

St. Cloud VA

UPDATE

October 16, 2020



A monthly newsletter for Veterans served by the St. Cloud VA Health Care System, and for those who serve them. Send news items and comments to St. Cloud VA Health Care System, Attn: Public Affairs Officer, 4801 Veterans Drive, St. Cloud, MN 56303, or via email to barry.venable@va.gov

VA's Beneficiary Travel Program Launches New Online Portal for Reimbursement Claims



Beginning Nov. 2, 2020, St. Cloud VA HCS Veterans, caregivers, and beneficiaries who are eligible for reimbursement of mileage and other travel expenses (aka "Travel Pay") to and from approved health care appointments can now enter claims in the new Beneficiary Travel Self-Service System (BTSSS). BTSSS simplifies the current claim submission process for beneficiaries and ensures timely processing and payment of travel reimbursements by allowing Veterans to:

- Submit claims online 24/7, 365 days a year
- Track the status of submitted claims

- Reduce processing time for submitted claims
- Use self-help tools to make claim submissions fast and easy

Starting Nov.2 to file a claim Veterans can visit [AccessVA](#) [<https://eauth.va.gov/accessva/#forVeterans>] to select submit a travel claim, and logon using a DS Logon account.

A DS Logon is an ID issued by DoD that will allow Veterans and caregivers to access many DoD and VA sites with one user username and password. If you need a DS Logon ID log into [Need a DS Log on?](#) to get started.

Here are some questions and answers about the new travel claim process:

Q1: Who is eligible for Beneficiary Travel Reimbursement?

Veterans and caregivers may be eligible for travel pay. A list of eligibility requirements can be found on the [VA Travel Pay Reimbursement](#) webpage.

Q2: How do I submit a travel reimbursement claim?

The St. Cloud VA Health Care System is implementing a new web-based portal to submit and process beneficiary travel claims on November 2, 2020. The new portal, the Beneficiary Travel Self-Service System (BTSSS), is VA's preferred method to receive travel reimbursement claims. BTSSS will phase out claims submitted through the facility kiosks which will not accept travel claims after Nov. 2, 2020. BTSSS is available through the [AccessVA](#) website. Hard copy submissions will be available by using the VA Form 10-3542 but are not preferred. Drop boxes for the hard copy are located at the Medical Center in St. Cloud in Bldg. 1 next to the operator's desk and Bldg. 5 Room 119.

Q3: Are there advantages to using the Beneficiary Travel Self-Service System (BTSSS)?

The BTSSS automates the claims process to ensure timely processing and payment of travel reimbursement claims. With BTSSS, turnaround time to evaluate and settle a claim is less than 5 days. BTSSS allows Veterans and caregivers to submit claims 24/7, 365 days a year from a computer or mobile device. It also allows users to electronically track the status of a claim request.

Q4: Can I get help to file my first claim?

There are several sources of help for filing a claim. BTSSS was built with several self-help tools to guide users through the process of logging on and submitting/tracking claims. Additionally, a user's guide for BTSSS is available on the [VA Travel Pay Reimbursement](#) webpage. Lastly, Veterans who do not have access to a computer can get help from a travel clerk at the Medical Center in St. Cloud located in Bldg. 5, Room 119.

Q5: How do I access BTSSS?

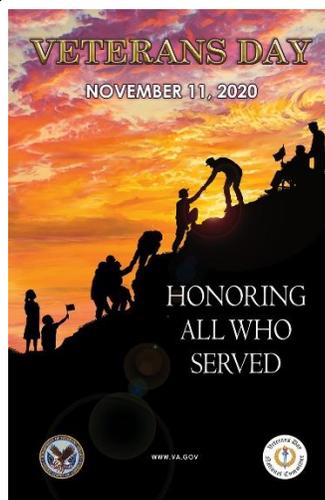
BTSSS is available through the AccessVA webpage. To submit a claim, [Visit AccessVA](#), select submit a travel claim, and logon using a DS Log on Level 2 account. A DS Logon is an ID issued by DoD that will allow Veterans and caregivers to access many VA and DoD sites with one user username and password. [Need a DS Log on?](#)

Q6: Why is VA launching BTSSS?

The current claims submission processes are 100% manual. BTSSS will significantly reduce human intervention for each reimbursement claim request and improve tracking, reporting, and the auditing capability for all stages of the claims process

St. Cloud VA not hosting Veterans Day Ceremony

Due to ongoing precautions required at the St. Cloud VA Medical Center, the St. Cloud Metropolitan Veterans Council will not host the annual Veterans Day Ceremony at the St. Cloud VA Medical Center on Nov. 11, 2020. The public is asked to honor those who have served in the nation's armed forces in a manner that is safe for all involved.



Flu Vaccination Clinics for Eligible Veterans across Central Minnesota

During this flu season, flu shots for Veterans served by the St. Cloud VA Health Care System are available as part of most scheduled VA appointments, at multiple, convenient drive thru flu shot clinics, and through the VA Community Care Network.

The 2020-2021 flu season will coincide with the COVID-19 pandemic. Flu shots provide the best protection against influenza and help reduce illness and hospitalization. An annual flu shot is an important part of staying healthy and is more important than ever during this combined flu season and COVID-19 pandemic.

Flu shots for Veterans with a previously scheduled appointment

- Social distancing and the need to minimize traffic in facilities play an important role in our approach to flu shots this year.
- Veterans attending most scheduled appointments can get a flu shot as part of their pre-scheduled appointment. Some appointment areas, like lab and others, are not able to administer flu shots.
- Walk-in flu shots are not offered and flu-shot only appointments cannot be scheduled. This means if you have an appointment in an area that does not offer shots you should get a flu shot at a drive-thru clinic or via the community care network instead.

Flu shots for Veterans without a VA appointment

We are also offering drive-up flu clinics for enrolled Veterans only. No appointment is necessary to get vaccinated at the drive thru clinics.

Veterans using the drive thru clinics will undergo screening for vaccine allergies and COVID-19 symptoms. Veterans are encouraged to prescreen for COVID-19 by using VA's [COVID-19 screening tool](#), available

<https://www.va.gov/covid19screen/>. To ensure everyone's safety, vaccinations for Veterans with suspected or confirmed COVID-19 will be deferred at the drive thru clinics and Veterans will be directed to other treatment locations.

Safety and weather related postponements or suspensions of drive thru clinic locations will be announced at <https://www.stcloud.va.gov> and <https://www.facebook.com/stcloudvahcs>.

To facilitate efficient operations of the drive thru flu clinics, participating Veterans are asked to wear a mask, to have their Veterans Health Identification Card (VHIC) ready, to wear a short sleeve shirt, to follow signage, and stay in their vehicle. Drive thru clinics are still available at several different locations:

St. Cloud VA Medical Center, 4801 Veterans Drive, St. Cloud

Oct. 17 & 24, 9 a.m. – 3 p.m., in Bldg. 116 Parking Lot (Rehabilitation Center)

Brainerd VA Clinic Parking Lot, 722 NW Seventh St., Brainerd

Oct. 27 & 28, 11 a.m. – 3 p.m.

VA is offering the quadrivalent high dose vaccine designated for persons 65 and older and a quadrivalent standard dose vaccine.

The quadrivalent vaccine contains antigens from 4 strains of influenza virus. The Center for Disease Control (CDC) does not recommend any influenza vaccine over another as “preferred.”

Flu Shots Available through VA’s Community Care Network

Eligible Veterans can now receive their seasonal flu shots at no cost at more than 60,000 Community Care Network (CCN) retail pharmacies and urgent care locations. This replaces the Walgreens Retail Immunization Care Coordination Program, which ended in March 2020.

Veterans can use the [VA Locator](#) to find a VA facility, in-network retail pharmacy or urgent care location near them by using this link: <https://www.va.gov/find-locations>. [Click here](#) for a printable flyer to bring with you if you intend to visit an in-network retail pharmacy or urgent care location for a flu shot. Alternatively, Veterans can call 877-881-7618 to find a location.

Veterans enrolled in the VA health care system may also use in-network retail pharmacies to obtain flu shot.

Veterans enrolled in the VA health care system and who have received care from a VA or in-network community provider in the past 24 months may also use CCN urgent care locations to obtain a flu shot.

Veterans using the CCN should tell the in-network community care staff they are an eligible Veteran enrolled with VA, and show

a government-issued identification (e.g., Veterans Health Identification Card or driver’s license).

Stand-alone flu shot visits to in-network community urgent care providers are copay free and are not counted as an urgent care visit. Other vaccinations are not available through the CCN.

For more information on flu shots using the Community Care network visit: [https://www.va.gov/COMMUNITYCARE/fluhot.asp](https://www.va.gov/COMMUNITYCARE/flushot.asp)

VA is committed to keeping Veteran patients healthy, and vaccination is the best way to prevent the spread of flu.

VA MISSION Act of 2018: Expanding the Program of Comprehensive Assistance for Family Caregivers

The Program of Comprehensive Assistance for Family Caregivers (PCAFC) provides family caregivers of eligible Veterans certain benefits, such as training, enhanced respite care, counseling, technical support, beneficiary travel, a monthly stipend payment, and access to health care (if qualified) through the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA).

Changes to Program of Comprehensive Assistance for Family Caregivers took effect on October 1, 2020! These changes include:

Expanding eligibility

- Veterans who incurred or aggravated a serious injury (now includes serious illness) in the line of duty in the active military, naval, or air service on or after September 11, 2001, **or** on or before May 7, 1975.

Making other changes related to program eligibility and VA's evaluation of applications for PCAFC

- Of particular note is that previously VA required a connection between the need for personal care services and the qualifying serious injury. Now, in addition to expanding eligibility to pre-1975 era Veterans, the enhanced PCAFC eliminates the need for a connection between personal care services and the qualifying serious injury.

The expansion also redefines serious injury to now include any service-connected disability regardless of whether it resulted from an injury, illness or disease.

These changes greatly expand program eligibility.

Who should apply for the Program of Comprehensive Assistance for Family Caregivers?

A Veteran who has a single or combined service-connected disability rating of 70%

or more, **and** Who is in need of in-person personal care services for a minimum of six (6) continuous months based on either:

- An inability to perform an activity of daily living (ADL) each time the activity is performed, **OR**
- A need for supervision, protection, or instruction, which means a functional impairment that directly impacts his/her ability to maintain his or her personal safety, **on a daily basis.**

Here's how you can apply!

- Applications (VA Form 10-10CG) are available at <http://www.caregiver.va.gov>, or
- Contact your local Caregiver Support Program at 320-252-1670x7283, or
- Call the National Caregiver Support Line at 1-855-260-3274.

Face masks required to enter VA facilities

As a precaution for everyone, Veterans and other customers/visitors must wear facemasks when entering VA facilities.

Due to a recent change in policy, face shields are no longer acceptable.

If you have difficulty wearing a mask please let your care team know so they can help fit a suitable mask or make alternative care methods, such as arranging a virtual or phone appointment.

Acting Surgical & Specialty Care Service Line Director announced



Derrick Green, MD

Derrick Green, MD, has been appointed as the Acting Director, Surgical & Specialty Care Service Line, effective Oct. 31, 2020.

Dr. Green entered VA service as a full-time staff surgeon in July of 2017 at the Minneapolis VA Medical Center. Dr. Green received his MD from the University of Alabama School of Medicine in 2008. He completed his general surgery residency in 2015 and completed his Vascular Surgery Fellowship in 2017. Both were done at the University of Minnesota. He is Board Certified in General and Vascular Surgery.

He received a Master of Business Administration degree from the Carlson School of Management at the University Minnesota in 2013. He currently utilizes his business background while serving as the lead for the operations and budget committee for Specialty Care Service line at the Minneapolis VA.

Where's my bill? COVID Billing VA Statements

Since April 6, 2020, VA has put monthly copay patient statements on hold. We'll start sending patient statements again in January 2021.

You don't have to make any copay payments until January 2021. But please read below to know what to expect at that time.

In January 2021, you'll receive a patient statement that may include the total amount of any:

- **New copay charges** for medical care and prescriptions you received from April 6, 2020, through December 31, 2020
- **Unpaid copay charges** for medical care and prescriptions you received before April 2020

If you'd like to make payments before January

[Find out how to pay your VA copay bill now](#)

If you use an HSA or FSA to pay your VA copays

Please contact the company that manages your health savings account (HSA) or flexible savings account (FSA) plan. Ask them when you should make payments to make sure you're using your funds for 2020.

If you can't make your payments when billing starts again

Call us at [866-400-1238](tel:866-400-1238) or [844-698-2311](tel:844-698-2311) (TTY: 711). We can work with you to determine your debt relief options.

[Learn more about requesting financial hardship assistance](#)
[Watch a video about financial hardship options \(YouTube\)](#)

What if I can't pay my existing VA debt?

As of April 3, 2020, we've taken action to stop collection on newly established Veteran debt and make it easier for Veterans to request extended repayment plans and address other needs during this time. Please check back regularly for updates.

If you have VA debt that we've already transferred to the U.S. Department of the Treasury

The U.S. Department of the Treasury won't take any more action on your debt during this time. This means they won't add more fees or interest, reduce or withhold part of your federal or state payments or job wages to pay your debt, or refer your account to a private collection agency.

If you have VA debt being managed by VA

We'll work with you to decide whether you'd prefer us to temporarily stop collection action, including stopping the addition of fees and interest, during this time or extend your repayment terms.

- **If you have debt related to VA benefits**, please contact the VA Debt Management Center at [800-827-0648](tel:800-827-0648) to make arrangements. We're here Monday through Friday, 7:30 a.m. to 7:00 p.m. ET.
- **If you have debt related to VA health care**, please contact the Health Resource Center at [888-827-4817](tel:888-827-4817) to make arrangements. Be sure to have your account number ready.

Great American Smokeout is Nov. 19

If you smoke, you probably remember your first cigarette. Now, let the U.S. Department of Veterans Affairs (VA) help you remember your last.

Join us for the [Great American Smokeout](#) on November 19 and learn about effective methods to stop smoking — for good. With medications, programs, and resources specifically designed for Veterans, VA can help you make this lifestyle improvement, for not only your physical health but also, surprisingly, your mental health.

Stamping out your last cigarette isn't easy, but VA is committed to providing [the tools and expertise to help you](#) every step of the way. VA offers medications to help curb your cravings, mobile phone apps to get support when you need a motivational boost, and one of the most effective methods for quitting tobacco: cessation counseling.

Benefits of Counseling

According to the [National Institute on Drug Abuse](#), one reason it's so difficult to stop smoking is that "smokers' brains have *learned* to smoke. Just like unlearning to ride a bike, it is incredibly hard to unlearn that simple, mildly rewarding behavior of lighting up a cigarette,"

To modify that behavior, experts say a combination of approaches that includes tobacco cessation counseling usually works best. Research has shown:

- Combining counseling and medication works better than using medication alone.
- Self-help techniques, group counseling, and telephone counseling are more likely to work than stopping smoking "cold turkey" without assistance.
- Counseling — even with a health care provider who does not specialize in therapy — can significantly improve one's chance of quitting.

Veterans should work with their VA care teams to determine the type of counseling that is best for them.

Counseling: What to Expect

Cessation counseling is focused on the role that tobacco plays in a smoker's daily routine and then tailoring a quit plan to fit into their everyday life.

Counseling can come in a variety of forms, ranging from brief counseling with a primary care provider to individual or group counseling formats and even counseling by phone or through VA Video Connect.

VA's tobacco cessation counselors typically discuss activities or situations that trigger someone who uses tobacco to light up, such as talking on the phone, drinking coffee or alcohol, or feeling bored or stressed. Counseling usually includes developing strategies for coping with those triggers and making the long-term behavioral changes needed to stop smoking for good. Cessation counselors may also recommend [nicotine replacement therapy \(NRT\)](#) or prescribe medication to help relieve the symptoms that come with nicotine withdrawal.

"This program works," said one Veteran, who smoked up to three packs a day for 44 years. He had tried to give up cigarettes many times before he was able to stop for good with VA's help in 2012. "I felt better than I had in years."

Cessation Support Designed for Veterans

VA provides a wide range of services for Veterans who wish to stop smoking, including a wealth of information and support [online](#) and programs available through local VA health care facilities. Resources include:

- **Counseling:** When combined with another cessation tool, such as medication or NRT products, counseling offers Veterans the best chance of becoming and staying smoke-free.

VA offers group and individual counseling to talk about using tobacco and ways to stop, identifying and coping with triggers, and making lifestyle changes that can help Veterans remain tobacco-free. Tobacco cessation counseling is routinely provided through VA medical centers and community-based outpatient clinics.

- **Medications and NRT**: VA offers medications approved by the Food and Drug Administration — including bupropion, varenicline, and NRT gum, patches, and lozenges — to help with nicotine withdrawal symptoms and cravings that come with quitting. Your VA provider can guide you through the available options and help you decide which one is likely to work best for you.
- **Quit VET**: Veterans can call 1-855-QUIT-VET (1-855-784-8838) to receive tobacco cessation counseling and get help building their plan to quit. Quitline counselors are available Monday through Friday, between 9 a.m. and 9 p.m. Eastern time, to help Veterans prepare for potential challenges and avoid relapse. These trained tobacco cessation counselors offer continued support through follow-up calls and counseling.
- **SmokefreeVET**: For tools and tips to quit, Veterans can sign up for SmokefreeVET by texting VET to 47848. SmokefreeVET provides regular text messages as well as

extra support at Veterans' fingertips when they text the keywords URGE, STRESS, or SMOKED to 47848. *Para inscribirse en SmokefreeVET en español, manda el texto VETesp al 47848.*

Talk with your provider about which of VA's tobacco cessation options may best meet your needs.

VA Health Chat



Veterans: Use VA Health Chat to connect with VA staff members in less than 60 seconds! They're available to answer any non-urgent medical questions you may have. Learn more: mobile.va.gov/app/va-health-chat

New VSignals Survey Evaluates Same Day Services (SDS)

To find out how effectively the SDS initiative is serving the primary and mental health care needs of our Veterans, VA released a new VSignals survey on September 25, 2020.

A representative sample of Veterans who have needed or felt the need to use SDS for primary care and/or mental health services received the survey via email. In addition to provider care, SDS can include nurse visits, prescription refills/renewals, and vaccinations.

The survey will assess how well SDS serves Veterans' care needs and what modifications may be needed to maximize the program's effectiveness.

- Veteran responses to the survey will provide valuable feedback and help the Office of Veterans Access to Care (OVAC) team identify what, if any modifications may be needed to improve or enhance the program. The SDS program makes it

possible for a Veteran who has a need for primary care, mental health care or other provider care to have that need addressed the same day during regular business hours.

- A Veteran can connect to their primary care or mental health team by secure message or phone, and then have their needs met the same way or by using video teleconferencing, or in-person if that's appropriate. VAMC and VISN staff can make a difference in their Veteran patients' decision to respond to the SDS survey. Survey results will be used for informational purposes only - no additional action will be required from VISNs or VAMCs during FY 2021.

The survey only takes about 10-15 minutes of a Veteran's time and will make a difference in improving the Veteran experience.

UPCOMING EVENTS

Drive Thru Flu Vaccination Clinic

St. Cloud VA Medical Center, Bldg. 116
Parking Lot (Rehabilitation Center)
Saturday, October 17 9 a.m. – 3 p.m.

Appointments by phone only: Veteran's Law Clinic

Tuesday, October 20 Noon -2 p.m.
Free legal consultation for Veterans by appointment only. This clinic is not for criminal issues. For more information or to schedule an appointment please contact Central Minnesota Legal Services at 320-257-4855 or 800-622-7773.

Voices for Veterans Radio Show

Wednesday, October 21 8:10-8:30 a.m.
WJON AM 1240

Drive Thru Flu Vaccination Clinic

St. Cloud VA Medical Center, Bldg. 116
Parking Lot (Rehabilitation Center)
Saturday, October 24 9 a.m. – 3 p.m.

Drive Thru Flu Vaccination Clinic

Brainerd VA Clinic Parking Lot
Tuesday, October 27 11 a.m. – 3 p.m.

Drive Thru Flu Vaccination Clinic

Brainerd VA Clinic Parking Lot
Wednesday, October 28 11 a.m. – 3 p.m.

Veterans Affairs Radio Show

Monday, November 2 8:10-8:30 a.m.
KNSI AM 1450/FM 103.3

Appointments by phone only: Veteran's Law Clinic

Tuesday, November 3 Noon -2 p.m.
Free legal consultation for Veterans by appointment only. This clinic is not for criminal issues. For more information or to schedule an appointment please contact Central Minnesota Legal Services at 320-257-4855 or 800-622-7773.

Virtual Intro to Whole Health Class

Wednesday, November 4 2-4 p.m.
Learn about the Whole Health approach to healthcare, discover what matters to you and how you can be at the center of your own care. Call: 1-320-255-6339 to schedule.

"Caregiving During Covid" Presentation

Thursday, November 5 9 -10 a.m.
This presentation will help explain ways that caregiving has changed in the era of COVID-19 and identify risk factors for caregivers and the loved ones they are caring for. We will explore ways for caregivers to effectively prepare for these challenges and identify how caregivers can more effectively manage stress and burden in the time of a pandemic. For more information visit <https://tinyurl.com/CaregivingDuringCOVID> or contact Alicia at 320-252-2670 Ext. 7283.

Mask Making for Caregivers

Monday, November 9 2:30 -4 p.m.
The Caregiver Support Program is hosting a Mask Making event for Caregivers. This event is for any Caregiver who wants to explore and discover their inner strengths and resiliency through art by creating a visual representation of these traits, with guidance and support from Caregiver Support Staff.

Masks and art materials will be mailed to each participant who preregisters for this event. SPACE IS LIMITED AND PREREGISTRATION IS REQUIRED to get the supplies to you!

For more information visit:

<https://tinyurl.com/CaregiversMakingMask> or contact Alicia at 320-252-2670 Ext. 7283.

Veterans Day Federal Holiday

Wednesday, November 11
Clinics in Brainerd, Montevideo and Alexandria will be closed. Urgent Care at the St. Cloud VA will be open from 8 a.m. to 6 p.m.

Stress & Nutrition for Caregivers

Thursday, November 12 9 -10 a.m.
Join Virginia Nollmeyer M.S.RDN, LD for a presentation that will provide a discussion on the impact of stress on caregiver nutrition. This presentation will focus on the caregiver's health and nutrition, signs/triggers for stress, risk for malnutrition and disordered eating. Participants will discover food and mealtime tips for managing stress.

For more information visit

<https://tinyurl.com/StressNutritionCaregive> or contact Alicia at 320-252-2670 Ext. 7283.

Yoga for Self-Care: Caring for the Caregiver

Monday, November 16 2:30 -4 p.m.
Please join the St. Cloud VA for Yoga for Self-Care: Caring for the Caregiver. Yoga is a mind-body practice that guides us toward a feeling of deep well-being. In this practice designed for you, the caregiver, we will focus on self-care through mindful movement, breath, relaxation, and meditation. Show up just as you are and take time to nurture your own sense of well-being. Yoga has been shown to reduce stress, improve sleep, increase energy, improve concentration, and increase flexibility and strength. For more information visit:

<https://tinyurl.com/YogaCaregivers> or contact Alicia at 320-252-2670 Ext. 7283.

Appointments by phone only: Veteran's Law Clinic

Tuesday, November 17 Noon -2 p.m.
Free legal consultation for Veterans by appointment only. This clinic is not for criminal issues. For more information or to schedule an appointment please contact Central Minnesota Legal Services at 320-257-4855 or 800-622-7773.

Managing Holiday Stress

Thursday, November 19 9 -10 a.m.
Holidays come with increased stressors, such as hectic schedules, travel, and increased spending. In addition, many people experience intense emotional swings during the holidays—both joyous and depressed. Schedule some time for yourself. Coping with Holiday Stress will help you recognize how you experience stress, what puts you at risk for increased stress, and identify healthy coping strategies to assist in managing the stress of the holiday season. For more information visit:
<https://tinyurl.com/CopingHolidayStress> or contact Alicia at 320-252-2670 Ext. 7283.

Federal Holiday

Wednesday, November 26
Clinics in Brainerd, Montevideo and Alexandria will be closed. Urgent Care at the St. Cloud VA will be open from 8 a.m. to 6 p.m.

Suicide Prevention for Caregivers

Monday, November 30 2:30 -4 p.m.

VA knows that a caregiver to a Veteran is a keen observer of the Veteran's physical and mental health, and often a trusted confidant. That's why we want caregivers to have key information about suicide prevention, the warning signs for suicide risk, and where to get help when it is needed. Caregivers play an important role in a Veteran's life — sometimes a lifesaving one. Whether you're the spouse, another family member, or a friend of a Veteran, you may be the first to recognize changes in mood and behavior, such as expressions of anger or emotional pain or increasing use of alcohol or drugs. No matter your relationship with the Veteran, as a caregiver you have a vital role in supporting the Veteran and preventing a crisis. For more information visit:
<https://tinyurl.com/SuicidePreventionCaregivers> or contact Alicia at 320-252-2670 Ext. 7283.

For a complete Calendar of Events, go to <https://www.stcloud.va.gov/calendar.asp>

Quick Reference Phone List

Main St. Cloud VA HCS Phone Number	320-252-1670 or 800-247-1739
TDD User	320-255-6450
Max J. Beilke VA Clinic, Alexandria	320-759-2640
Brainerd VA Clinic	218-855-1115
Montevideo VA Clinic	320-269-2222
Veterans Crisis Line	800-273-8255 Press 1
Homeless Veteran Hotline	877- 424-3838

Billing:

• VA Care	866-347-2352
• Care in the Community (non-VA care)	877-881-7618
Caregiver Support Team	Ext. 7283
Chaplain Service	Ext. 6386
Community Care Referrals	Ext. 6401
Discrimination Complaints	Ext. 6304
Eligibility	Ext. 6340
Nutrition Clinic	Ext. 6376
Transition & Care Management Program	Ext. 6453
Patient Advocate	Ext. 6353
Pharmacy Refill Line	855-560-1724
Privacy Officer	Ext. 6408
Public Affairs Office	Ext. 6353
Release of Information (Medical Records)	Ext. 6336
Transportation	Ext. 7622
TRICARE	844-866-9378
Voluntary Service	Ext. 6365
VA Police	Ext. 6355

Stay in Touch

Visit our Website: www.stcloud.va.gov

Like us on Facebook: www.facebook.com/StCloudVAHCS

Visit us on Instagram: <https://www.instagram.com/stcloudvahcs/>

Sign up for our automated email service. Visit the St. Cloud VA Website at: <http://www.stcloud.va.gov> and on the right-hand side of the page is a request to sign up for email updates. Enter your email address and you are automatically signed up to receive email updates from our web page.