergency is when you have an injury or illness that is so severe that without immediate treatment, you could become severely ill or even die. If you believe you are suffering from something serious, call 911 or go to the nearest emergency room. 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.

■ Patient Advocacy

Highly trained professional patient advocates can help you resolve concerns about any aspect of the healthcare experience. Patient advocates listen to your questions, problems, and special requests and refer concerns to appropriate healthcare system staff for resolution.

■ Veterans Transportation Network

Patients who are unable to provide their own transportation to either a CBOC or the main hospital for a scheduled appointment may be able to get assistance by calling 515-699-5656.

■ Non-VA Health Care Services

VA may authorize Veterans to receive care at a non-VA healthcare facility when the needed services are not available within the VA or when you are unable to travel the distance to the VA healthcare facility. You may also obtain services not covered in the benefits package through private healthcare providers at your expense. For more information, visit www.nonvacare.va.gov.

■ The Vet Center

The Vet Center offers readjustment counseling services to eligible Veterans and family members at 1821 22nd St., Suite #115, West Des Moines. Call 515-284-4929.

■ How to Enroll

For most Veterans, entry into the VA healthcare system begins by applying for enrollment. Once enrolled, you may receive healthcare at VA healthcare facilities anywhere in the country.

To apply, please complete VA Form 10-10EZ, Application for Health Benefits, which may be obtained from any VA healthcare facility or regional benefits office, online at www.1010ez.med.va.gov/sec/vha/1010ez, or by calling toll free 877-222-VETS (8387).

Priority Groups: During enrollment, you will be assigned to a priority group. VA uses priority groups to balance the demand for VA healthcare enrollment with its resources.

■ VA Medical Care Hardship Program

If your income has recently changed, you may qualify for VA's Medical Care Hardship Program – even if you were denied previously.

Loss of employment, a sudden decrease in income or increases in out-of-pocket family healthcare expenses may qualify you for the VA Medical Care Hardship Program.

Eligibility

For more information about VA healthcare, visit www.va.gov/healthbenefits.

■ Eligibility for Dental Care

The following Veterans are eligible to receive dental care from the VA:

- Former POWs
- Participants in a VA vocational rehabilitation program
- Participants in a homeless Veteran program
- Veterans who have a compensable service-connected condition
- Veterans who have a dental condition resulting from service-connected trauma
- Veterans who have a service-connected rating of 100% or are rated unemployable due to service-connected conditions
- Recently discharged Veterans who served on active duty for at least 90 days and who apply for VA dental care within 180 days of separation from active duty may receive a one-time dental treatment if their certificate of discharge does not indicate that they received necessary dental care within the 90-day period prior to discharge

■ OEF/OIF/OND Combat Veteran Eligibility

If you served in a theater of combat operations after November 11, 1998 are eligible for an extended period of healthcare eligibility for five years post discharge.

The five-year enrollment period begins on your discharge or separation date from active duty military service, or in the case of multiple call-ups, the most recent discharge date.



Combat Veterans

The VACIHCS OEF/OIF/OND Case Management Team supports the transition from soldier to civilian. The services include linkage and referrals to VA and community services, supportive counseling, and advocacy. The purpose of these services is to address the medical and emotional needs of the Veteran and his or her family. The supportive services help to reduce the stress of meeting basic needs and life goals.

Contact the OEF/OIF/OND Program Manager at:

- Office Phone: 515-699-5404
or toll free 800-294-8387 + 9 + 5404
- Cell 515-669-3573
- Fax 515-699-5489

For more information, visit www.va.gov/healthbenefits/apply/returning_servicemembers.asp.

Combat Veterans

■ Specialized Care for Women Veterans

Specialized services are available for women veterans, including breast and pelvic examinations and other reproductive healthcare services.

VA provides the following reproductive healthcare services:

- Breast exams
- Contraceptive services
- Infertility treatments
- Mammography
- Menopause management
- Pap smears/pelvic exams
- Preconception counseling
- Referrals for services that VA is unable to provide
- Additional specialty gynecological treatment

For more information, contact the Women Veterans Program Manager at 515-699-5647 or toll free 800-294-8387 + 9 + 5647.



Women Veterans

My HealtheVet is VA's award-winning, e-health website, which offers Veterans, Active-Duty Soldiers, their dependents and caregivers complete Internet access to VA healthcare information and services. Registering and using My HealtheVet is easy and it's free!

www.myhealth.va.gov

The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the VA logo and the text "Department of Veterans Affairs" and "My HealtheVet". Below this is a search bar and a menu with options like "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH", "SET LINKS", "TRACK HEALTH", and "MY COMMENTS".

The main content area is divided into several sections:

- In the Spotlight:** A featured article titled "Get Your Flu Shot!" with a photo of a healthcare worker administering a shot to an elderly man. The text discusses the importance of flu shots for older adults.
- Grandpa Had Diabetes? Why Your Health History Matters:** An article with a photo of a group of people, discussing the importance of family health history for older adults.
- TXT Messages Help Vets Quit with SmokefreeVET:** An article with a photo of a smartphone displaying a text message, discussing the use of text messages for smoking cessation.
- Affordable Care Act:** A section with the VA logo and the text "WHAT YOU NEED TO KNOW".

On the right side of the page, there are several utility sections:

- Service Alerts:** A section with icons for "Blue Button", "Prescription Refill", "Check & Reorder", and "Download Records".
- Member Login:** A section with a "User ID:" field, a "Password:" field, and a "Log In" button. Below it, there is a "Forgot your ID? Request 'Password'" link.
- Veterans Health Library:** A section with a book icon and the text "The Blue Button is a feature that...".
- Quick Links:** A list of links including "Download your records", "VA Home Health Services", "Flu Shots for Seniors", "E-Health/EMR Access Tools", "Self-education", "Health My HealtheVet", "Ask Us, We'll Help You!", and "E-Health/EMR Access Center".

My HealtheVet

Through My HealtheVet, you can access:

- Activity/food journals
- Disease/conditions centers
- Information on VA benefits and services
- Local VA events and activities
- Mental health information
- Military health history
- Nine healthy living centers
- Personal health journals
- Trusted health/medical information
- Vitals tracking and graphing

Once registered, it is important to complete the In-Person Authentication (IPA) form. Once the IPA is complete, you will have access to personal premium tools, such as:

- Prescription services – track and reorder medications online
- Access Provider notes, Radiology reports, vitals and readings
- Secure messaging – communicate electronically with VA healthcare providers
- VA appointments – VA appointment reminders
- VA lab results
- Wellness reminders

My HealtheVet

To gain access to all the benefits of My HealtheVet, follow these simple steps:

1. Go to www.myhealth.va.gov and register to create an account.
You must select the “VA Patient” box. If the system does not allow you to save it with the VA patient box selected, contact the facility My HealtheVet coordinator to help you fix your account.
2. If you have questions, contact the My HealtheVet Program Coordinator at 515-699-5999 + 3938 or via secure messaging with an authenticated account.
3. During your next visit to the medical center or outpatient clinic, ask your care team for the IPA form. After you complete the form, show them your ID.
4. Once your authentication is complete, complete the last step by sending your first secure message to your care team.

Do I have to enroll to receive VA healthcare?

Yes, unless you are seeking care for a VA-rated service-connected disability or have a service-connected disability of 50% or more.

How can I verify my enrollment for VA healthcare?

You may check your enrollment status by calling the Enrollment and Eligibility office at 515-699-5888.

You may also enroll online at www.1010ez.med.va.gov/sec/vha/1010ez.

If I enroll in VA healthcare, must I use VA as my exclusive healthcare provider?

While there is no requirement that VA become your exclusive provider of care, please be aware that the authority to pay for non-VA care is limited.



What is a VA service-connected rating and how do I establish one?

A service-connected rating is an official ruling by the Veterans Benefits Administration that the illness/condition is directly related to your active military service. Service-connected ratings are established by VA regional offices located throughout the U.S.

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

VA encourages you to retain any healthcare coverage you currently have.

Am I required to make copays?

You may qualify for cost-free healthcare and/or medication based on:

- Compensable VA service-connected disabilities
- Former Prisoner of War (POW) status
- Low income
- Other qualifying factors, including treatment related to their military service experience
- Receiving a Purple Heart Medal

How many copay charges may I have during a single day visit to a VA facility?

For outpatient services, you could be charged one copay regardless of the number of healthcare providers you see in a single day. The amount of the copay will be based on the highest level of service you receive during that day's visit.

Can I get routine healthcare at a non-VA facility at the VA's expense?

VA must provide specific authorization for care outside a VA facility. This service is otherwise known as Non VA Care.

Do I qualify for travel benefits?

Travel pay is available to qualified Veterans for scheduled appointments. Pay for unscheduled appointments is paid at half of the prescribed rate. Travel benefits are available to Veterans who:

- Are receiving a VA pension
- Are traveling for a scheduled compensation or pension examination
- Are traveling for treatment of a service-connected condition
- Have a service-connected rating of 30% or more
- Have preauthorized, arranged travel

How do I make the most of my healthcare appointment?

Follow these tips:

- Check in 30 minutes before your appointment time.
- Have a list of your most important concerns and questions.
- Be prepared to talk about any changes in your health.
- Ask about recent test results.
- Bring up any medication concerns or needs.
- Tell your provider if you have had any recent medical treatment elsewhere. Bring copies of those medical records to share with your VA provider.
- Ask about preventive health screenings, tests, immunizations, or exams you should have.
- Tell your provider if you think you need help from other members of the primary care team (social worker, psychologist, nutritionist, pharmacist, nurse, etc.).
- Ask if you do not know the name of the team or provider in charge of your care.
- Register for MyHealthVet and manage your healthcare online at www.myhealth.va.gov.

VA Central Iowa Health Care System

3600 30th St.

Des Moines, Iowa 50310

515-699-5999 or toll free 800-294-8387

After hours, weekends, holidays, call a VA Nurse toll free at 866-687-7382.

www.facebook.com/VACentralIowa

www.centraliowa.va.gov

Veterans Crisis Line Receive free, confidential support from an experienced, caring VA responder 24 hours, 7 days per week

Toll free 800-273-8255 + 1

Chat online www.veteranscrisisline.net and click the

Confidential Veterans Chat button

Send a text to **838255**

Visit www.Veteranscrisisline.net

Vet Center Readjustment counseling services for Veterans and family members

1821 22nd St., Suite #115

West Des Moines, Iowa 50266

515-284-4929

Quick Reference

Veterans Benefits Administration (VBA) Provides information, educational opportunities, and claims services.
210 Walnut Street (Federal Building)
Des Moines, Iowa 50309
Toll free 800-827-1000

Veterans Service Organizations (VSOs) Provide Veterans information and assistance and may represent Veterans and their family members regarding claims. A Veteran does not have to be a member of the VSO to be represented.
210 Walnut Street (Federal Building)
Des Moines, Iowa 50309

American Legion	515-323-7532
Disabled American Veterans	515-323-7539
Iowa Department of Veterans Affairs	515-362-7350
Military Order of the Purple Heart	515-362-7361
Paralyzed Veterans of America	515-323-7544
Veterans of Foreign Wars	515-323-7546
Vietnam Veterans of America	515-323-7548

Community Resource and Referral Center (CRRC) provides services for homeless Veterans and Veterans at risk of becoming homeless. Open 8:00a-4:00pm
1223 Center Street, Suite 17
Des Moines, IA 50310
515-699-5637

Department of Veterans Affairs Educational Benefits Information
Toll free 888-442-4551

Quick Reference

VA Central Iowa Health Care System	515-699-5999 or toll free 800-294-8387
Automated Phone System (for Prescription Refills and Appointment Changes)	Toll free 855-560-1717
Caregiver Support	515-699-5999 + 9 + 4015
Chaplain Service	515-234-4782, enter your phone number after the beep
Crisis Line	Toll free 800-273-8255
Dental Service	515-699-5831 or 5949
Ethics Consultations	515-699-5853
Home-Based Primary Care Services	515-699-5925
Kinesiotherapy	515-699-5999 + 9 + 4687

Important Phone Numbers

Medical Foster Home	515-699-5925 + 9 + 5925
My HealtheVet www.myhealth.va.gov	515-699-5999 + 9 + 3938
OEF/OIF/OND Program	515-699-5404 or Cell 515-669- 3573
Pain Management Clinic	515-699-5529
Patient Advocates	515-699-5421 or 5522
Patient Benefits Counselor	515-699-5430
Pharmacy Assistance	515-699-5832
Physical and Occupational Therapy	515-699-5648
Release of Information Office	515-699-5802
Speech Therapy	515-699-5741
Travel Payment Reimbursement	515-699-5999 + 9 + 4149
Travel to Appointments (DAV)	515-699-5876
VA Nurse (after hours, weekends, holidays)	Toll free 866-687-7382

Important Phone Numbers

VA Police (emergency only)	515-699-5999 + 9 + 4444
VA Police (non-emergency)	515-699-5839
Vet Center	515-284-4929
Veterans Benefit Administration	Toll free 800-827-1000
Veteran Health Education	515-699-5683
Veteran Outreach Center	515-699-5637
Veteran Transportation Network	515-699-5656
Vision and Blind Rehabilitation	515-699-5942
Voluntary Services	515-699-5818
Women Veterans Program	515-699-5647

Important Phone Numbers

■ Community Based Outpatient Clinics (CBOC)

Carroll CBOC	712-794-6780 or toll free 855-794-6780
Ft. Dodge Behavioral Health Clinic	515-574-5985 or toll free 877-578-8846
Ft. Dodge CBOC	515-576-2235 or toll free 877-578-8846
Knoxville CBOC	641-828-5019 or toll free 800-816-8878
Marshalltown CBOC	641-754-6700 or toll free 877-424-4404
Mason City CBOC	641-421-8077 or toll free 800-351-4671

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Important Phone Numbers

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