

Tennessee Valley VA Healthcare System Veteran Services Overview

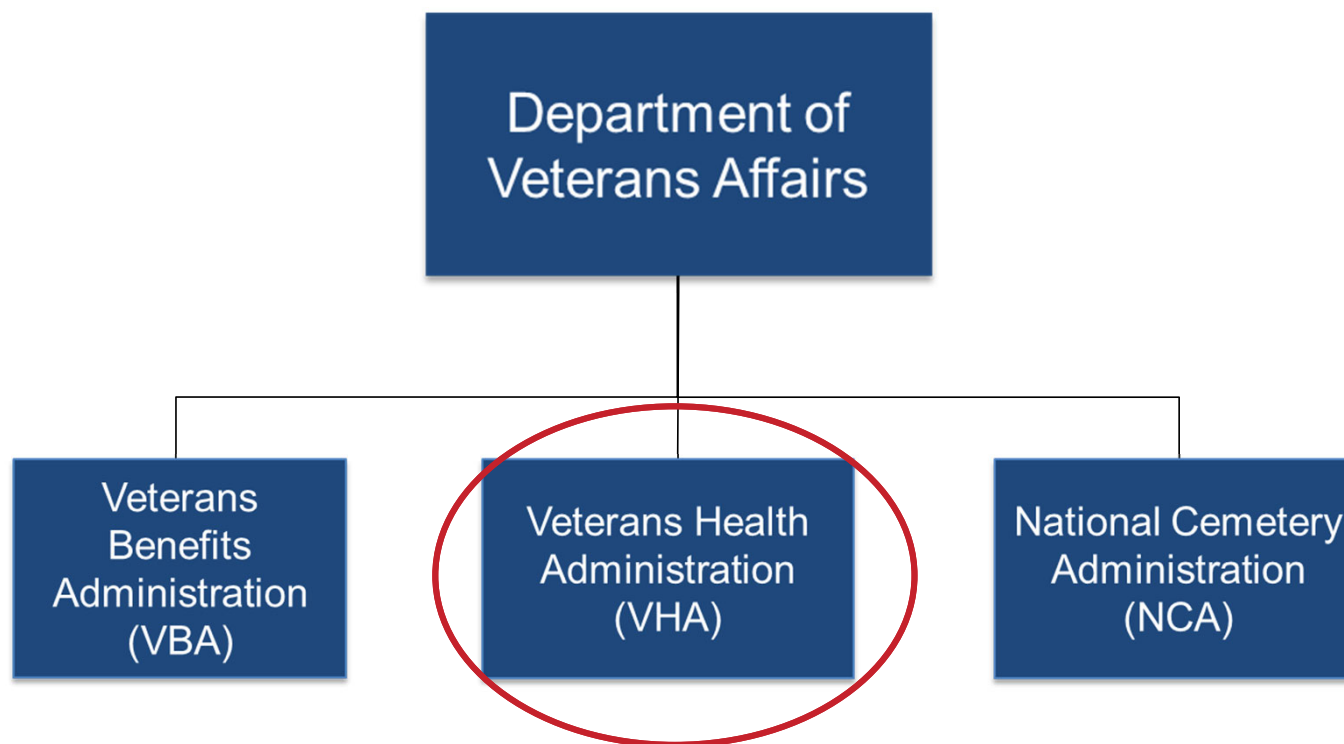


VA



U.S. Department
of Veterans Affairs

Department of Veteran Affairs Organizational Chart



VA Administrations

Veterans Benefits Administration (VBA)



Administers benefits (Compensation, Pension, Veteran Readiness and Employment, GI Bill, Home Loan Guaranty, and Life Insurance, etc.)

Veterans Health Administration (VHA)



Provides healthcare services (Primary Care, Mental Health, and Specialty Care)

National Cemetery Administration (NCA)



Honors Veterans & families with final resting places & commemorates their service and sacrifice

Education Benefits (VBA)

- GI Bill Benefits

Contact 1-888-442-4551 or visit <https://www.va.gov/education/>

- Education and Career Counseling (VA Chapter 36)

Visit www.va.gov/careers-employment/education-and-career-counseling or contact VBA at 1-800-827-1000

- Dependents Educational Assistance (VA Chapter 35)

Visit <https://www.va.gov/family-and-caregiver-benefits/education-and-careers/dependents-education-assistance/rates/> or contact VBA at 1-800-827-1000

- Veteran Readiness and Employment (VR&E)

Visit www.va.gov/careers-employment or contact VBA at 1-800-827-1000

Disability Compensation Benefits (VBA)

- What is VA Disability Compensation?
 - Tax-free compensation paid to Veterans for an injury or illness that was incurred in or aggravated by military service, including medical and mental health conditions
- For assistance with submitting a claim for VA Disability Compensation, please contact your local Veteran Service Office by utilizing <https://benefits.va.gov/vso/index.asp>
- To file a disability claim, contact your local Veteran Service Officer (VSO)
 - VSO are employed by every county
 - You should never have to pay a fee to receive help filing a claim
- You can also schedule an appointment at your local VBA Regional Office through VERA <https://va.my.site.com/VAVERA/s/>

Eligibility for Healthcare (VHA)

- Eligibility for VA healthcare depends on the following factors:
 - Type of discharge (listed on the DD214)
 - Service-connected disability ratings
 - Receipt of a Purple Heart or being a former POW
 - Whether you are a combat Veteran who separated in the last ten years
 - Whether you are eligible for Medicaid
 - Whether your family is below the income threshold
 - Whether you served in Vietnam, Southwest Asia during the ether Gulf War, or Camp Lejeune during certain periods
- In most cases, family members and dependents are not eligible for VA healthcare
 - Check whether your dependents may be eligible under CHAMPVA: [CHAMPVA Eligibility - Community Care](#)
- For information on priority groups and copays please see www.va.gov/health-care/copay-rates or call your local VHA Business office

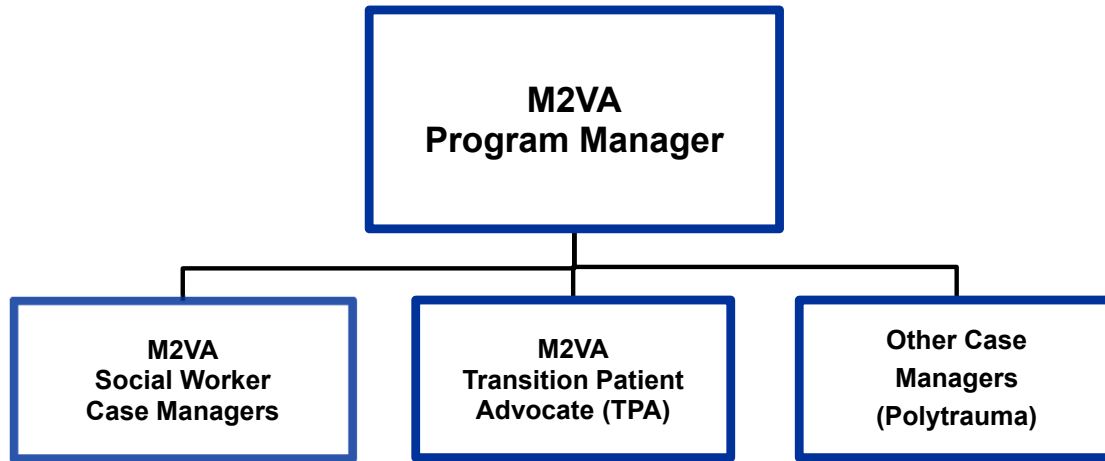
***There is never a cost for care related to Military Sexual Trauma (MST)

Application Process for Healthcare (VHA)

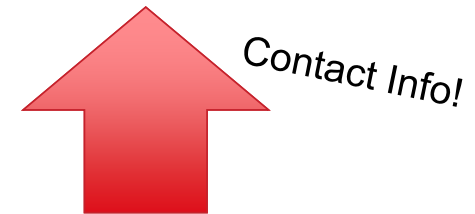
Three Ways to Enroll:

1. Apply in person
 - Fill out and submit VA Form 10-10EZ along with a copy of your DD-214 at your local VA Medical Center
2. Apply online
 - <https://www.va.gov/health-care/apply/application/introduction>
 - Call your local VA medical center and request a **PCP (Primary Care Provider)** appointment
3. Apply over the phone
 - 1-877-222-VETS (8387)
 - Call local VA medical center and request that PCP appointment

Post 9/11 Military2VA Case Management Program



- Tennessee Valley Healthcare System VA Medical Center
➤ TPA 629-259-0020
- Mountain Home (Johnson City) VA Medical Center
➤ TPA 423-926-1171 X 7951
- Memphis VA Medical Center
➤ TPA 901-455-9309 and 901-456-9584



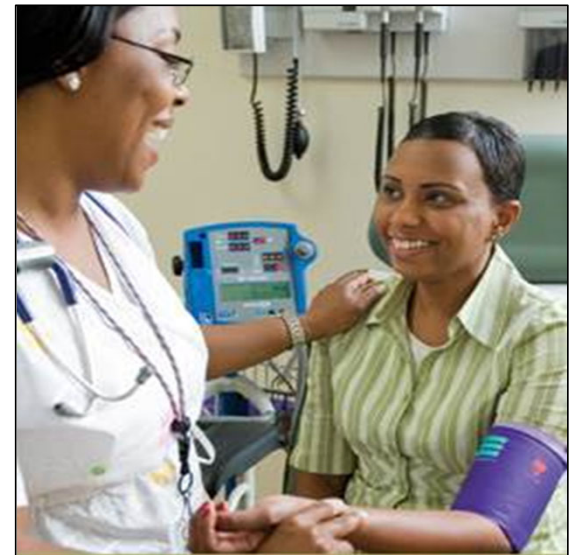
M2VA is a vital resource for transitioning service members and veterans. It provides specialized case management services to help them navigate the VA health care system and achieve their health and wellness goals.

VA Health Care Services (VHA)

VA ensures that all eligible Veterans have access to all the health care services necessary to promote, preserve and restore their health.

Services may include:

- Primary care
- Mental health care
- Preventive care
- Specialty care
- Care management
- Pharmacy
- Women's health care
- Geriatrics and palliative care
- Long term services & support
- LGBTQ support programs
- MST support programs
- Whole Health
- Care in the Community
- Caregiver support programs
- Chaplain services
- Polytrauma services



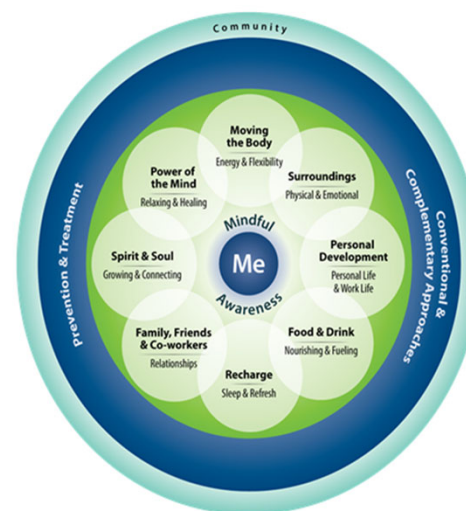
What is Whole Health at VHA?

Whole Health is VA's cutting-edge approach to care that support and empowers you to take charge of your health and well-being.

Available offerings through Health Partners and Health Coaches:

- Health Coaching
- Self-Care Strategies
- Values Based Behaviors
- Well-Being Programs
 - Acupuncture
 - Physical Therapy
 - Biofeedback
 - Clinical Hypnosis
 - Chiropractic Care
 - Recreation Therapy
 - Meditation
 - Guided Imagery
 - Tai Chi / Yoga

from
“What’s
the matter?”
to
“What matters?”



For more information please visit:
www.va.gov/wholehealth

*Please note that offerings vary across VA Healthcare Facilities

Mental Health Services

Common Conditions:

- Moral Injury
- PTSD- Post Traumatic Stress Disorder
- MST- Military Sexual Trauma
- Depression
- Anxiety
- Substance Use
- Thoughts of Suicide
- Grief
- SMI- Severe Mental Illness
 - Psychosis
 - Schizophrenia
 - Bipolar Disorder

Common Treatment Services:

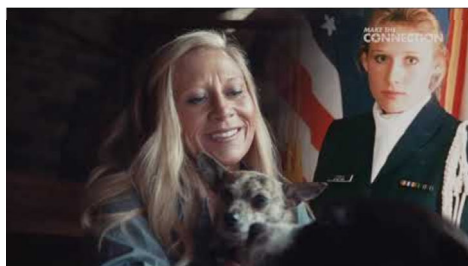
- Inpatient Care
- Outpatient Care
- Residential Rehabilitation Care
- Evidence Based Therapy
 - CBT (Cognitive Behavioral Therapy)
 - CPT (Cognitive Processing Therapy)
 - DBT (Dialectical Behavioral Therapy)
 - EMDR (Eye Movement Desensitization Reprocessing for PTSD)
 - MI (Motivational Interviewing)
 - PE (Prolonged Exposure Therapy)
 - SP (Safety Planning)
 - SST (Social Skills Training)
 - IBCT (Integrative Behavioral Couples Therapy)
 - *And more!*

What is Recovery at VHA?

VHA is committed to a **recovery-oriented approach** to mental health care. Recovery empowers the Veteran to take charge of his/her treatment and live a full and meaningful life. This approach focuses on the individual's strengths and gives respect, honor, and hope to our nation's heroes and their families.



Success Stories? Check out: <https://www.maketheconnection.net/>



Vet Centers

- Community-based counseling centers that provide a wide range of social and psychological services, including professional readjustment counseling.
 - Offer individual, group, couples, and family counseling
- Counselors and outreach staff, many of whom are Veterans themselves, are experienced and prepared to discuss the tragedies of war, loss, grief and transition after trauma.
- Contact your local Vet Center to learn about services they offer

Who is eligible?

- Any Veteran or active-duty Service Member who deployed in support of combat operations, their spouse and and those who have experienced MST

How to contact:

- <http://www.vetcenter.va.gov/>
- 1-877-WAR-VETS (927-8387) 24/7/365



Emergency or Crisis Services

Intimate Partner Violence Assistance Program

- Military experiences, such as deployment, mental health concerns, traumatic brain injury, substance use, and transition to civilian life, can have a significant impact on relationships.

- IPVAP helps Veterans and their families who are impacted by physical, emotional, and sexual violence regardless of whether it has happened once or many times.

National Hotline at 800-799-7233
TN State Hotline at 800-356-6767

Veteran Crisis Line

*24-hour: Call 988, press 1

- Text 838255

- Chat online at [Veteranscrisisline.net](https://veteranscrisisline.net)

VA Emergency Department Finder

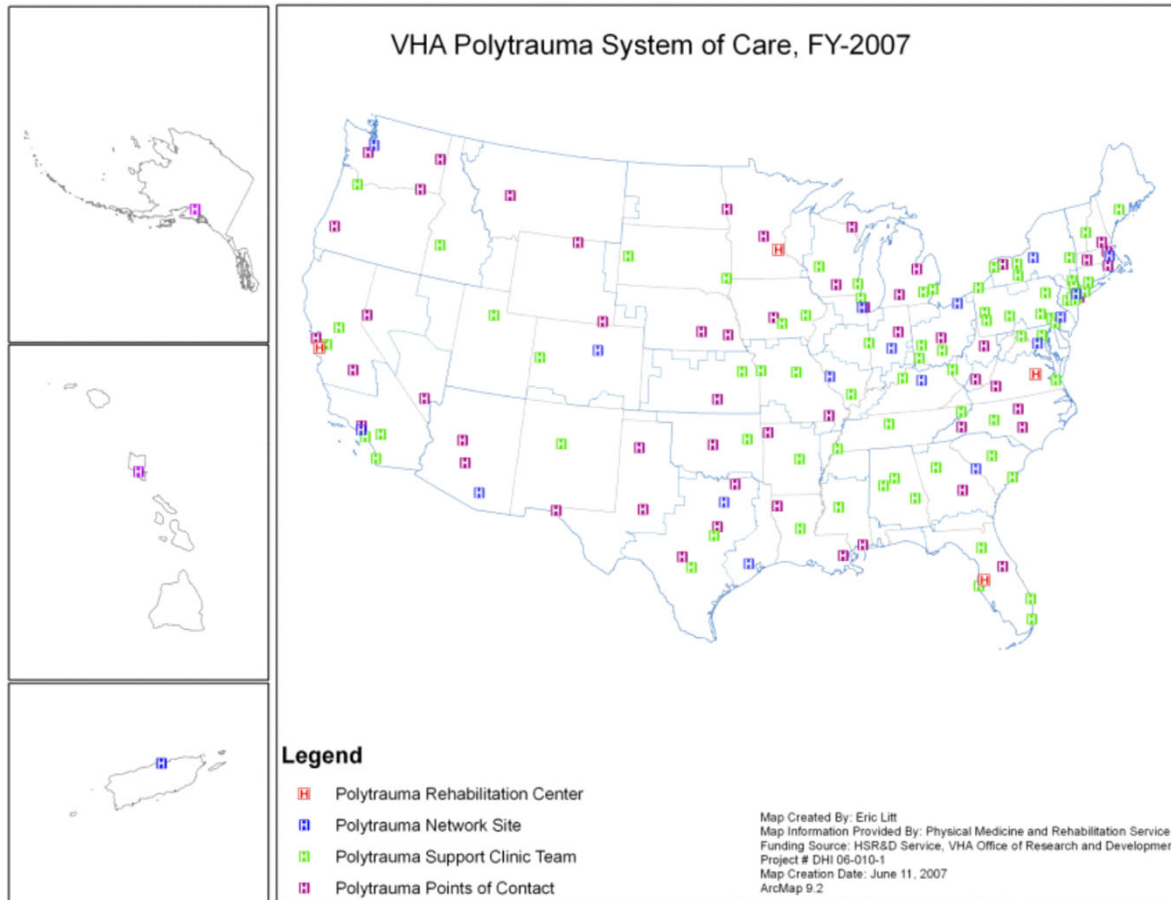
<https://www.va.gov/find-locations/>

Homeless Veterans Hotline: 1-877-424-3838

Caregiver Support Program

- [VA Caregiver Support Program Home](#) **855-260-3274**
 - 2 Programs, find information and how to apply
 - [Program of General Caregiver Support Services \(PGCSS\)](#)
 - [Program of Comprehensive Assistance for Family Caregivers \(PCAFC\)](#)
- **TVHS Caregiver Program:** [Caregiver Support | VA Tennessee Valley Health Care | Veterans Affairs](#)
- If you are a caregiver for a Veteran, you can get support by contacting a VA Tennessee Valley caregiver support coordinator.
 - Getting caregiver assistance available through VA
 - Matching you with services and benefits
 - Connecting you with local resources and programs
- **National VA Caregiver Support Line: 855-260-3274**
 - The Caregiver Support Line is available if you need support outside of the Tennessee Valley region, have questions about caregiver support services nationwide, or just need someone to listen

VHA Polytrauma System of Care



Polytrauma refers to multiple injuries sustained in the same incident, often life-threatening and affecting multiple body parts and organ systems.

The PSC is designed to provide comprehensive, interdisciplinary care and support for veterans and service members with polytrauma and traumatic brain injury (TBI).

****Referrals to a PSC team go through a consult entered by the veteran's Primary Care Provider**

Tennessee Valley Health Care System

- **Alvin C. York Veterans' Administration Medical Center**

- 3400 Lebanon Pike Murfreesboro, TN 37129-1237
- **Main phone:** 615-867-6000



- **Nashville VA Medical Center**

- 1310 24th Avenue South Nashville, TN 37212-2637
- **Main phone:** 615-327-4751



- 21 Clinics attached to TVHS, across 2 states; TN & KY
- Other 2 VAMCs located in Tennessee; Memphis & Johnson City

Questions



“The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional to how they perceive the Veterans of earlier wars were treated and appreciated by their nation.”

-George Washington