



VETERANS INTEGRATED SERVICE NETWORK (VISN)

Veterans enrolled for care with Veterans Integrated Service Network (VISN) 8 and who have urgent medical questions can call the Clinical Contact Center 24-hours-a-day, seven days a week.

Veterans who call 877-741-3400 will be connected with medical support assistants, nurses, licensed independent practitioners and pharmacists. They can get answers on general health questions or have a virtual visit with a doctor. Equally important, there is no copay.

The service is available 365 days a year. Veterans can call when they have a non-emergency medical condition or are unable to see their primary care provider. As a result, the service provides a convenient alternative to the emergency room, urgent care center or clinic.

Patients can download the VA Video Connect app on Android, iOS and Windows mobile and web-based devices to enter a private video session with practitioners.

The VA Sunshine Healthcare Network operates the service. As a result, only Veterans who are enrolled for care within VISN 8 can use it. The VA Sunshine Healthcare Network is the nation's largest system of hospitals and clinics. It serves more than 1.5 million Veterans across Florida, South Georgia, Puerto Rico and the U.S. Virgin Islands.

Doesn't replace care providers

The Clinical Contact Center should not replace Veterans' primary care provider. However, Center staff can prescribe medicine, when needed. Veterans can pick the medicine up at the closest VA facility with a pharmacy or a community pharmacy or can receive the medicine by mail.

ACCESSVA

Do you want to save time when interacting with VA? Now, you can. AccessVA is a convenient new service allowing Veterans to access their patient billing statements online.

The new feature is for Veterans who receive care at a VA health care facility for non service-connected conditions and who therefore may owe a VA copayment (Veterans are not billed for service-connected care.).

To access the patient statement online, Veterans can go to AccessVA and click on Veteran Patient Statement. Then, sign in with a DS Logon, ID.me, or MyHealtheVet (MVH) Premium.

From there, Veterans can view, download, and print their patient billing statement. If a Veteran has any patient billing statements available, they will be able to review and print their statement, identified by the VA medical facility location. If multiple statements are available for viewing, there is a drop-down option on the display for selecting the desired statement.

Managing your care

This advancement will help Veterans to more efficiently manage their health care, and it shows how VA continues to leverage technology to help Veterans have greater access to their patient information. Although patient billing statements are available online for six months, VA will continue to mail paper statements.

For questions regarding information displayed on patient statements, please call the Health Resource Center (HRC) at: 866-400-1238. The HRC is available Monday through Friday from 8 a.m. until 8 p.m. (ET).

Post 136 Service Officer

Robert F. White is the Post 136 Service Officer. If you have any questions concerning your VA benefits or need help in applying for VA benefits, he can provide you with the appropriate assistance. Robert can be reached at the following. 0900 – 1900 M-F at 703-598-5710. You can email him for Saturday hours at etihwr2@verizon.net.