The Veterans Town Hall Meeting will begin soon

Attendees need to enable third-party cookies to watch this live event.

**Internet Explorer**
1. Click 'Tools' (the gear icon) in the browser toolbar.
2. Choose Internet Options.
3. Click the Privacy tab, and then, under Settings, move the slider to the top to block all cookies or to the bottom to allow all cookies, and then click OK.

**Google Chrome**
1. Click the context menu in the browser toolbar to the right of the address bar.
2. Choose Settings.
3. Click "Show Advanced Settings."
4. Click Content settings in the Privacy section.
5. Ensure that the bullet for "Allow local data to be set (recommended)" is checked.
6. Also ensure that "Block third-party cookies and site data" is unchecked.
Veterans Town Hall Meeting

Nov. 10, 2020
AGENDA

- Pledge of Allegiance
- Leadership Introduction
- Alexandria VA Clinic Update
- VA Midwest Health Care Network Update
- Program Updates
- COVID-19 Operations Update
- VBA Update
- Questions and Answers
- Closing Remarks
• Attendees can submit questions at any time using the Questions and Answers dialog box on your screen
ST. CLOUD VA HCS LEADERSHIP

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Health Care System Director

SCOTT BARTLEY, MD
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Phone 320-762-3883          Hours 8 - 4:30, M-F
806 Fillmore Street, Alexandria, MN 56308
Angela Goergen, RN
Clinic Coordinator
Max J. Beilke VA Clinic
SERVICES OFFERED

Primary Care
Chronic Disease Management
Mental Health Services
Medication Management
Clinical Pharmacy services
Social Work services
Home-Based Care
Primary Care Physical Therapy

Annual Wellness Exams
Routine Health Screenings
Specialty Care Referrals
Telemedicine
Tele audiology
Lab Services (draws)
Home Telehealth
Robert P. McDvitt, FACHE
Executive Director
VA Midwest Health Care Network
(VISN 23)
Caregiver Support Program
Our mission is to promote the health and well-being of family caregivers who care for our nation’s Veterans, through education, resources, and supportive services, and services excellence.

VHA also offers in-home and support services to all Veterans

Program of General Caregiver Support Services (PGCSS)
- Training and Education (e.g., Building Better Caregivers)
- Caregiver Support Line
- Diagnosis Specific Programs for Caregivers
- Caregiver Support Program Website
- Peer Support Mentoring
- Email Listserv
- REACH VA
- Self-care courses

Program of Comprehensive Assistance for Family Caregivers (PCAFC)
- Financial stipend
- Access to CHAMPVA health care insurance (if otherwise uninsured)
- Mental health counseling
- Caregiver training
- Enhanced Respite services
- Beneficiary Travel, lodging and subsistence for medical appointments
- Ongoing monitoring
St. Cloud VA Caregiver Support Team

http://www.caregiver.va.gov

St. Cloud VA Caregiver Support Team

320-252-1670 Ext. 7283
Beginning Nov. 2, 2020, St. Cloud VA HCS Veterans, caregivers, and beneficiaries who are eligible for reimbursement of mileage and other travel expenses 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
Questions and Answers About 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.

[https://www.va.gov/health-care/get-reimbursed-for-travel-pay/]

Q2: How do I submit a travel reimbursement claim?

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. However, in-person claims, and hard-copy submissions remain available. BTSSS is available through the AccessVA website.

[https://eauth.va.gov/accessva/]
Questions and Answers About New Travel Claim Process

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

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

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

• BTSSS has 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. [https://www.va.gov/health-care/get-reimbursed-for-travel-pay ]
• Lastly, Veterans who do not have access to a computer can get help from the Travel Pay Office in Bldg. 5, or by phone at 320-252-1670, Ext. 6442.
Questions and Answers About New Travel Claim Process

Q4: How do I access BTSSS?

- 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?](#)

Q5: 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.
VA Billing Statements
Will I still have to pay my VA copays during the pandemic?

• Since April 6, 2020, we’ve put our 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.

• Reminder letters being mailed in November
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**
  - By phone at 1-888-827-4817
  - Online at [www.pay.gov](http://www.pay.gov) (will need your VA account #)
  - By mail: U.S. Dept. of Veteran Affairs
    - PO Box 3978
    - Portland, OR 97208-3978
If you can’t make your payments when billing starts again

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

• Debt relief options;
• Repayment plan
• Wavier
• Hardship

More info--visit: https://www.va.gov/coronavirus-veteran-frequently-asked-questions
COVID-19
Local Response & Current Operations
This is an unprecedented challenge.

**Goal:** Protect Veterans and staff from exposure while continuing critical inpatient and outpatient services.

- Infection Prevention measures and Social Distancing have significantly impacted normal daily operations and limited many services.
- Patience, understanding and acceptance of new ways of accessing care keeps everyone safe.
Reminders

• Stay home as much as possible
• Don’t mingle unnecessarily with others and always keep a safe distance
• Wash hands often
• Cover your cough
• Sick? Need assistance? Call us!
VIRTUAL METHODS TO ACCESS CARE

• Telephone
• Video or Telephone Appointments
• Chat with Your Care Team
• Prescription Refills, via My HealtheVet, VA Health Chat, or the Rx Refill mobile app.
• Text Message Reminders (Annie)
• Secure Messaging
• Home Telehealth
• Visit https://www.stcloud.va.gov/ to learn more.
• Veterans needing help with virtual care tools or assistance with setting up a device can call the Health Hub at 320-252-1670, Ext. 7271.
CURRENT OPERATIONS

- Care during COVID
  - B92 Second Level Screening
  - Acute Respiratory Clinic (ARC)
  - Alternate Lab / Pharmacy (B96)
  - Urgent Care
  - Virtual Outpatient services, gradually increasing face-to-face appointments
  - 300% increased use of virtual care (telephone, video, chat)

- VISN 23 Surge Mission
  - CLC surge beds in support of Minneapolis
  - 4th Mission
• Must use in-network locations!

• Use the VA Facility Locator to find in-network urgent care locations: https://www.va.gov/find-locations

• To find in network pharmacies, visit: https://www.va.gov/COMMUNITYCARE/programs/veterans/UrgentCare.asp
• Bring a photo ID to the in-network urgent care location/pharmacy.
• Ask & verify if the urgent care provider/pharmacy is in-network.
• Call 888-901-6609 if you encounter difficulty.
• Do not pay a copayment at the time of the urgent care visit.
• Regional Office Public-Facing Operations
• Education Benefits
• Restart of In-Person C&P Examinations by Medical Disability Examination Vendors
• Solid Start
• Veterans Benefits Banking Program
  – https://benefits.va.gov/banking
  – https://veteransbenefitsbanking.org
• Debt Collection
Attendees can submit questions using the Questions and Answers dialog box on your screen
Thank you!