

Veteran Updates

News and updates on Veterans issues from the San Francisco VA Medical Center • June 2014

New: VLER Health for Veterans

Do you see a non-VA health care provider? There's a new health service that Veterans seen at SFVAMC and at our community clinics may "opt in" to, which connects their Veterans Affairs (VA) medical information with non-VA health care providers. It's the VA Virtual Lifetime Electronic Record (VLER) for Health.

VLER Health is a program that shares certain parts of your Veteran health record between VA, the Department of Defense, and selected private health care providers over a secure and confidential network known as the eHealth Exchange. **This program is free and voluntary for Veterans.**

Why Veterans should opt in for VLER Health:

- Your health and benefits information will travel securely wherever you go for health care, nationwide.
- Electronically sharing relevant health and benefits data improves quality of care, patient safety, and reduces medical errors.
- Having a single portal for health information supports continuity of care and reduces or eliminates redundancy of procedures (such as lab or X-ray tests).
- It's a cost effective and secure way to share relevant health

and benefits data of Veterans and service members with VA, the Department of Defense, and private sector providers

There are four ways to opt in:

Online: Visit <https://www.ebenefits.va.gov> and follow the instructions.

In Person: Fill out the VA Authorization form (VA Form 10-0485) and turn in at the MyHealthVet office (in Medical Practice, Bldg. 200, 1st Floor) at the San Francisco VA Medical Center; or at the outpatient clinic locations in Eureka, Clearlake, Ukiah, Santa Rosa, San Bruno, or the San Francisco VA Downtown Clinic.

By Mail: Mail the completed and signed Authorization form to:

San Francisco VA Medical Center
Attn: ROI Office
4150 Clement Street (136C)
San Francisco, CA 94121

By Fax: Fax the VA Form 10-0485 to the SFVAMC ROI Office at (415) 379-5568.

You may also visit our Internet VLER Health web page at www.sanfrancisco.va.gov/vlerhealth.asp to download the forms and learn more about VLER Health.



Taxi and Bus Vouchers for Santa Rosa Vets

Through a grant from PG & E, administered through the Red Cross, the Santa Rosa Clinic can now provide free bus and taxi vouchers to enrolled Veterans in need, to help them get to and from clinic appointments.

The Santa Rosa Clinic, 3841 Brickway Blvd. in Santa Rosa, serves Sonoma County Veterans. About 100 Veterans each month need bus or taxi vouchers to enable them to attend their medical appointments there. The voucher program makes an impact on these Veterans' lives.

"It's a very big deal," says SFVAMC Rural Health Coordinator Kathy King. "If you can't get to the clinic, it's hard to get the service." Vouchers are available by request at the Santa Rosa Clinic front desk.

Get Connected: Crisis Line for Veterans

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring VA responders through a confidential toll-free hotline, online chat, or text.

Veterans and their loved ones can call (800) 273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year.

Support for deaf and hard of hearing individuals is available.

The Veterans Crisis Line is free to all Veterans, even if they are not registered with the VA or enrolled in VA health care.

Vets Legal Clinic Opens in Ukiah

A free Veterans Walk-in Legal Clinic has opened at the Ukiah VA Clinic.

The legal clinic is held every Thursday from 12 noon – 3 p.m. at the clinic, 630 Kings Court, in Ukiah.

Information and consultation will be available for enrolled Veterans on a wide range of issues, including Veterans benefits, discharge upgrades, driver's license suspensions and revocations, outstanding warrants for arrest, and other civil matters.

The services are offered by Geraldine Lewis, an experienced Northern California attorney.

The new legal clinic is one of the latest VA initiatives in our Veterans Justice Outreach (VJO) Program, which is part of the

overall mission to end Veteran homelessness.

The purpose of the VJO is to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved Veterans have timely access to VA services as clinically indicated, according to the VA.

Services are available on a first come, first served basis.

For more information, call the Ukiah Clinic at (707) 468-7700.



Resources for Veterans

National VA Phone Numbers:

VA Benefits/Claims

(800) 827-1000

Education (GI Bill)

(888) 442-4551

Health Care Benefits

(877) 222-8387

Income Verification/ Means Testing

(800) 929-8387

Veterans Crisis Line

(800) 273-8255 (Press #1)

SFVAMC Phone Numbers:

Billing Office

(866) 347-2353

Mental Health/Substance Abuse

(415) 750-6674

Pharmacy (Auto Refill)

(415) 750-2233

Veterans Crisis Line

(800) 273-8255

Telephone Linked Care

(800) 733-0502

Thank you for your service!



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Designed and produced by the SFVAMC Office of Public Affairs



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