

St. Cloud VA

# UPDATE

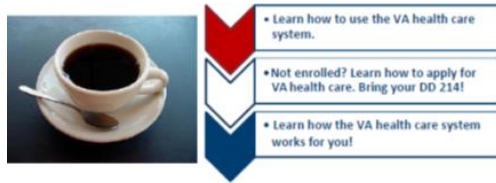
January 2018



*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).*

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## Coffee Talks



Do you want to get the most out of your VA health care benefits, need to enroll, or simply want to learn more about VA health care? Attend a Coffee Talk! These informal orientation sessions start with a presentation at 2 p.m., followed by Q & A, and tour. Spouses and caregivers welcome!

**January 12, 2018, @ 2 p.m.; February 9, 2018, @ 2 p.m.; or March 9, 2018 @ 2 p.m.**

Coffee Talks are held in Building 4, Room 114, at the St. Cloud VA Medical Center, 4801 Veterans Drive, St. Cloud, or dial-in via telephone at: 800-767-1750, participant code 11242#.

Topics to be covered:

- Eligibility for care
- Pharmacy Services
- Primary Care Appointments
  - Urgent Care Center
- Mental Health Services
  - My HealtheVet
- Transportation Services
  - Beneficiary Travel
  - ... and many more

## Student Veteran Town Hall

A town hall meeting in Atwood Center on the St. Cloud State University (SCSU) campus, 651 1<sup>st</sup> Ave. S., St. Cloud, is being held on Monday, January 29, from noon to 1 p.m. Staff from the St. Cloud VA, the Minnesota Department of Veterans Affairs (MDVA) and the Veterans Benefits Administration will be available to discuss enrollment in VA health care and the full range of Veteran benefit programs for Veterans attending SCSU as well as surrounding colleges.

## Mental Health Recovery is Possible

Mental health recovery is possible, and the St. Cloud VA is starting an informal group meeting to help Veterans begin their own recovery journey. Starting January 3, the Recovery Outreach Group meeting is scheduled on the first Wednesday of each month, from 5 to 6 p.m., at the Good Earth Co-Op, located at 2010 Veterans Drive, in St. Cloud.



The meeting is open to Veterans and family members with an interest in VA mental health recovery and programs and those who want to support a Veteran in their recovery.

For Veterans, the meeting provides an opportunity to hear stories of hope and inspiration from fellow Veterans about their mental health recovery.

Recovery is about staying in control of one's life despite experiencing a mental health condition, and emphasizes that people with mental illness can gain or regain the capacity to live a meaningful and self-determined life, and thrive in their communities.

VA staff will be present to answer questions and provide information about the comprehensive mental health treatment programs at the St. Cloud VA.

VA enrollment is not required to attend the meeting, and pre-registration is not required. Contact Leigh Van De Walker, MSW, LICSW at (320) 252-1670 extension 6503 or via email at: [leigh.vandewalker@va.gov](mailto:leigh.vandewalker@va.gov) for more information on the meeting.

## You're Getting a New Medicare Card!

Between April 2018 and April 2019, Social Security numbers will be removed from Medicare cards and each person will receive a new card. This will help keep your information more secure and help protect your identity.



- Your new Medicare card will have a new Medicare number
- Your benefits are NOT changing
- Medicare will mail you a new card
- Your new Medicare number is a number that is unique to you
- Once you get your new card, securely destroy your old card
- Use your new card right away
- Bring your new card with you to your next VA appointment
- Cards will be mailed between April 2018 and April 2019
- Make sure your mailing address is correct at Social Security. Visit: [ssa.gov](http://ssa.gov) or call 1-800-772-1213
- People with Medicare can visit: <https://www.medicare.gov/>
- Review your 2018 “Medicare & You” Handbook.

## **A New Scheduling Option for Wheelchair and Amputee Clinics**



To better serve Veterans, the Wheelchair and Amputee clinics at the St. Cloud VA Medical Center will be changing the way appointments are scheduled.

A new, self-directed scheduling option is available. A primary care provider consult is no longer required to make an appointment at either clinic. Veterans can call (320) 654-7667 to schedule an appointment.

## **Serving Those Who Served**



The St. Cloud VA Health Care System is dedicated to providing exceptional health care to our service men and women.

Volunteers are needed for numerous assignments throughout the health care system, and we need your help getting the word out to meet a growing demand.

Voluntary Service offers flexible scheduling, assignment specific training, and a commitment to excellence for all customers. Day, evening, and weekend opportunities are available. Please call the Voluntary Service office at 320-255-6365 or email us at [vhastcvasstaff@va.gov](mailto:vhastcvasstaff@va.gov) for more information.

## **Apps for Healthy Living**

Many factors, including mental health conditions like depression and PTSD, combined with unrealistic expectations, financial pressures, and excessive commitments can cause additional stress and anxiety.

Setting realistic goals and expectations, reaching out to friends, sharing tasks with

family members, finding inexpensive ways to enjoy yourself, and helping others are all ways to help beat stress.

Mobile health apps, particularly those apps that supplement mental health treatment and recovery, are a convenient and helpful way to help manage stress and keep Veterans actively participating in their ongoing health care.

Veterans may find the following widely available VA and Department of Defense apps useful.



[Moving Forward App](#) - With the Moving Forward App you can access on-the-go tools and learn problem solving skills to overcome obstacles and deal with stress.

[PTSD Coach App](#) - The PTSD Coach App helps you learn about and cope with the symptoms related to Posttraumatic Stress Disorder (PTSD) that commonly occur following trauma.

Veterans interested in exploring other mobile health apps are encouraged to consult with their providers.

For more apps, visit the VA app Store at: <https://mobile.va.gov/appstore/>

## **New Video Released on VA Community Care Claims Process**

VA community providers play a major role in helping make sure Veterans get the right care at the right time.

The VHA Office of Community Care (OCC) has released a new video that explains the community care claims submission process. The video walks through how authorizations are issued by VA, discusses the differences between individual community care programs and how claims should be submitted depending on which program was used to authorize the care.

You can learn more by going to [“Community Care Claims Process”](#)

## ***DID YOU KNOW***

- The sound of E.T. walking was made by someone squishing her hands in Jell-O.
- More than 1,000 birds a year die from smashing into windows.

## **UPCOMING EVENTS**

### **Outpatient Clinics Closed**

Monday, Jan. 1

In observance of New Year's Day, a federal holiday, St. Cloud VA Health Care System outpatient clinics will be closed. Urgent Care at St. Cloud VA Medical Center will be open from 8 a.m. to 6 p.m.

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

Tuesday, Jan. 2 Noon-2 p.m.

St. Cloud VA, Bldg. 28, Rm. 126.

Free legal consultation for Veterans. No criminal law issues will be discussed. Please call 320-253-0138 or 1-800-622-7773 to schedule an appointment.

### **Veterans Affairs Radio Show**

Monday, Jan. 8 8-8:25 a.m.

KNSI AM 1450/FM 103.

### **Outpatient Clinics Closed**

Monday, Jan. 15

In observance of Martin Luther King Jr. Day, a federal holiday, St. Cloud VA Health Care System outpatient clinics will be closed. Urgent Care at St. Cloud VA Medical Center will be open from 8 a.m. to 6 p.m.

### **Veterans Law Clinic (drop-in)**

Tuesday, Jan. 16 10 a.m.-3 p.m.

St. Cloud VA, Auditorium (Bldg. 8)

Free legal consultation for Veterans.

Questions? Call MACV at 651-200-4750.

### **Voices for Veterans Radio Show**

Wednesday, Jan. 17 8:10-8:45 a.m.

WJON AM 1240

## ***QUOTATION OF THE DAY***

“Although I understand that all days are equal with 24 hours each, most of us agree that Friday is the longest day of the week and Sunday the shortest.”

- D.S. Mixell

## 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	866- 347-2352
Chaplain Service	Ext. 6386
Discrimination Complaints	Ext. 6304
Eligibility	Ext. 6340
Non-VA Medical Care Billing	Ext. 6483
Non-VA Medical Care Referrals/Choice	Ext. 6401
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	877-988-9378
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.