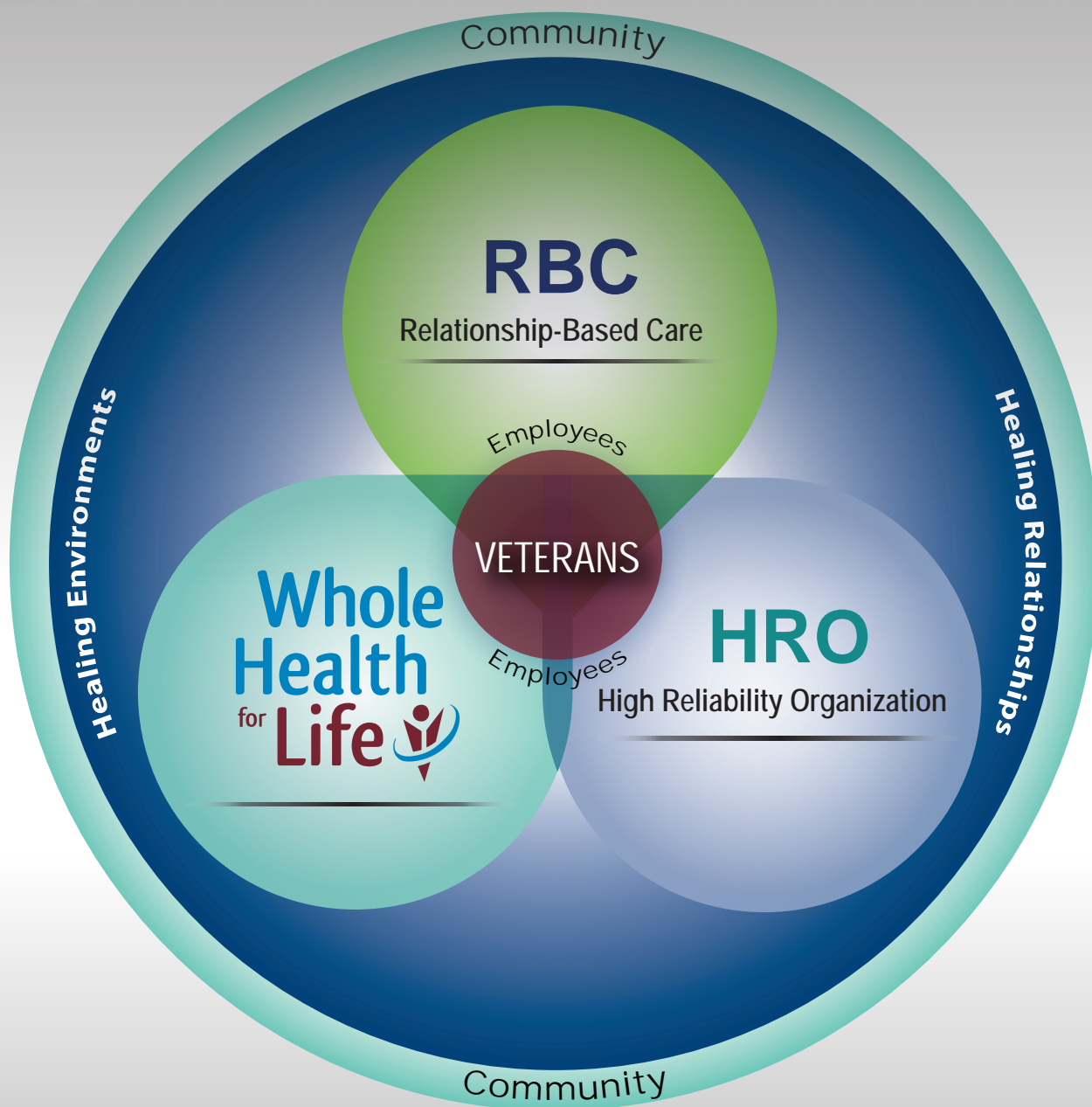




# Choose **VA**

Corporal Michael J. Crescenz VA Medical Center Veteran Newsletter





**VA**

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

Veterans Health Administration  
Corporal Michael J. Crescenzo VA Medical Center

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[twitter.com/PhiladelphiaVAMC](https://twitter.com/PhiladelphiaVAMC)





John Kelly, MD, MBA, FACP  
Chief of Staff

# High Reliability Organization

The Veterans Health Administration (VHA) and the Corporal Michael J. Crescenz VA Medical Center (CMCVAMC) are on the journey to high reliability. As Chief of Staff, I want Veterans to know that we are committed to becoming a high reliability organization (HRO) which means we provide safe health care while eliminating all harm caused by medical errors.). An HRO works through the foundational principles of high quality process improvement to prevent harm to patients and employees.. Our journey to becoming an HRO not only encompasses the CMCVAMC but our entire healthcare system as well. Our first step on this journey is through leadership commitment. As leaders of the CMCVAMC we must reflect on our goals, vision, and actions to ensure that they continue to emphasize safety and organizational reliability. This, while seemingly simple, is one of the critical principles to the success of an HRO; Veterans, staff, and colleagues must know that we are committed to safety and reliability at our core.

We will work together to build on our foundational culture of safety. An organization's value system must be built on high-quality safety practices across all levels. This defining safety-based value system will demonstrate our true organizational commitment to HRO. Veterans, staff and employees need to feel empowered to speak up if something they witness is not right. If we desire to make our healthcare system as safe as possible, we all must report mistakes and feel confident that those reports will not result in punitive actions The journey to become a HRO will be a continuous process improvement cycle that we embrace and embark upon knowing that we will create a better organization and only improve on the high-quality services we have been entrusted to provide to our Veterans.

We will continue to learn and improve as individuals, as an organization, and a healthcare system. Please know that the CMCVAMC is always working to improve our overall operations and most importantly the safe and high-quality care we deliver to you. It will always remain a privilege to be able to serve those who served.

## These seven values will drive the daily decisions at the CMCVAMC

- It's about the Veteran
- Support a Safety Culture
- Commit to Zero Harm
- Learn, Inquire & Improve
- Embrace a Duty to Speak Up
- Have Respect for People
- Ensure Clear Communications

# Enhanced VA Options Under the MISSION Act:

## IMPORTANT INFORMATION FOR VETERANS

### This Covers Six Topics

#### 1 HEALTH CARE ELIGIBILITY

VA provides a comprehensive medical benefits package to all Veterans who are enrolled through an annual patient enrollment system that categorizes Veterans based on different priority groups. Eligible Veterans can use VA health care services nationwide, including through mobile health clinics that serve rural areas and via telehealth (care through a phone or computer) in your home or on the go.

#### 2 COMMUNITY CARE ELIGIBILITY

You may be able to receive care from a provider in your local community if you meet specific criteria. Generally, Veterans must be enrolled with VA to receive care, although some Veterans are not required to enroll to receive care. Eligibility further depends upon your individual health care needs or circumstances. It is important to remember that under the Veterans Community Care Program, in most instances VA must authorize your care before you receive it.

Under the MISSION Act, there are six different eligibility criteria for community care. Meeting any one of these criteria for the specific care you need means you are eligible to elect to receive that care either through direct VA care or a community provider in VA's network:

- ▶ The specific care you need is not provided by VA at any facility
- ▶ You reside in a U.S. state (AK, HI, or NH) or territory (Guam, American Samoa, Northern Mariana Islands, or U.S. Virgin Islands) that does not have a full-service VA medical facility
- ▶ "Grandfathered" eligibility based on residence and the 40-mile eligibility criterion from the Choice program
- ▶ The specific care you need is not available within designated access standards
- ▶ You and your referring clinician decide it is in your best medical interest to receive the specific care you need in the community
- ▶ VA has designated the VA medical service line delivering the specific care you need as not providing care that complies with VA's standards for quality



#### 3 URGENT/WALK-IN CARE

VA will offer an urgent/walk-in care benefit for minor injuries and illnesses, such as pink eye or ear infections. To be covered by this benefit, you must be enrolled in the VA health care system and have received care from VA within the 24 months prior to seeking this care to be eligible for this benefit. Eligible Veterans can seek this care from an urgent care facility or walk-in retail health clinic that is part of VA's community provider network, but not all urgent care facilities or walk-in retail health clinics are in VA's network. VA will provide additional information on this benefit.

#### 4 COPAYMENTS AND INSURANCE

Like other health care providers, VA may charge a copayment for health care. The copayment amount may be based on your enrollment priority group, the type of health care service you receive, and your financial situation. If a VA copayment applies, you are responsible for that amount whether your care is furnished directly by VA or through a community provider.

VA may bill your health insurance for medical care, supplies, and prescriptions. As a result of the MISSION Act, VA no longer requires your permission to bill your health insurance carrier for health care related to a sensitive diagnosis. If you would like to submit a request to restrict this process, please contact your local VA facility's privacy officer.

If you have other forms of health care coverage (such as Medicare, Medicaid, TRICARE, Indian Health Service, and tribal health), you can use VA health care benefits along with these plans.

To learn more, contact your local VA medical center or visit [www.missionact.VA.gov](http://www.missionact.VA.gov) and click:

- ▶ VA Health Care and Other Insurance
- ▶ Indian Health Service/Tribal Health Program (IHS/THP)

#### 5 ACCESS STANDARDS AND STANDARDS FOR QUALITY

VA is establishing designated access standards based on the type of care you need, how long you have to wait to receive that care, and your average driving time to receive that care. We are also establishing standards for quality that focus on domains such as timely care, effective care, safe care, and Veteran-centered care. Within each of these domains are specific quality measures. VA is applying both access standards and standards for quality of care it furnishes in VA facilities and is working to ensure quality of care in the community also meets applicable standards. As VA continues to develop and refine these standards, we will provide additional information.

#### 6 COMPLAINT AND APPEALS PROCESS

VA is committed to delivering an excellent care experience every time. We know that concerns arise, and we're here for you. Patient advocates at your facility can assist with almost any problem you may experience. VA has different processes for clinical and non-clinical appeals, and the patient advocate can ensure your concern is handled appropriately.





# CHERP

CENTER FOR HEALTH EQUITY  
RESEARCH AND PROMOTION

VA HSR&D CENTER OF INNOVATION

## Participating in research is important

**Research is the backbone of medical innovation. Here at the VA's Center for Health Equity Research and Promotion, our Veterans Community Advisory Board is working to bridge the gaps between our medical study needs, our researchers, and you the patient....**

### VA Research

VA Research is unique because it focuses on health issues that affect Veterans. Nested within the Veterans Health Administration the nation's largest health care system, VA Research is viewed by many experts as a model for rigorous, impactful research.

From developing new drugs and prosthetic devices to studying the delivery of health care, VA researchers across the nation address a wide range of issues that affects the daily lives of Veterans and their families.

The groundbreaking achievements of VA investigators, most of whom also provide direct patient care to Veterans, have resulted in three Nobel prizes, seven Lasker awards, and many other distinctions within the medical and scientific communities.

*"It was a great relief to share some of those things. I thought it would be hard, but, no, it has actually been a relief. I think it was helpful. And it makes me think about seeking more help"*

*-Research Participant*

### About the CHERP Veterans Community Advisory Board

The Corporal Michael J. Crescenz VA Medical Center CHERP Veterans Community Advisory Board (VCAB) was formed in May 2017 to advance Veteran perspectives and engagement in VA Research. Through influencing the design of VA Research studies, the CHERP VCAB seeks to improve the design of patient-relevant research, increase uptake of research into practice, build Veteran support for research, and restore trust in VA.

### Some of the things we do:

- Offer Veteran perspectives, preferences and priorities about care experiences at the VA
- Strategize to make research Veteran-centered
- Compose letters of support for Veteran-focused projects
- Provide advice for recruitment and study info materials, and identification of research partners
- Assist with dissemination to the Veteran community.

The Board is designed to represent the vulnerable communities central to CHERP's health equity research mission (e.g. Veterans from ethnic minorities, LGBTQ+ Veterans, Women Veterans, Homeless Veterans, Veterans with stigmatizing social, mental and physical conditions, etc.)

**How do I get involved?** <https://www.cherp.research.va.gov/www.prefresearch.org>



## Approach to Chronic Pain

### What is Whole Health?

Whole Health is an approach to health care that empowers and equips people to take charge of their health and well-being, and to live their life to the fullest. The Whole Health approach partners with Veterans to improve their whole health, which is particularly critical when dealing with complex issues such as pain. Our focus is to empower you to create a personal health plan, equip you with skills to manage chronic pain, and provide more intensive and integrated treatment when needed.

### What is Behavioral Pain Management?

A service that offers both individual and group treatments for Veterans with chronic stable pain conditions. Medical interventions, while helpful for many, do not always address the whole issue of chronic pain. Chronic pain is complex and addressing it from only one perspective is not the most effective treatment. The other part of managing chronic pain is something called behavioral pain management. These are a set of skills that patients can learn to use day to day to reduce the negative impact of chronic pain.

## EMPOWER: Beginners Classes

### Whole Health Education for Chronic Pain

This drop-in course empowers you with education around active chronic pain management, provides a foundation for our other classes, and helps you identify what matters to you. At the end of this class, with the assistance of the facilitator, you will create a plan for moving forward with your health and chronic pain management goals.

*Time: Thursdays 1-3pm*

*Location: Module A Conference Room*

*Contact Behavioral Pain Management for start date*

### Intro to Gentle Yoga

Restorative, alignment-based hatha yoga movements, specifically designed to foster a healthy back and help decrease fear of movement.

*Time: Tuesdays 12:30 -1:30pm*

### Tai Chi with Marcus

Balance, strength, flexibility, mobility and stress reduction. Discover what is known as the supreme ultimate martial art as you find balance and harmony, physically and mentally, through the practice of Tai Chi.

*Time: Mondays 11:30am – 1:00pm*

*Location: Multipurpose Room, 3rd floor*







## **EQUIP: Intermediate Classes**

### **Cognitive Behavioral Therapy for Chronic Pain**

An evidence-based treatment designed to help improve your overall functioning and quality of life by learning effective skills for managing chronic pain. CBT-CP focuses on your thoughts, feelings, and expectations about chronic pain and how these may stand in the way of managing it. CBT-CP helps you learn specific actions to respond to pain in more adaptive ways.

### **Biofeedback Class**

An 8-week class for Veterans who want to learn how to improve their physical and emotional health, especially for chronic physical pain, muscle tension or migraine headaches, high blood pressure, anxiety, and stress management. Biofeedback involves the use of electronic monitoring to help people self-regulate and improve control of their nervous system. Biofeedback training allows Veterans to become more aware of what is happening inside their body to gain more control over their emotional and physiological responses to stress.



### **Mindfulness-Oriented Recovery Enhancement for Chronic Pain**

An 8-week group for Veterans who have been using prescription opioids, alcohol, or marijuana to cope with chronic pain. Group members will learn skills and tools to cope with and reduce pain and stress.

### **Rehab Skills for Chronic Pain (RSCP) -**

Led by a physical and occupational therapist, this drop-in class focuses on active skills for the self-management of chronic pain. This is a 4-week class that will focus on learning and enhancing pain management. Feel free to attend 1 week or all 4.

*Time: Thursdays, 10:30 – 12 pm*

*Location: 2nd Floor, Physical Rehab Waiting Area*

# Cancer Strikes Veterans Too!

## But It Is No Longer a Death Sentence

by H. James Hulton III

Cancer is a dreaded disease. The five most frequently diagnosed cancers among VA cancer patients are prostate, lung and bronchial, colorectal, urinary and bladder cancers, and skin melanomas. In Philadelphia, PA, the VA's Corporal Michael J. Cresencz Medical Center (CMCVAMC) is certainly well established in the high-quality treatment care of most types of cancer in its Radiation/Oncology Treatment Department. About 350 Veteran cancer patients per year are treated by this department through its radiation therapy (RT) services.

About 11 years ago, this institution faced a firestorm of criticism in the Philadelphia Inquirer about long patient wait times for all types of medical procedures and appointments to even get treated. Since this time, the CMCVAMC, and VA institutions nationwide, have worked feverishly to fix these systemic shortcomings. Veterans and Americans need to know that, today, the quality of VA care exceeds non-VA care. What's more, the VA patients are more likely than patients with other types of insurance to receive cancer treatments according to current guidelines supported by the most recent scientific research. The CMCVAMC is in step with this process through its well-established partnership with the nearby University of Pennsylvania Medical Center.

Nationally, Veterans are more likely than individuals covered by Medicaid or private insurance to receive appropriate treatment and clinical quality-of-care once they are diagnosed with cancerous diseases. VA patients experience overall disease prognosis and treatment outcomes comparable or superior to those with other patient types of private insurance, Medicaid or Medicare. Certainly, the CMCVAMC Radiation/Oncology Department strives to keep in step with

these national norms and provides very high-quality customer care with every Veteran patient contact.

In my own personal experience with prostate cancer, I was given a biopsy and diagnosed with this disease early summer 2018. The diagnosis was critically important enough that I had to postpone arthritic hip surgery I was about to have in July 2018. Over the next several weeks I had conversations with RT doctors affiliated with the University of Pennsylvania Medical Center and given preparatory medication to get me ready for recommended radiation treatments. At this time, I had to come to grips with the fact that I was afflicted with cancer and had to have something done about it. I was in disbelief because most of my life I was a good athlete until my middle 50's. This was a real struggle for me. So, I had to accept the diagnosis and move on with it.

In the CMCVAMC RT department, I was treated with dignity and respect at the highest level. I was not in favor of receiving this radiation treatment in the first place due to my own personal beliefs, perhaps some denial. I explored facts about other kinds of treatments. It was not an easy decision to go ahead with radiation therapy treatment. However, through informative discussions with Dr. Andrew Minn, the attending physician in the RT Department, and some of his associates, I decided to proceed with their recommended 28 radiation treatments program because of the type of prostate cancer I had. My treatments began on November 29, 2018 and ended on January 9, 2019.

During this time, I had to travel to the CMCVAMC every



week day from my home in North Wales, PA, a distance of 35 miles one way. I had to adjust my body to drinking a certain amount of water to fill my bladder just before treatment time, and make sure my bowels were emptied out as well. That certainly was a big adjustment and challenging to put in motion. After some time, I became used to the process, but occasionally there were times when I did not have enough water in my bladder and had to wait in the department waiting room until I did have enough.

Additionally, the women who work in the Transport Department on the main floor providing wheelchair service came to know and recognize me upon my arrival at the VA. They welcomed me, signed me in (they knew me by name and didn't even ask me for that anymore), promptly transported me to the RT Department and signed me in. I did not have to sign myself in there either. They did it for me! Such great service!

While in the RT department waiting room, I met quite a few other Veterans going through the same process as I. Some, however, were scheduled for more treatments, 44, as opposed to my 28. Their conditions seemed to be far worse than mine. Their PSA (Prostate Specific Antigen) readings were higher than mine, in some cases significantly higher. I felt somewhat relieved that, if they could survive their cancer condition and treatments, I could survive mine. Even though the other Veterans were complete strangers to me, there seemed to be a bond that developed as we kept on meeting in the waiting room for our scheduled turn at subsequent radiation treatments. It didn't take long because most of us came from the similar Vietnam Era timeframe and each of us were proud Veterans having served our country honorably.

### **Nobody truly knows a Veteran like another Veteran!**

The Radiation Technicians in the therapy room were also great to get to know during this treatment process. Throughout the entire time, I developed the feeling that I was going to miss those people once my treatments ended, but not the process of having to come into the CMCVAMC every week day to get my treatments during the middle of the day. The technicians also seemed to have extensive working experience performing the treatments and knew what they were doing to handle all us Veterans, one at a time. Two such technicians were Paul T. and Beth M. When asked about their service to Veterans and how they benefitted them over a period of years, Paul indicated, "I have served more than two thousand Veterans over ten years, and I feel that I can get a good rapport with our Veterans and help them relax during

a tough time in their lives. No one ever came here just to bother us with their cancer. We have a good team, and we take good care of them. I hope I can continue doing this until I retire." Beth noted that, "I have been here almost eleven years and have seen over 2200 Veterans. Serving them is an honor for me, being patriotic, and it is very rewarding. We see them coming back year after year for their follow-ups. When they come here initially, they are fearful and don't know what to expect. We make them feel at ease, make them feel like family. This may sound strange, but they do enjoy coming here. It's a great job!"

### **The Bravery Bell**

At the close of their treatment sessions, Veterans get to ring the Bravery Bell in a room adjacent to the Waiting Room. For me, it was a significant event because I had completed a life-changing process in an effort to heal and cure me of my prostate cancer. Many Veterans before me rang this bell, and many after me will do the same. Like other Veterans, I also received a "Graduation Certificate" from the Veterans Health Administration proclaiming my accomplishment.

**While I was ringing the Bravery Bell, I recited the following passage:**

***"For Whom the Bell Tolls:***

***It tolls for all the Veterans who have passed through the Philadelphia VA Radiation/Oncology Department and received such wonderful service to have their lives saved;***

***It tolls for all the Veterans who are coming through the Philadelphia VA Radiation/Oncology Department today and all the future tomorrows to get this great service;***

***And it tolls for ME, a grateful Veteran!"***



# VEText

## Text Message Appointment Reminders & Cancellation System

**Forgot to mark your next appointment on your calendar?**

With text message appointment reminders, never miss an appointment again!

### Something came up?

Automatically cancel your appointment through the text message system.

### What is it?

An automated, interactive text message system to remind Veterans of upcoming VA appointments and allows responses for confirmation and cancellation in response to the reminder.

### Why?

Proven to decrease No Show rates and missed opportunities:

- Reminds Veterans of appointments (currently with date and time).
- Allows Veterans a convenient cancellation option, if desired.
- Allows a download of appointment reminder to a calendar file.

### What can I do to help?

Ask Veterans to update or provide an active cell phone number during phone and face-to-face interactions  
Tell Veterans we will start to offer this exciting service automatically; no need to opt-in.

No cell phone? No problem -- VEText does not replace other methods of appointment notification; It simply enhances the experience.

Learn more about this cutting-edge initiative by calling (215) 823-5800 ext: 5660, or to see a sample message on your cell phone: Text "Demo" to (909) 245-9443.



## SUICIDE RISK ASSESSMENT GUIDE

**You can save a life. It's your call.**

4 steps to assessing suicide risk among Veterans.

- **LOOK** for the warning signs
- **ASSESS** for risk and protective factors
- **ASK** the questions
- **RESPOND** in the appropriate way

All patients who present with positive depression screens, history of mental health diagnosis, or any of the warning signs listed should be further assessed for suicide risk.

**Confidential help is available for  
Veterans and their families and friends.**

**Veterans  
Crisis Line**

**1-800-273-8255 PRESS 1**



U.S. Department  
of Veterans Affairs

Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net)



# TW

## *Transitional Work*

### What is TW

Compensated Work Therapy/Transitional Work Experience (CWT/TW) Programs provide rehabilitation for Veterans through a combination of work experience and therapy. The program is provided at no cost to the Veteran and prepares those interested in obtaining employment by providing a supportive team and necessary resources to aid in the transition back into the workforce.

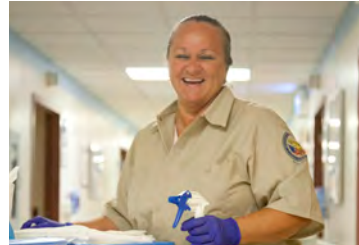
The TW program is a six month tenure in which each Veteran will be compensated with a small stipend.

### Program Design

Within the CWT/TW Program participants have an opportunity to practice and acquire workplace skills needed in competitive employment. CWT/TW functions like a “real” job, supervised by a work site supervisor, allowing for the Veterans to identify and address work related challenges, and places the same job expectations and demands on the Veteran that are experienced by non-CWT workers in the workplace.

### How to Participate

- Veterans must be assigned and actively engaged in Mental Health Services, ARU or OTP.
- Be physically cleared to participate in the program by their Primary Care Provider.
- Receive consult from their Behavioral Health provider.



### Services Provided in TW

- Job Club - Held monthly/participation is mandatory
- Employment Computer Lab - Held weekly
- Employment Readiness Groups
- Problem Solving Group

### CWT/TW Position Locations:

- Warehouse
- Chaplain Services
- Facilities Management
- Housekeeping
- Nutrition and Food Services
- Sterile Processing Services
- Supply Processing and Distribution (Logistics)
- Rehabilitation Physical Therapy
- National Cemetery Administration
- National Archives Records Administration

### How do I apply?

If interested in participating in TW, please see your Behavioral Health Provider for additional information. Or attend the Information Group in 7A138, from Noon - 1 p.m. on any Wednesday.

**Shanice Porter, MSW**  
[shanice.porter@va.gov](mailto:shanice.porter@va.gov)

**Vocational Rehabilitation Specialist, TW**  
**Phone (215) 823-5800 ext. 5944**

# Community Care Network (CCN)

## Region 1 Overview

*The Department of Veterans Affairs (VA) is committed to providing you, with the right care at the right time from the right provider. In an effort to streamline VA's community care programs, President Donald Trump signed the VA MISSION Act into legislation on June 6, 2018, providing more choices and robust care coordination for Veterans using one consolidated program instead of multiple programs.*

*The Community Care Network (CCN) is made up of a group of highly qualified licensed community healthcare providers working in collaboration with VA providers to ensure you continue to receive the healthcare services you need, in the event that you are not able to receive care at a VA Medical Center (VAMC).*



*On December 28, 2019, VA announced a new partnership with Optum Public Sector Solutions, Inc. (Optum), part of United-Health Group, Inc., to manage CCN region 1. Optum brings years of experience successfully delivering services to beneficiaries associated with federal and state agencies.*

### 1. How will CCN affect Veterans?

The new CCN will allow VA to directly manage the Veteran touch points instead of third-party administrators. VA will directly schedule community care appointments for Veterans through the local facility, with support from Optum as needed. Veterans will be able to schedule their own appointment with support from local VA staff. Veterans can also opt to self-schedule with a network of providers. Many concerns such as quality, timeliness of payments, and network performance are also addressed by the new contract requirements in how CCN will be administered by Optum.

### 2. What healthcare services will CCN include?

Optum will work closely with VA physicians and practitioners to provide medical, surgical, Complementary and Integrative Health Services (CIHS), and dental services to Veterans who are unable to receive care at a local VAMC. Durable Medical Equipment (DME) and pharmacy will be provided for urgent and emergent needs. CCN expands coverage for additional services to include, dialysis, comprehensive rehabilitation, residential care, home health care, hospice care, dental, immunizations, and long term acute care. Under CCN, VA will also cover complementary and integrative health services (CIHS) benefits in the areas of bio feedback, hypnotherapy, massage therapy, Native American healing, relaxation techniques, and Tai Chi.

### 3. Is CCN a way for VA to privatize my healthcare?

No, there is not an effort underway to privatize VA. However, we recognize that the health care landscape is constantly changing, and VA's unique population and broad geographic demands will continue to require

partnerships with community providers to continue our long-standing tradition of offering community care programs.

### 4. Will I know which providers are participating in CCN?

Following the start of healthcare delivery, Optum's website, [www.vacommunitycare.com](http://www.vacommunitycare.com), will include a VA master provider directory.

### 5. Will CCN have eligibility requirements similar to the Veterans Choice Program?

CCN is not a program with eligibility requirements like the Veterans Choice Program (VCP). CCN is the contract vehicle VA uses to buy care for Veterans in the community. Starting in the summer of 2019, VA will determine Veteran eligibility under CCN based on the MISSION Act eligibility requirements. Optum will be required to confirm eligibility as part of the new contract.

### 6. Will VA still have to officially authorize the care I receive through a community provider?

Yes, usually. Regardless of which eligibility standard you meet, community care must be formally authorized in advance by VA before you can make an appointment and receive care from a community provider. This means that your community provider must have an official authorization from VA before they can provide you with care. The authorization is important because it allows VA to pay for the care. Without the authorization, by law, VA cannot pay the charges and fees for the care. Some exceptions to this requirement include the new urgent care benefit and emergency medical care.



**7. What happens if a referral is needed for additional healthcare services?**

Under CCN, community providers will submit a referral request directly to VA when you require care beyond what is included on the original referral.

**8. I am receiving community care right now, and I like the clinician who is taking care of me. With these changes, will I still be able to see my clinician?**

You may be able to continue to see your clinician so long as (1) you remain eligible for community care for that particular care, (2) VA continues to authorize community care for you, (3) your community provider continues to be part of VA's community care network of providers, and (4) your community provider provides high-quality care.

**9. Will Optum handle customer service for Veterans?**

No, CCN will allow VA staff to directly manage Veteran touchpoints for customer service while Optum will support community provider and VA inquiries.

**10. Who will schedule appointments with community care providers?**

Under the new CCN, VA staff will refer Veterans directly to community providers and will directly schedule community care appointments for Veterans through the local VAMC. Veterans can also choose to schedule their own appointment with support from local VA staff.

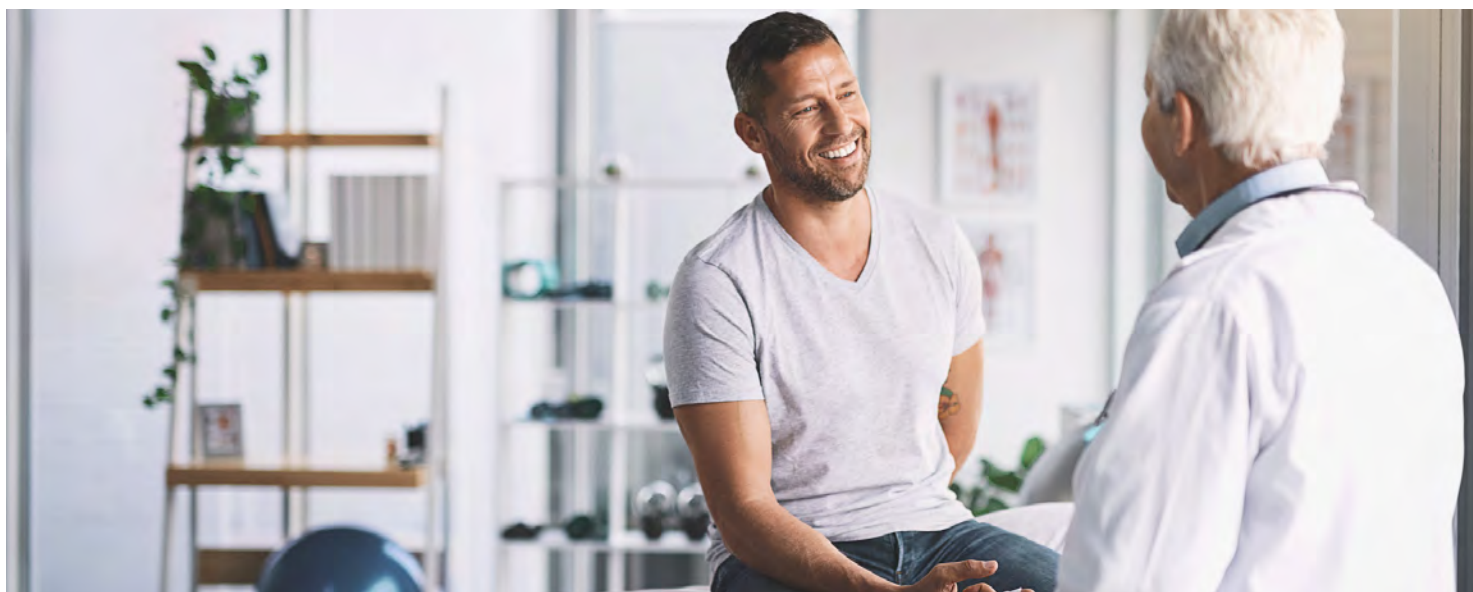
**11. When will CCN be fully implemented?**

Optum is required to initiate start of healthcare delivery at two sites in region 1 in the summer of 2019, and full healthcare delivery throughout the entire region by the end of 2019. Optum and VA have selected Philadelphia, Pennsylvania as the urban site for start of healthcare delivery and White River Junction, Vermont as the rural site.

**12. Where can I find more information about CCN?**

At this time, additional information can be found at [www.va.gov/communitycare](http://www.va.gov/communitycare). Following the start of healthcare delivery, additional information will be available through the VA and Optum.

- VA is developing the Community Care Contact Center (C4) which will provide you, beneficiaries, VA employees and the public with a singular point of contact to assist with questions related to VA community care. All Veterans will be able to call this number, (877) 881-7618, to be connected with a customer service representative. Please note, this service is not currently available, but will begin by the start of healthcare delivery.
- Optum will provide a patient portal that allows you to view all of your explanation of benefits, access to the VA Master Provider directory, eligibility and enrollment, referrals, prior authorizations, medical administrative management, claims, information on the appeals and grievance processes. This portal will become available shortly after the start of healthcare delivery. When the portal is open, you will be able to access it by [visiting \[www.vacomcommunitycare.com\]\(http://visiting.vacomcommunitycare.com\)](http://visiting.vacomcommunitycare.com).



# CAMP LEJEUNE HEALTH *and* DISABILITY BENEFITS

Benefits for Camp Lejeune Veterans and family members include health care for 15 conditions listed in the Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012.

Veterans can receive disability and health care benefits for eight presumptive disease conditions associated with contaminants in the water at Camp Lejeune.

## HEALTH

Health care and health care funding assistance to Veterans and family members who lived on Camp Lejeune and have one of the covered conditions.

### Qualifying health conditions include:

- Bladder cancer
- Breast cancer
- Esophageal cancer
- Female infertility
- Hepatic steatosis
- Kidney cancer
- Leukemia
- Lung cancer
- Miscarriage
- Multiple myeloma
- Myelodysplastic syndromes
- Neurobehavioral effects
- Non-Hodgkin's lymphoma
- Renal toxicity
- Scleroderma

## FOR INFORMATION

**VA Health Care 1-877-222-8387**

**VA Benefits 1-800-827-1000**

**CL Family Health Care 1-866-372-1144**

**[www.va.gov/healthbenefits/apply/](http://www.va.gov/healthbenefits/apply/)**

**[https://explore.va.gov/  
disability-compensation](https://explore.va.gov/disability-compensation)**

**[www.clfamilymembers.fsc.va.gov/](http://www.clfamilymembers.fsc.va.gov/)**

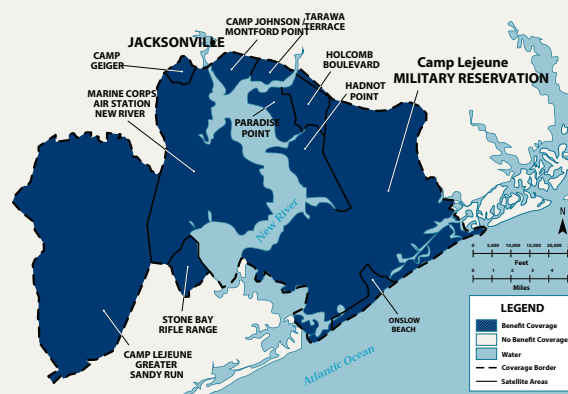
## DISABILITY

The presumption applies to active duty, reserve, and National Guard members exposed to contaminants in the water supply at Camp Lejeune who later developed one or more of the following eight conditions:

- Adult leukemia
- Aplastic anemia and other myelodysplastic syndromes
- Bladder cancer
- Kidney cancer
- Liver cancer
- Multiple myeloma
- Non-Hodgkin's lymphoma
- Parkinson's disease

**Family members are not eligible for disability benefits.**

## CAMP LEJEUNE DISABILITY BENEFIT COVERAGE AREA



## ELIGIBILITY REQUIREMENTS

Stationed at/lived on Camp Lejeune for at least 30 days between August 1, 1953 and December 31, 1987.



U.S. Department  
of Veterans Affairs





# VETERANS:

**Choose VA and be a part of your health care team by providing current and correct information.**

PLEASE review and update your home address, telephone contact information, insurance information and email address. We need to know how to contact you, where to send your medications, and how to bill your insurance company to provide you with the best care.

**You can update your information in any of these convenient ways:**

- Directly on the kiosks
- By speaking with the clerk at the outpatient clinics
- At the Enrollment/Eligibility desks
- When you call the Call Center (215-823-4014) to schedule an appointment
- Through [My HealthVet](#) follow the instructions on how to send a secure message to request an update to demographic information

Billing private insurance companies for non-service connected care helps VA control costs and that benefits ALL Veterans.

Veterans, when you check in for your appointments, PLEASE review and update your home address, telephone contact information, insurance information and email address.

WHY is this information important? Updated contact information is important so we know how to contact you, where to send your medication, where to send beneficiary travel checks, and for any other reason in case we need to reach out to you.

VA asks you to provide insurance information so we can bill your insurance provider for any care, supplies or medicines we provide to treat non-service connected conditions. By law we do not bill Medicare or Medicaid, but we may bill Medicare supplemental health insurance for covered services.

How does it help me to give VA my health insurance information? Funds received from your private health insurer for non-service connected care will be used to offset part—or all—of your VA copayment.

Also, your private insurer may apply your VA health care charges toward your annual deductible (the amount of money you pay toward your care each year before your insurance starts paying for care).





Choose **VA**



**VA**

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

Veterans Health Administration  
*Corporal Michael J. Crescenzo VA Medical Center*

**3900 Woodland Avenue  
Philadelphia PA 19104  
(215) 823-5800  
(800) 949-1001**

Burlington County VA Outpatient Clinic  
3000 Lincoln Drive East, Suite E  
Marlton, NJ 08053  
(844) 441-5499

West Philadelphia VA Outpatient Clinic  
6232 Market Street, Suite 100  
Philadelphia, PA 19139-2922  
(215) 222-7540

Camden VA Outpatient Clinic  
300 South Broadway, Suite 103  
Camden, NJ 08104  
(877) 232-5240

Gloucester County VA Outpatient Clinic  
211 County House Road  
Sewell, NJ 08080-2525  
(877) 823-5230

Victor J. Saracini VA Outpatient Clinic  
433 Caredean Dr.  
Horsham, PA 19044  
(215) 823-6050



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