



Transition and Care Management (TCM) Services

FREQUENTLY ASKED QUESTIONS:

How do I enroll in VA Health Care?

- Apply online by visiting <https://www.va.gov/health-care/how-to-apply/>.
- Call 877-222-8387 (M-F 0800-2000 ET) to get help with your application.
- Fill out VA form 10-10EZ and either mail it to 136c 500 N HWY 89 Prescott AZ 86313 or drop it off at your nearest VA clinic.

How do I obtain copies of my military records

- Visit <https://www.va.gov/records/get-military-service-records/> to learn the various ways you can request your records.

How can I start a service-connected disability claim

- You can contact Arizona Department of Veterans Affairs or other VSOs near you for assistance in filing a claim. Visit eBenefits to locate a VSO nearest you.
- Create an eBenefits account and apply online.
- Regardless of how you chose to file ensure you gather any evidence (supporting documents) including but not limited to your DD214, medical evidence, supporting statements from others, and dependency records.

Who do I call or where do I go for assistance with my transition to VHA care and related benefits?

- Contact the TCM team at 928 445-4860 ext. 4851 or ext. 4849

Who do I contact at the VA's OEF/OIF/OND (Transition and Care Management Services) office?

- Robert "Bobby" Fields, MSW TCM Case Manager.
- Colleen Ward, LCSW TCM Program Manager.

What is "VA's Enhanced Eligibility" for returning combat Veterans?

- Up to **5 years** of cost free VA healthcare for conditions associated with combat service starting with date of military separation.
- Dental care within 180 days of military separation. Other conditions may apply. Need copy of DD214 to verify eligibility with Dental.

Who is eligible for VA's "Enhanced Eligibility?"

- Veterans, including activated Reservists and National Guard members, who served on active duty in a theater of combat operations after November 11, 1998, and have been discharged under other than dishonorable conditions.

Can I still receive care at VA Medical Centers beyond the 5 year date of discharge from the military?

- After 5 years, standard VA eligibility rules apply.
- Based on income level and other factors, co-pays may apply. However once enrolled in care you cannot be disenrolled.

What health services are available at Northern Arizona VA Health Care System?

- Transition needs assessment, care coordination and management.
- Primary care, women's health, preventive health screenings.
- Reintegration counseling, PTSD, mental health, substance abuse.
- Evaluation and treatment for traumatic brain injury (TBI).
- Dental (for eligible Veterans)
- Other specialty health services.
- Referrals for VA benefits and community resources.
- Personal health record: www.myhealth.va.gov.
- Community Clinics in Anthem, Chinle, Cottonwood, Flagstaff, Holbrook, Kayenta, Kingman, Lake Havasu, Page, Polacca, and Tuba City.

Am I entitled to free dental care at the VA?

- Dental care within 180 days of military separation. If you did not see a dentist \leq 90 days prior to separation. Need copy of DD214 to verify eligibility with Dental.
- For a list of other dental related eligibilities visit <https://www.va.gov/health-care/about-va-health-benefits/dental-care/>.

How do I get started with eBenefits?

- Service members, Veterans, and family members can register online at <https://www.ebenefits.va.gov/>.
- You will have a personalized workspace with access to online tools to apply for benefits, download your DD214, see your benefits status online and more.

How do I get started with MyHealtheVet? (This is the best method for Veterans to communicate with their Team/Provider through Secure Messaging)

- You can start the enrollment process online by visiting <https://www.myhealth.va.gov/mhv-portal-web/home>.
- To obtain premium access (allows you to view medical records, refill prescriptions, and schedule appointments) you can contact NAVAHCS Myhealthvet coordinator, Tim Howe at 928-830-7644 or complete the verification process in person at the main hospital in Prescott.

Who can I talk to about post-deployment adjustment issues?

- Make sure to discuss your concerns with your provider or with TCM Program clinical staff for needed services. You can also reach out to your local Vet Center or call 877-War-Vets for 24/7 readjustment assistance. To find a Vet Center nearest you visit https://www.va.gov/find-locations/?facilityType=veter_center.

Where can I go for employment assistance?

- AZ Department of Economic Security <https://des.az.gov/services/employment/Veterans/services-Veterans>.
- Career One Stop <https://www.careeronestop.org/Veterans/default.aspx>.
- Federal government jobs: <https://www.usajobs.gov/>.
- Reach out to your provider or TCM for a Vocational Rehab/CWT referral.

Who can I call 24/7 if I am going through an emotional crisis or if I have thoughts of suicide?

- For emergencies, call 911.
- **National Suicide Prevention Lifeline 1-800-273-8255 (TALK). Veterans press 1 to reach the Veterans Crisis Line to speak with a VA counselor.**