

St. Cloud VA

# UPDATE

August 16, 2019



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](mailto:barry.venable@va.gov).

## Veterans Town Hall Meeting Planned in Montevideo

A Veterans town hall meeting focused on improving VA health care services and programs is scheduled on Aug. 22 at 5 p.m., at the Montevideo VA Clinic, located at 1025 N. 13th St., in Montevideo.

The town hall meeting provides Veterans the chance to hear from and have concerns addressed by St. Cloud VA officials.

Area Veterans have several options to participate in the town hall. They may:

- Attend in person.
- Watch on Facebook Live @StCloudVAHCS.
- Participate by phone. Area Veterans enrolled for VA health care will receive an automated phone call at 5 p.m. inviting them to join the town hall. Callers desiring to ask a question via telephone will be placed in queue. If some questions can't be addressed during the event, VA staff will contact callers with questions following the event. Veterans who do not desire to participate can simply hang up the phone.

Veterans who are not aware or who have questions about benefits available to them are invited to come out and learn about the benefits earned through military service.

## Veterans Town Hall Meeting



**August 22, 2019, 5 p.m.**

Beginning at 5 p.m., Veterans enrolled for health care at the Montevideo VA Clinic will receive a phone call invitation to join the town hall meeting. You can also join the town hall in person or watch it on Facebook Live.

**Listen on the phone**



**Attend in person**

Montevideo VA Clinic  
1025 North 13<sup>th</sup> St.  
Montevideo, MN

**Participate on**



**Choose VA**

St. Cloud VA Health Care System  
St. Cloud | Brainerd | Montevideo | Alexandria  
[www.stcloud.va.gov](http://www.stcloud.va.gov) 320-252-1670

## Urgent Care Benefit

On June 6, the MISSION Act gave Veterans a new urgent care benefit that allows eligible Veterans to use urgent and walk-in care at participating clinics in their communities.

Under this new benefit, eligible Veterans do not need to get prior authorization from VA to visit an urgent care provider in VA's network.

This urgent care benefit is meant to give Veterans who do not live close to a VA urgent care clinic or who need care after-hours a convenient way to get treatment for minor injuries and illnesses such as colds, strep throat and pink eye. To be eligible for urgent and walk-in care, Veterans must be enrolled in the VA health care system and have received care through VA from either a VA or community provider within the past 24 months.

Veterans can view participating urgent care clinics in their local area by visiting: <https://vaurgentcarelocator.triwest.com/Locator/Care>.

## Feeling ill but unsure about going to an urgent care clinic?

Now you can receive care from VA without stepping foot into a clinic or hospital. The VA Health Chat app provides easy, online access to chat with VA staff when you have minor health questions and more, including when you need help figuring where to access care.

The VA Health Chat team can also help you:

- Find your closest VA facility
- Schedule an appointment

- Refill a VA prescription
- Send a non-urgent message to your health care team

If your Primary Care Provider is with St. Cloud, Minneapolis, or one of the associated CBOC locations, you are eligible to try VA Health Chat! VA team members are available to chat Monday through Friday from 7:30 a.m. - 4:30 p.m. local time, excluding federal holidays.

Get Started Today! Learn more about VA Health Chat at: [mobile.va.gov/app/va-health-chat](https://mobile.va.gov/app/va-health-chat). Simply click the **Launch VA App** to get started.

## More about VA Health Chat

St. Cloud VA Veterans can now receive care from VA without stepping foot into a facility with VA Health Chat.

The image shows a promotional graphic for the VA Health Chat app. At the top, it says "VA Health Chat" with a logo. Below that, a headline reads "Connect with Your VA Care Team Over Chat". A sub-headline says "Receive care from VA without stepping foot into a clinic or hospital. The VA Health Chat app provides easy online access to chat with VA staff when you have minor health questions and more. Only patients receiving care at select locations are eligible to use VA Health Chat." To the right, there is a photo of a man sitting on a couch using a smartphone. Below the photo, there are two columns of text. The left column is titled "Use VA Health Chat for immediate answers when:" and lists four scenarios: "You feel ill and unsure about going to an emergency room or clinic", "You have a reaction to a medication", "You have questions about your prescriptions", and "You need medical advice for a minor injury or illness". The right column is titled "VA Health Chat team can also help you:" and lists three services: "Find your closest VA facility", "Schedule an appointment", and "Refill a VA prescription". Below these lists, it says "Send a non-urgent message to your health care team." At the bottom, there is a section titled "Get Started Today!" with the text "Learn more about VA Health Chat at: [mobile.va.gov/app/va-health-chat](https://mobile.va.gov/app/va-health-chat) Click **LAUNCH VA APP** to get started." and the U.S. Department of Veterans Affairs logo.

Have a question about a minor health ailment, but not sure if you need an appointment? In as little as 60 seconds, you are connected to a VA health care team member, ready to give you medical advice. Chat hours are Monday through Friday from 7:30 a.m. to 4:30 p.m. Having a reaction to a medication or need a prescription filled? VA health care team members can help determine next steps

with medication issues or can help you order your prescription refills.

VA Health Chat is available on the VA App Store by visiting: <https://mobile.va.gov/app/va-health-chat>.

To access VA Health Chat, you will need either a My HealthVet premium account User ID and password, DS Logon, or ID.me. For more information on creating VA credentials visit: <https://mobile.va.gov/login-information>

## Veterans Whole Health Fair

The St. Cloud VA's is hosting a Whole Health Fair on Sept. 19, from 10 a.m., to 2 p.m., in the auditorium, Bldg. 8, at the St. Cloud VA Medical Center.

The Health Fair provides an opportunity to for Veterans to visit and speak with experts about the many areas of life that can affect health, including work environment, relationships, diet, sleep patterns and more. Additionally, the fair features Veteran speakers, healthy teaching kitchen demonstrations and even some prize drawings.

OPEN TO VETERANS & THEIR FAMILIES

**WHOLE HEALTH FAIR**

September 19, 2019  
10 a.m. to 2 p.m.

What is Whole Health? The whole health model is a holistic look at the many areas of life that can affect your health — your work, environment, relationships, diet, sleep patterns, and more.

**FEATURING**

- WORKING THE BODY (Work & Wellness)
- SPIRIT & SOUL (Growth & Connecting)
- POWER OF THE MIND (Working & Learning)
- SURROUNDINGS (Physical & Emotional)
- PERSONAL DEVELOPMENT (Personal Life & Work)
- FOOD & DRINK (Nourishing & Fueling)
- RECHARGE (Sleep & Refresh)
- FAMILY, FRIENDS & COWORKERS (Creating & Being Heard)
- COACHING (Empower, Guide, & Inspire)

Join us in the St. Cloud VA Auditorium for our 1st Annual Whole Health Fair

An event filled with Veteran speakers, Healthy Teaching Kitchen demonstrations, Whole Health presentations, and prize drawings.  
For more information on Whole Health contact: Judy Welser, 320-252-1670 ext. 6764

## St. Cloud VA to host Women Veterans Expo

To honor and support women Veterans, a Women Veterans Expo is planned on Aug. 17, from 10 a.m. to 3 p.m., at the Whitney Senior Center, 1527 Northway Drive, in St. Cloud.

**Women Veterans Expo**

Saturday, August 17, 2019 | 10 a.m. - 3 p.m.  
Whitney Senior Center, 1527 Northway Dr., St. Cloud, MN 56303

Celebrate women Veterans and discover VA & community services & resources for women.

- Interactive Activities
- Prize Drawings
- Speakers
- Light Refreshments
- Community & VA Services

- Suicide Prevention
- Healthy eating
- Menopause
- Stress Management
- Whole Health.

All women Veterans welcome to attend!

Preregistration is requested but not required. Register by visiting:  
<https://www.eventbrite.com/e/women-veterans-expo-tickets-63879017862>  
or by calling Amber Willert, St. Cloud VA Women Veterans Program Manager, at 320-252-1670 Ext. 6655.

The goal of the expo is to celebrate the service of women Veterans and to provide information about VA and community services and resources for women Veterans. Speakers will address several topics, including suicide prevention, healthy eating, menopause and stress management.

Preregistration is requested but not required. Register by visiting: <https://www.eventbrite.com/e/women-veterans-expo-tickets-63879017862> or by calling Amber Willert, Women Veterans Program Manager, at 320-252-1670, Ext. 6655 or Ext. 7625.

For more information about VA's benefits and services for women Veterans, visit <https://www.va.gov/womenvet>.

## 2019 St. Cloud VA Summer Games

The 5th Annual St. Cloud VA Summer Games were held Saturday, August 3, 2019 at the St. Cloud VA Medical Center. The games were open to all Veterans enrolled at the St. Cloud VA. This year's events included: 1-mile walk/run/cycle, pool/billiards, rowing/ski erg, weightlifting, table tennis, horseshoes, pickleball, bowling and frisbee golf.



## **VA releases Launchpad app to streamline health care access for Veterans and caregivers**

App combines telehealth tools for faster service

The U.S. Department of Veterans Affairs (VA) recently launched a new mobile application designed to save Veterans and their caregivers time online.

VA Launchpad for Veterans simplifies and organizes several existing tools and resources into one convenient location to help manage health care needs.

“VA has developed dozens of apps for Veterans to take charge of their health care,” said VA Secretary Robert Wilkie. “VA Launchpad makes it easier to have these important tools available at your fingertips.”

VA Launchpad arranges all of VA’s apps into five categories for Veterans: health management, health care team communication, vital health information sharing, mental health improvement and quality of life improvement. The new app enables Veterans to access all the features with a single secure login.

The app also includes many mental health care and personal improvement tools for individuals who are not enrolled in VA health care services. These tools are free and do not require secure logins to use.

VA Launchpad for Veterans is available for download in the Apple App Store and Google Play. To access VA’s secure apps within VA Launchpad, users must be a VA

patient and have one of the following accounts: Premium My HealtheVet, DS Logon Level 2 (Premium) or ID.me.

## **UPCOMING EVENTS**

### **Women Veterans Expo**

Saturday, August 17 10 a.m. -3 p.m.

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calling Amber Willert, Women Veterans Program Manager, at 320-252-1670, Ext. 6655 or Ext. 7625.

For more information about VA’s benefits and services for women Veterans, visit

<https://www.va.gov/womenvet>.

### **Introduction to Whole Health**

Monday, August 19 2-4 p.m.

St. Cloud VA, Patriot Café  
(Bldg. 95, Canteen)

An education class taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required.

**Veterans Law Clinic (by appointment only)**

Tuesday, August 20 Noon-2 p.m.  
 St. Cloud VA, Bldg. 28, Room 34

Free legal consultation for Veterans for Social Security law, housing, child support, family law, employment and expungement. No criminal law issues will be discussed. Please call (320) 253-0138 or 1-800-622-7773 to schedule an appointment.

**Voices for Veterans Radio Show**

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

**Taking Charge of My Life & Health**

Wednesday, August 21 2-4 p.m.  
 St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)

Completion of Intro to Whole Health is a prerequisite.

Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

**Veteran Town Hall Meeting**

Thursday, August 22 5-6 p.m.  
 Montevideo VA Clinic

The town hall meeting provides Veterans the chance to hear from and have concerns addressed by St. Cloud VA officials.

Area Veterans have several options to participate in the town hall. They may:

- Attend in person.
- Watch on Facebook Live @StCloudVAHCS.

- Participate by phone. Area Veterans enrolled for VA health care will receive an automated phone call at 5 p.m. inviting them to join the town hall. Callers desiring to ask a question via telephone will be placed in queue. If some questions can't be addressed during the event, VA staff will contact callers with questions following the event. Veterans who do not desire to participate can simply hang up the phone.

Veterans who are not aware or who have questions about benefits available to them are invited to come out and learn about the benefits earned through military service.

**Connected Care Class**

Monday, August 26 2-3:30 p.m.  
 St. Cloud VA, Patriot Café (Bldg. 95, Canteen)

Veterans enrolled at St. Cloud VA HCS are invited to attend hands-on training for all things connected care, including MyHealthVet, VA Video Connect, Annie App and more!

**Taking Charge of My Life & Health**

Wednesday, August 28 2-4 p.m.  
 St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)

Following completion of Intro to Whole Health, Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

**Outpatient Clinics Closed for Federal Holiday**

Monday, September 2  
Outpatient clinics and administrative offices, including VA 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.

**Introduction to Whole Health for VA Community Clinics**

Wednesday, September 4 2-4 p.m.  
Brainerd VA Clinic, 722 NW 7th Street, Brainerd MN, Veterans at Montevideo VA Clinic and Max J. Beilke VA Clinic can participate via videoconference. VA clinics in Brainerd, Montevideo and Alexandria now offer Introduction to Whole Health educational classes taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required. Veterans and family members desiring to attend can contact their care teams to register.

**Introduction to Whole Health**

Friday, September 6 2-4 p.m.  
St. Cloud VA, Patriot Café (Bldg. 95, Canteen)  
An education class taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required.

**Coffee Talk**

Saturday, September 7 9-11 a.m.  
Montevideo VA Clinic, 1025 N 13<sup>th</sup> St., Montevideo  
Veterans are invited to attend Coffee Talk to learn "How to use" the VA effectively, services overview, Q & A and a tour. Spouses and caregivers are welcome. Pre-registration is not required.

**Connected Care Class**

Monday, September 9 2-3:30 p.m.  
St. Cloud VA, Patriot Café (Bldg. 95, Canteen)  
Veterans enrolled at St. Cloud VA HCS are invited to attend hands-on training for all things connected care, including MyHealthVet, VA Video Connect, Annie App and more!

**Coffee Talk**

Friday, September 13 2-3 p.m.  
St. Cloud VA, Patriot Café (Bldg. 95, Canteen)  
Veterans are invited to attend Coffee Talk to learn "How to use" the VA effectively, services overview, Q & A and a tour. Spouses and caregivers are welcome. Dial-in to Coffee Talk via telephone at 800-767-1750 and enter participant code number 11242. Pre-registration is not required.

**Introduction to Whole Health**

Friday, September 16 2-4 p.m.  
St. Cloud VA, Patriot Café (Bldg. 95, Canteen)  
An education class taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required.

**Veterans Law Clinic (by appointment only)**

Tuesday, September 17 Noon-2 p.m.

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**Whole Health Fair**

September 19 10 a.m. -2 p.m.

St. Cloud VA, Auditorium (Bldg. 8)

An event filled with Veteran speakers, Healthy Teaching Kitchen demonstrations, Whole Health presentations, and prize drawings. This event is open to Veterans and their families. For more information on Whole Health contact: Judy Welter, 320-252-1670 ext. 6764

**Voices for Veterans Radio Show**

Wednesday, September 18 8:10-8:30 a.m.

WJON AM 1240

**Taking Charge of My Life & Health**

Wednesday, September 18 2-4 p.m.

St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)

After completion of Intro to Whole Health, Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

**Connected Care Class**

Monday, September 23 2-3:30 p.m.

St. Cloud VA, Patriot Café (Bldg. 95, Canteen)

Veterans enrolled at St. Cloud VA HCS are invited to attend hands-on training for all things connected care, including MyHealthVet, VA Video Connect, Annie App and more!

**Taking Charge of My Life & Health**

Wednesday, September 25 2-4 p.m.

St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)

After completion of Intro to Whole Health, Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

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



## Quick Reference Phone List

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

### Billing:

- VA Care 866-347-2352
- Care in the Community (non-VA care) 877-881-7618

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](http://www.stcloud.va.gov)

Like us on Facebook: [www.facebook.com/StCloudVAHCS](http://www.facebook.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. There are also options presented to sign up for updates from other government sites.