

VA NEW ENGLAND HEALTHCARE SYSTEM RESOURCE HANDBOOK

VA NEW ENGLAND



HEALTHCARE SYSTEM

Network 1

Building 61 • 200 Springs Road • Bedford, MA 01730

www.visn1.med.va.gov



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Jeannette Chirico-Post, MD Network Director

Welcome to the VA New England Healthcare System. Our mission is to provide high quality, innovative, comprehensive and compassionate care along a seamless continuum. We provide these services in fulfillment of our commitment to those who protected and defended our nation's freedom.

The VA New England Healthcare System is comprised of eight VA Medical Centers and 32 Community Based Outpatient Clinics located throughout the six New England States. We have plans to open 12 new Community Based Outpatient Clinics throughout New England to further increase your access to medical care services.

We are committed to providing quality health care services to the veterans we serve. Our goal is to provide the right care, at the right time and at the right level to compassionately meet the unique needs of each veteran. We have a comprehensive program to evaluate the quality of the health care services we deliver. In the most recent national Customer Service survey results, VA New England Healthcare System had the highest percentage of inpatients and outpatients who were “delighted” with their care!

This patient handbook will provide you with information about the services and programs available to assist you in your health care needs. We hope you find this information helpful.

Welcome to the VA New England Healthcare System.

Jeannette Chirico-Post, M.D.
Network Director





Our Mission

To fulfill a grateful nation's commitment to its Veterans, we will deliver comprehensive quality healthcare that meets patient needs through clinical care, education, and research and support to the Department of Defense.

Our Vision

To be recognized as the comprehensive network of integrated healthcare services committed to excellence and preferred by Veterans.

Core Values

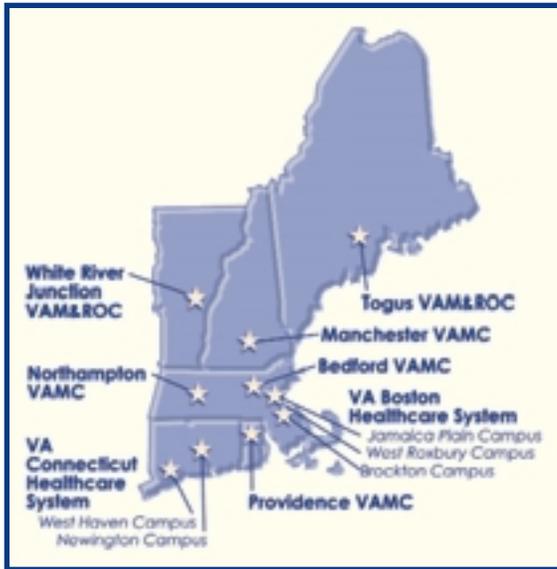
Accountability
Compassion
Competence
Ethical Behavior
Integrity
Teamwork

Six VHA Goals for 2006

- I.** Put quality first until first in quality.
- II.** Provide easy access to medical knowledge, expertise, and care.
- III.** Enhance, preserve, and restore patient function.
- IV.** Exceed patients' expectations.
- V.** Save more dollars to serve more veterans.
- VI.** Build healthy communities.



VA NEW ENGLAND PROFILE



VA New England Healthcare System (VISN 1)

The VA New England Healthcare System (VA NEHS) is an integrated, comprehensive healthcare system that provides services to eligible veterans. VA NEHS includes eight divisions (VA Medical Centers) located in the six New England states: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island and Connecticut. The divisions include: Togus VAM&ROC (Maine); Manchester VAMC (New Hampshire); White River Junction VAM&ROC (Vermont); Bedford VAMC, VA Boston Healthcare System, Northampton VAMC (Massachusetts); Providence VAMC (Rhode Island); and VA Connecticut Healthcare System (Connecticut). VA NEHS headquarters is located on the campus of the VA Medical Center, Bedford, Massachusetts.

Quick Facts

- The veteran population in the New England area consists of over 1,352,000 veterans. The VA New England Healthcare System provides services to 171,200 veterans.
- The Network has an operating budget of \$854,000,000.
- The VA New England Healthcare System includes eight medical centers, 32 Community Based Outpatient Clinics (CBOCs). Throughout New England there are 18 veterans outreach counseling centers, two VA national cemeteries and six veterans benefits offices.
- In FY2000, there were 24,280 inpatient admissions and over 2,048,303 outpatient visits to VA medical facilities within the Network.
- In the most recent Customer Service survey results, VA NEHS had the highest percentage of inpatients and outpatients who were “delighted” with their care.

**DIRECTOR:**

Paul J. McCool

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Elizabeth Rogers, M.D. (Acting)

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Joanne Perez (Newington)

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Maria Goldstein, Psy.D

MINORITY VETERANS COORDINATOR:

Belinda Dublin

HOMELESS VETERANS COORDINATOR:

Laurie Harkness, Ph.D.

MEDICAL CENTERS (VAMC):

Newington Campus 555 Willard Ave., Newington, CT 06111
Phone: (860) 666-6951

West Haven Campus 950 Campbell Ave.
West Haven, CT 06516
Phone: (203) 932-5711

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

New London CBOC U.S. Coast Guard Academy
15 Mohegan Ave.
New London, CT 06320
Phone: (860) 437-3611

Stamford CBOC Stamford Health Center
128 Strawberry Hill Ave., 6th Floor
Stamford, CT 06904
Toll-free: (888) 844-4441

Waterbury CBOC St. Mary's Hospital Medical
Office Building, Suite 203
133 Scovill St., Waterbury, CT 06706
Phone: (203) 465-5292

Windham CBOC Windham Hospital, 96 Mansfield St.
Willimantic, CT 06226
Phone: (860) 450-7583

Winsted CBOC Winsted Health Center
115 Spencer St., Winsted, CT 06098
Phone: (860) 738-6985

PRIMARY ACADEMIC AFFILIATIONS:

- University of Connecticut School of Medicine
- Yale University School of Medicine

CENTERS FOR EXCELLENCE:

- Ambulatory Care (Newington)
- Eastern Blind Rehabilitation Center
- Paralyzed Veterans of America/Eastern Paralyzed Veterans Association Neuroscience Research Center of Yale University at VA Connecticut
- Rehabilitation Research Center
- Seriously Mentally Ill

RESEARCH CENTER FOR:

- Cooperative Studies Program Coordinating Center (CSPCC)
- Health Research
- Mental Illness Research Education & Clinical Center (MIRECC)

**DIRECTOR:**

John H. Sims, Jr.

CHIEF OF STAFF:

Timothy J. Richardson, M.D.

NURSE EXECUTIVE:

William M. Harness, R.N.

PUBLIC AFFAIRS OFFICER:

James R. Simpson

PATIENT ADVOCATE:

Victoria Cuthbertson

WOMEN VETERANS COORDINATOR:

Kathleen Lyons

MINORITY VETERANS COORDINATOR:

Robert Morang

HOMELESS VETERANS COORDINATOR:

Dennis Tully

MEDICAL CENTER (VAMC):

Togus VA Medical & Regional Office Center
1 VA Center
Togus, ME 04330
Phone: (207) 623-8411
Toll-free: (877) 421-8263

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):**Bangor CBOC**

304 Hancock St., Suite 3B
Bangor, ME 04401
Phone: (207) 941-8160

Calais CBOC

1 Palmer St.
Calais, ME 04619
Phone: (207) 454-7849

Caribou CBOC

Cary Medical Center
163 Van Buren Rd., Suite 6,
Caribou, ME 04736
Phone: (207) 498-8785

**Machias CBOC
(Mobile Clinic)**

Dept. of Veterans Affairs
PO Box 401, Calais, ME 04619
Phone: (207) 255-6063
*Located at the Downeast
Community Hospital,
Upper Court Street,
Machias, ME.*

Rumford CBOC

209 Lincoln Ave.
Rumford, ME 04276
Phone: (207) 364-4098

Saco CBOC

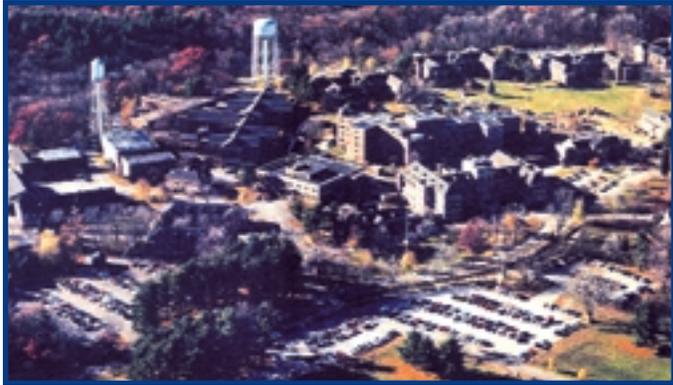
53 Beach St.
Saco, ME 04072
Phone: (207) 282-4700

PRIMARY ACADEMIC AFFILIATIONS:

- Henry Ford Hospital, Detroit MI, Urology
- Massachusetts Eye & Ear Infirmary, Boston, MA
- University of New England College of Osteopathic Medicine, Psychiatry, Allied Health, Biddeford, ME

RESEARCH CENTER FOR:

- Collaborative Study of Ophthalmic Imaging Techniques with the Joslin Clinic

**DIRECTOR:**

William A. Conte

CHIEF MEDICAL OFFICER:

Gregory Binus MD

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Brenda Smith, MSW

MINORITY VETERANS COORDINATOR:

Deborah Outing

HOMELESS VETERANS COORDINATOR:

Laura Gould, MSW

MEDICAL CENTER (VAMC):

Edith Nourse Rogers Memorial Veterans Hospital 200 Springs Rd.
Bedford, MA 01730
Phone: (781) 275-7500

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Haverhill CBOC Hale Hospital,
140 Lincoln Ave.
Haverhill MA 01830
Phone: (978) 372-5207

North Shore CBOC 225 Boston Rd., Suite 107
Lynn, MA 01904
Phone: (781) 595-9818

PRIMARY ACADEMIC AFFILIATIONS:

- Boston University School of Medicine
- Lahey Clinic

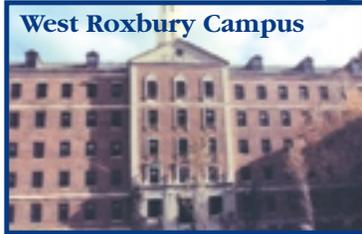
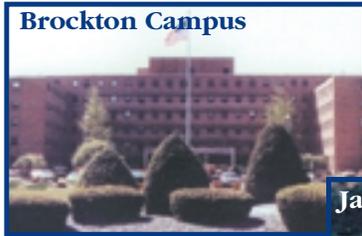
CENTERS FOR EXCELLENCE:

- Alzheimer's Care
- Consolidated Mail-Out Pharmacy (CMOP)
- Compensated Work Therapy (CWT)
- Mental Health Intensive Case Management Program (MHICM)

RESEARCH CENTER FOR:

- Geriatric Research Education Clinical Center (GRECC)
- Health Services Research & Development (HSR&D) National Field Office
- Mental Illness Research Education and Clinical Center (MIRECC Satellite)





DIRECTOR:

Michael M. Lawson

CHIEF OF STAFF:

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ASSOCIATE DIRECTOR, BROCKTON CAMPUS:

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MINORITY VETERANS COORDINATORS:

James Gomes, PhD (Brockton)

Shirley Jackson, MSW (West Roxbury & Boston)

HOMELESS VETERANS COORDINATOR:

Elizabeth Brown, PhD

MEDICAL CENTERS (VAMC):

Jamaica Plain Division

150 South Huntington Ave.
Jamaica Plain, MA 02130
Phone: (617) 232-9500

Brockton Division

940 Belmont St., Brockton, MA 02301
Phone: (508) 583-4500

West Roxbury Division

1400 VFW Parkway
West Roxbury, MA 02132
Phone: (617) 323-7700

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Causeway CBOC

251 Causeway St., Boston, MA 02130
Phone: (617) 248-1000

Framingham CBOC

61 Lincoln St., Suite 112
Framingham, MA 01702
Phone: (508) 628-0205

Lowell CBOC

130 Marshall Rd., Lowell, MA 01852
Phone: (978) 671-9000

Worcester CBOC

Lincoln Medical Center
605 Lincoln St., Worcester, MA 01605
Phone: (508) 856-0104

Quincy CBOC

114 Whitwell St., Quincy, MA 02169
Phone: (617) 376-0210

PRIMARY ACADEMIC AFFILIATIONS:

- Boston University Medical School
- Harvard Medical School

CENTERS FOR EXCELLENCE:

- Cardiac Surgery–(WR)
- Homeless Veterans Program–(BR)
- Oncology/Hematology–(JP)
- Post-Traumatic Stress Disorder (PTSD)–(JP)
- Seriously Mentally Ill–(BR)
- Substance Abuse–(JP)

RESEARCH CENTER FOR:

- COPD & its Treatment–(JP)
- Environmental Hazards Center: Behavioral Neurotoxicology–(JP)
- Massachusetts Veterans Epidemiology Research and Information Center (MAVERIC)–(WR/JP)
- National Center for PTSD–(JP)



MEDICAL CENTER (VAMC):

***Northampton VA
Medical Center*** 421 North Main St.
Leeds, MA 01053-9764
Phone: (413) 584-4040

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

***Franklin County
CBOC*** Franklin County VA Outpatient Clinic
Medical Office Bldg., Suite 9
51 Sanderson St.
Greenfield, MA 01301
Phone: (413) 773-8428

Pittsfield CBOC 73 Eagle St.
Pittsfield, MA 01201
Phone: (413) 443-4857

Springfield CBOC Federal Building
3rd floor, Room 304
1550 Main St.
Springfield, MA 01103
Phone: (413) 785-0301

RESEARCH CENTER FOR:

- Mental Illness Research, Education, and Clinical Center (MIRECC)—research on mental health diagnoses and alcohol or cocaine dependence

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MEDICAL CENTER (VAMC):

***Manchester VA
Medical Center***

718 Smyth Rd.

Manchester, NH, 03104

Phone: (603) 624-4366

Toll-free: (800) 892-8384

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Portsmouth CBOC

302 Newmarket St.

Portsmouth, NH 03803-0157

Phone: (603) 624-4366 Ext. 5505

Toll-Free: (800) 892-8384 Ext. 5505

Tilton CBOC

New Hampshire Veterans Home,

139 Winter St., Door #6

Tilton, NH 03276

Phone: (603) 624-4366 Ext. 5600

Toll-Free: (800) 892-8384 Ext. 5600

PRIMARY ACADEMIC AFFILIATIONS:

- Dartmouth Medical School
- Harvard Medical School

RESEARCH CENTER FOR:

- Gulf War Illness
- HDL Intervention
- Post Traumatic Stress Disorder (PTSD)
- Prostate Cancer Screening



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MINORITY VETERANS COORDINATOR:

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MEDICAL CENTER (VAMC):

*Providence VA
Medical Center*

830 Chalkstone Ave.
Providence, RI 02908-4799
Phone: (401) 273-7100

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

New Bedford CBOC 175 Elm St.
New Bedford, MA 02740
Phone: (508) 994-0217

Hyannis CBOC 145 Falmouth Rd.
Hyannis, MA 02601
Phone: (508) 771-3190

Middletown CBOC Middletown VA Primary Care Clinic
One Corporate Place
(West Main Rd. at Northgate Rd.)
Middletown, RI 02842
Phone: (401) 847-6239

*Martha's Vineyard
CBOC* 55 Simpson's Lane
Edgartown, MA 02539
Phone: (508) 627-1044

*Nantucket (MA)
CBOC* Nantucket Cottage Hospital
57 Prospect Street
Nantucket, MA 02554
Phone: (508) 825-8200

PRIMARY ACADEMIC AFFILIATIONS:

- Brown University School of Medicine

RESEARCH CENTER FOR:

- Addictive Behaviors and Psychiatric Disorders
- Cancer Prevention and Treatment
- Gulf War Illnesses
- Hypertension and Cardiovascular Diseases
- Post-Traumatic Stress Disorder (PTSD)
- Pulmonary Diseases



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HOMELESS VETERANS COORDINATOR:

Collin Drake

MINORITY VETERANS COORDINATOR:

Dan Moriarty, MSW

MEDICAL CENTER (VAMC):

White River Junction 215 North Main St.
VAM&ROC White River Junction, VT 05009
Phone: (802) 295-9363

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Bennington CBOC Vermont Veterans Home
325 North St.
Bennington, VT 05201
Phone: (802) 447-6913

Colchester CBOC
*(Formerly the Appletree
Bay Clinic in Burlington)* Fort Ethan Allen
74 Hegeman Ave.
Colchester, VT 05444
Phone: (802) 655-1356

Littleton CBOC 600 St. Johnsbury Rd.
Littleton, NH 03561
Phone: (603) 444-9328

Rutland CBOC 215 Stratton St.
Rutland, VT 05702
Phone: (802) 773-3386

PRIMARY ACADEMIC AFFILIATIONS:

- Dartmouth Medical School
- University of Vermont Medical School

RESEARCH CENTER FOR:

- Health Services Research (clinical evaluative science, medical outcomes, decision analysis, quality and cost-effective health care, and interactive video-disk technology)
- Medical Research (HIV, molecular biology, carcinogenesis, Agent Orange, immunological interventions)
- Rehabilitation Research (regeneration, computer simulation)

NATIONAL CENTERS:

- WRJ VAM&ROC hosts four National Centers:
 - Executive Division of the National Center for Post Traumatic Stress Disorders (PTSD)
 - The Veterans Health Administration Ethics Center
 - Hub Site for the National Quality Scholars Program
 - VHA Center for Learning & Improvement of Patient Safety (CLIPS)

RESEARCH AND MEDICAL EDUCATION

Research and Medical Education are key components of the mission of the VA NEHS. VISN 1 is affiliated with many of the premier medical schools in the world:

- Boston University School of Medicine
- Brown University School of Medicine
- Dartmouth Medical School
- Harvard Medical School
- Tufts University School of Medicine
- University of Connecticut School of Medicine
- University of Massachusetts School of Medicine
- University of New England School of Osteopathic Medicine
- University of Vermont School of Medicine
- Yale University School of Medicine

Our facilities provide training and education for medical students, residents, nurses, allied health professionals, and administrative interns. Many VA NEHS staff hold faculty appointments at the affiliated medical schools and participate in world class residency and specialty training programs. Educational support is ranked in the top third nationally with a dollar allocation of over \$28.9 million in FY 2000.

VISN 1 is among the leading VISNs in research with the third highest dollar allocation in the Veterans Health Administration (VHA), exceeding \$32 million in FY 2000. VA NEHS was only one of two networks selected nationally to be funded as a Mental Illness Research Education and Clinical Center (MIRECC) which is based at VA Connecticut. Many VA NEHS researchers have received national prestigious awards for recognition of their research achievements. VA NEHS recognizes the critical role of research in providing care to veterans and the need to link research with veteran patient needs. Key research topics include:

- Aging
- Alzheimer's Disease
- Alcoholism/
Substance Abuse
- Cancer Research
- Cardiovascular Disease
- Diabetes
- Disease Prevention
- Endocrinology
- Gastrointestinal disorders
- Healthcare Quality and Outcomes Management
- Heart Surgery
- Hepatitis C and Liver Disease
- Infectious Disease
- Mental Illness
- Neurobiology
- Ophthalmology
- Post-Traumatic Stress Disorder
- Sleep Disorders
- Smoking Cessation
- Spinal Cord Injury
- Surgery
- Telemedicine
- Womens Health

VA ENROLLMENT & BENEFITS

QUESTIONS AND ANSWERS

Q. Who is eligible to receive healthcare through the VA system?

- A. Any individual who served on active duty in the Army, Navy, Air Force, Marines or Coast Guard, and received honorable discharge or release under honorable conditions has basic eligibility for VA healthcare. Those who served after 1980 must have served 24 months active duty to be eligible.

Q. How do I apply?

- A. A quick and easy application form is available at any VA facility or by calling for an appointment. Applications are also available over the Internet by accessing the following web site: <https://www.va.gov/sec/vha/1010EZ>

Q. What services can I receive?

- A. All necessary inpatient and outpatient services including preventive and primary care, diagnostic and treatment services as well as rehabilitation, mental health treatment, substance abuse treatment, home health, respite and hospice care, women's clinic and prescribed drugs.

Q. What does VA care cost me?

- A. While no monthly premium is required to use VA care, co-payments may be required depending on your eligibility and income level. (If you have insurance, it may cover the cost of the co-payments). Veterans who are Service Connected (SC), who require care for the SC condition, will receive healthcare at no cost for treatment required for that SC condition.

Q. Are there restrictions on getting care in private facilities at VA expenses?

- A. Yes. Care in private facilities at VA expense is provided only under certain circumstances, namely, when VA has a contract agreement for certain services or when a service disabled veteran lives too far from a VA facility to receive care and has obtained VA approval in advance.

Q. What about emergency services?

- A. VA provides urgent and emergency care in VA facilities. VA's ability to pay for emergency care in non-VA facilities is very limited.

Q. What if I get sick while traveling?

- A. You may receive health care at any VA facility in the country. Familiarize yourself with where VA healthcare facilities are located in the area where you will be traveling. Reimbursement for care in non-VA facilities is very limited.

Q. Will VA take care of my nursing home needs?

- A. VA's Community Nursing Home Care Program is designed to assist veterans and their families in making the transition from hospital to community. VA community contract nursing home care services are available for $\geq 0\%$ SC to $< 70\%$ SC who need nursing home care for the specific SC condition for as long as nursing home care is needed for the specific SC condition. Veterans who are $\geq 70\%$ SC are eligible for nursing home care for any condition for as long as nursing home care is needed.

Q. Can I get free prescriptions from VA?

- A. Medications are provided to veterans who are enrolled with the VA and receive healthcare provided by a VA primary care provider. Medications are prescribed for treatment of a condition for which they are receiving healthcare from the VA provider. Depending on service connected status, there may be a co-payment required for medications.

Q. Can I get dental care?

- A. Generally, dental benefits are limited to service connected dental conditions or to veterans who are permanently and totally disabled from service connected causes.

Q. Does VA provide hearing aids and eyeglasses?

- A. Yes, if you are service disabled with a disability rating of 10% or more. Otherwise, hearing aids and eyeglasses will only be provided in special circumstances and not for generally occurring hearing or vision loss.

Q. Does VA provide maternity services?

- A. VA does provide maternity care, but cannot provide care to a newborn child, even immediately after birth. The veteran mother must make other arrangements for care of the child.

CONNECTICUT

New Haven

141 Captain
Thomas Boulevard
New Haven, CT
06516
(203) 932-9899

Wethersfield

30 Jordan Lane
Wethersfield, CT
06109
(860) 240-3543

Norwich

60 Main Street
Norwich, CT
06360
(860) 887-1755

MAINE

Bangor

In-Town Plaza
352 Harlow Street
Bangor, ME 04401
(207) 947-3391 or
(207) 947-3392

Caribou

Irving Complex
456 York Street
Caribou, ME 04736
(207) 496-3900

Lewiston

Parkway Complex
29 Westminister St.
Lewiston, ME
04240
(207) 783-0068

Portland

475 Stevens Avenue
Portland, ME 04103
(207) 780-3584

Springvale

23 Main Street
Springvale, ME
04083
(207) 490-1513

MASSACHUSETTS

Boston

665 Beacon Street
Boston, MA 02215
(617) 424-0665

Brockton

1041-L Pearl Street
Brockton, MA
02401
(508) 580-2730

Lowell

73 E. Merrimack St.
Lowell, MA
01852
(978) 453-1151

New Bedford

468 North Street
New Bedford, MA
02740
(508) 999-6920

Springfield

1985 Main Street
Springfield, MA
01103
(413) 737-5167

Worcester

597 Lincoln Street
Worcester, MA
01605
(508) 856-7428

NEW HAMPSHIRE

Manchester

103 Liberty Street
Manchester, NH
03104
(603) 668-7060

RHODE ISLAND

Cranston

789 Park Avenue
Cranston, RI
02910
(401) 467-2046

VERMONT

South Burlington

359 Dorset Street
South Burlington,
VT 05403
(802) 862-1806

White River Junction

Gilman Office
Center, Building 2
Holiday Inn Drive
White River
Junction, VT
05001
(802) 295-2908 or
Toll-free:
(800) 649-6603

VETERANS BENEFITS ADMINISTRATION (VBA)

Connecticut

VBA Regional Office
450 Main St.
Hartford, CT 06103
(800) 827-1000

Maine

VBA Regional Office
1 VA Center
Togus, ME 04330
(800) 827-1000

Massachusetts

VBA Regional Office
JFK Federal Bldg., Gov't. Center
Boston, MA 02203
(800) 827-1000

NATIONAL CEMETERY SERVICE

Maine

Togus National Cemetery
Togus, ME 04330
*For information please con-
tact: Massachusetts National
Cemetery at (508) 563-7113.*

New Hampshire

VBA Regional Office
275 Chestnut St.
Manchester, NH 03101
(800) 827-1000

Rhode Island

VBA Regional Office
380 Westminister Mall,
Providence, RI 02903-3246
(800) 827-1000

Vermont

VBA Regional Office
215 North Main St.
White River Junction, VT 05009
(800) 827-1000

VA Benefits Information.....(800) 827-1000
VA Burial Headstones & Markers..... (800) 697-6947
VA Insurance Center..... (800) 669-8477
Veterans Mortgage Life Insurance..... (800) 827-0611
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*Health Administrative Center
(including CHAMPVA)*..... (800) 733-8387
Debt Management Center..... (800) 827-0648
*Telecommunication Device
for the Deaf (TDD)*..... (800) 829-4833
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