

## IMPORTANT INFORMATION TO CLIP AND SAVE

### Appointment Scheduling Center

(800) 461-8262, press 2

### Nurse Call Center

(800) 461-8262, press 3

### Veterans Crisis Line

(800) 273-8255 (Press 1)

### Community Based Outpatient Clinics

#### DELAWARE

##### Kent County CBOC

1198 S. Governors Ave., Ste. 201

Dover, DE 19901

##### Sussex County CBOC

21748 Roth Avenue

Georgetown, DE 19947

#### Get registered to use MyHealtheVet

[www.myhealth.va.gov](http://www.myhealth.va.gov)

### Community Based Outpatient Clinics

#### NEW JERSEY

##### Atlantic County CBOC

1909 New Rd., Northfield, NJ 08225

##### Cape May County CBOC

1 Monroe Ave., Cape May, NJ 08204

##### Cumberland County CBOC

79 W. Landis Ave, NJ 08360

### Beneficiary Travel

(800) 461-8262, ext. 5212/4000

### Billing Information

(800) 461-8262, ext. 5130

### Medical Records/Release of Information

(800) 461-8262, ext. 4133/5242

### MyHealtheVet Coordinator

(800) 461-8262, ext. 5849

### Patient Advocate

(800) 461-8262, ext. 5556

### Prescription Refill Line

(800) 450-8262

### Returning Veterans

(800) 461-8262, ext. 4763/4576

### VA Benefits

(800) 827-1000

### Vet Centers

Sussex VetCenter

(302) 225-9110 or (877) 927-8387

### Ventnor N.J. Vet Center

(609) 487-8387

### Wilmington Vet Center

(302) 994-1660 or (877) 927-8387

ADDRESS SERVICE REQUESTED  
published for the Veteran patients of the Wilmington VAMC. This  
Newsletter is offered to provide reliable health information. It is not intended to take  
the place of medical advice, which should be obtained directly from your health care  
provider. If you have questions or comments, please call 302-633-5389.

U.S. Department of Veterans Affairs



V  
A

Wilmington VA  
newsletter for Veterans  
FALL 2018

## Be Safe: Prevent Falls Healthy Living Message



### What's Important to Know?

Falls cause the most fractures and are the leading cause of injury deaths among older adults. About half of all falls happen at home, and there are practical things you can do to reduce your risk of falling there. Engaging in regular physical activity, monitoring or avoiding certain medications, and getting your eyes checked may reduce your risk of falling. Other things that you can do prevent falls are:

- Remove small throw rugs to prevent tripping and falling. If you choose to use them, anchor them with double sided-tape or anti-slip mats underneath.
- Improve the lighting in your home. As you get older, you need brighter lights to help you see well. Hang light-weight curtains or shades to reduce glare.
- Wear shoes inside and outside the house.

Choose VA

(continued inside)

## Want to know More? (continued from cover)

If you want to learn more about how to prevent falls, talk with your VA health care team. They can also help if you have any questions about making a healthy living change. For more information go to the VHA National Center for Health Promotion and Disease Prevention: [www.prevention.va.gov/Healthy\\_Living/Be\\_Safe\\_Prevent\\_Falls.asp](http://www.prevention.va.gov/Healthy_Living/Be_Safe_Prevent_Falls.asp)

## Resources

- VHA National Center for Health Promotion & Disease Prevention: [www.prevention.va.gov](http://www.prevention.va.gov). Go to the Healthy Living tab and choose “Be Safe”
- Veterans Health Library: [www.veteranshealthlibrary.org](http://www.veteranshealthlibrary.org), Search “Preventing Falls”
- Centers for Disease Control and Prevention (CDC) National Center for Injury Prevention and Control – Prevent Falls in Older Adults: [www.cdc.gov/homeandrecreationsafety/falls/index.html](http://www.cdc.gov/homeandrecreationsafety/falls/index.html)

**Ethics are moral principles that direct actions or decisions. Ethics, or moral philosophy, can be thought of as ideas or concepts of right and wrong conduct.**

## When should I think about asking for an ethics consultation?

Here are some examples of why Veterans and families ask for an ethics consultation: “I have to make a serious decision about a treatment that could affect how long I may live. After talking it over with my health care team, I am still not sure I agree with doctor’s recommendation.” “My mother is too sick to make her own decisions. How do I know what is best for her now?” “Our family is unsure and upset. We don’t agree about the right thing to do for our brother’s care.”

## What happens in an ethics consultation?

Ethics consultants will not make a decision for you. They will make sure that everyone’s point of view is heard. They will also:

- Ask about your concerns.
- Gather information from all the people involved.
- Determine if other experts are needed. For example, lawyers will be asked for legal opinions; medical specialists will be asked for medical options.
- Identify possible options.
- Make recommendations to you and the other people involved.
- Write a note in your health record if the ethics consultation relates to your medical care.
- Ask you to fill out a feedback form that lets the ethics consultation team know about your overall experience. This form is voluntary and your health care will not be affected by whether you fill out this form.

## Who can request an ethics consultation?

Anyone can ask for an ethics consultation.

## What does an ethics consultation cost?

Ethics consultations are free. You will not be billed for an ethics consultation.

## How do I request an ethics consultation?

To request an ethics consultation, contact the Ethics Consultation Service at the Wilmington VA Medical Center via:

Phone: 302-994-2511 Ext. 4802  
Email: [VHAWIMEthicsConsultation@va.gov](mailto:VHAWIMEthicsConsultation@va.gov)

## CAMP LEJEUNE CHEMICAL EXPOSURE

Camp Lejeune Chemical Exposure: Did you know that eligible family members who lived at Camp Lejeune from 1957 to 1987 can now apply for out-of-pocket reimbursement of medical expenses related to 15 health conditions? Veterans are already eligible for VA health care; care for qualifying health conditions is at no cost (including copayments). Learn more here: [www.publichealth.va.gov/exposures/camp-lejeune/](http://www.publichealth.va.gov/exposures/camp-lejeune/)

## VA MISSION Act and New Veterans Community Care Program

The VA MISSION Act of 2018 consolidates VA’s community care programs into a new Veterans Community Care Program that will help to ensure Veterans choose VA by getting them the right care at the right time from the right provider.

Over the next year, VA will develop regulations to implement the new law, while also develop policies, train staff, and award contracts to furnish care. Veterans and their families, community providers, and VA staff can expect ongoing improvements and regular engagement as VA creates this new Community Care Program.

## New Community Care Program

The new Veterans Community Care Program will be a major advancement that will consolidate VA’s community care programs and strengthen VA by merging the Department’s tangled web competing and confusing community care programs, including the Choice Program, into one system that is easier to navigate for Veterans.

This single Program will also greatly reduce the complexity associated with administration of these benefits, making for more efficient use of VA’s resources.

To implement this new Program, VA will need to develop regulations. The Act provides VA one year to develop these regulations and to prepare to implement this new authority. This time is critical to ensuring that the transition to the new program is as seamless as possible.

The Act appropriates \$5.2 billion in mandatory funding for the Veterans Choice Program to continue to provide care to Veterans until the new, consolidated Veterans Community Care Program is operational, approximately one year after the enactment of this Act.

Going forward, Veterans and their families can expect continued improvements to be made in how Veterans navigate and receive community care.

## Frequently Asked Questions (FAQs)

### Q1. What are the immediate impacts to Veterans for community care due to the VA MISSION Act?

**A1.** In the near term, the VA MISSION Act of 2018 appropriates \$5.2 billion in mandatory funding for the Veterans Choice Program to continue to provide care to Veterans until the new, consolidated Veterans Community Care Program is operational, approximately one year after the enactment of this Act.

### Q2. What are the immediate impacts to community providers due to the VA MISSION Act?

**A2.** There will be no immediate changes for community providers because of the VA MISSION Act of 2018. Community providers can expect continuity of operations due to the appropriation of \$5.2 billion in mandatory funding for the Veterans Choice Fund while VA works to implement the new Veterans Community Care Program.

Meanwhile, VA is working hard to ensure a seamless transition for Veterans and community providers when VA’s contract with Health Net Federal Services ends on September 30, 2018. At that time, new care authorizations, scheduling, coordination, and payments will take place directly between VA, Veterans, and community providers. VA is actively working with Health Net and other partners on a transition plan.

**Q3. Why will it take so long for VA to implement changes to consolidate its community care programs?**

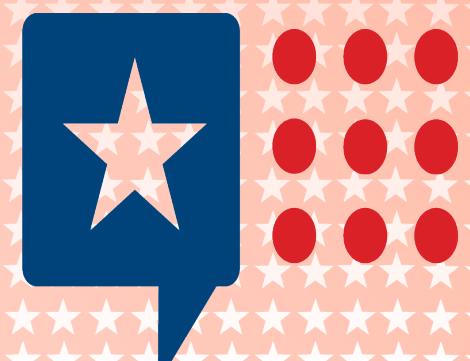
**A3.** Due to the significant complexity associated with health care delivery, the large size of the VA health care system, along with VA's network of more than half a million community providers, adequate time and consideration is required to properly develop the required regulations and necessary system changes and training for successfully implementing the consolidated community care program. A lesson learned from the implementation of the Veterans Choice Program is that rushing implementation wasted resources and did not serve Veterans, providers, or VA well.

**Q4. Does the consolidation of community care programs under the law affect VA's community provider networks?**

**A4.** No. the consolidation of community care programs is different from and independent of the community provider networks through which VA purchases care for Veterans from a community provider. VA purchases care for Veterans from community providers under specific conditions, while VA's community provider networks (i.e. Patient-Centered Community Care (PC3) and Veterans Choice Program (VCP) networks) are the contract vehicles between VA and over half a million community providers through which VA purchases care for Veterans. VA's community provider networks are managed by Third Party Administrators (TPAs) who perform certain functions on behalf of VA.

For more information regarding receiving a consult for community care please contact your Wilmington VA PACT team.

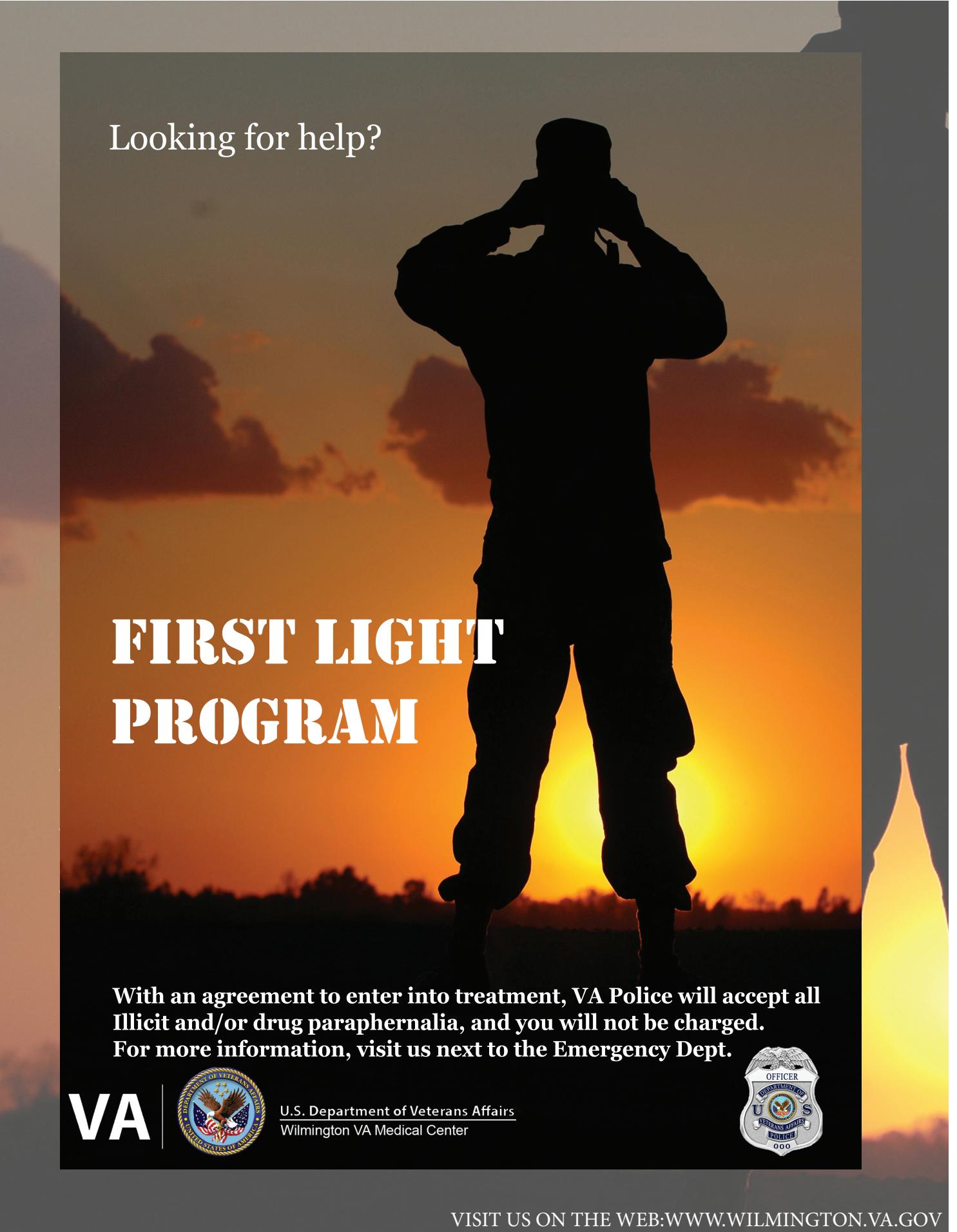
## Veterans Crisis Line



1-800-273-8255  
PRESS 1

Looking for help?

## FIRST LIGHT PROGRAM



With an agreement to enter into treatment, VA Police will accept all Illicit and/or drug paraphernalia, and you will not be charged. For more information, visit us next to the Emergency Dept.

VA | U.S. Department of Veterans Affairs  
Wilmington VA Medical Center





VISIT US ON THE WEB: WWW.WILMINGTON.VA.GOV

# ANNOUNCEMENTS

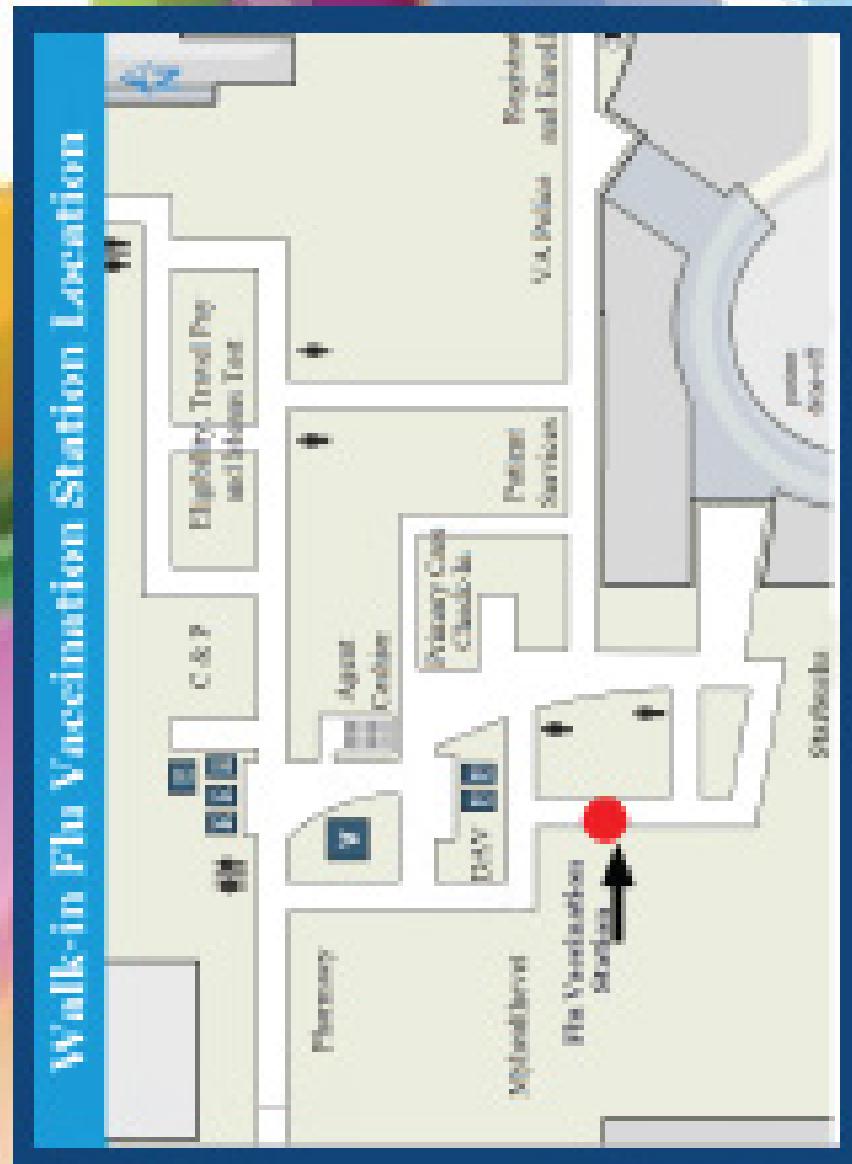
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**Walk in Flu Vaccinations for Veterans**

**Starting September 24th**

**from 9 a.m. – 3 p.m., Mon-Fri**

**1st Floor, Near MyHealththeVet, follow signs**



**Services that have moved Floors**

**Dental has moved to the 6th floor, West Wing (used to be on 1)**



**Orthopedic has moved to the 6th floor, East Wing (used to be on 1)**