



Vietnam Veterans of America  
Sussex County Chapter 1105  
PO Box 424  
Nassau, DE 19969

## Veteran's Resource Guide for VVA 1105

### Introduction

The VA has a multitude of benefits available to veterans. The information, discussed in this Guide may be helpful to VVA 1105 members and their wives to determine and obtain the benefits they are eligible for. Forms that need to be filed to obtain benefits are found on the referenced/listed VA website associated with the paragraph that discusses a particular benefit. Additional information and details that relate to the particular benefit that is being filed for is also available.

The information provided below is to help you decide what benefits you might be eligible to receive. There are four major sections: 1) Benefits and Services; 2) "Pat's Corner" on how to get benefits; 3) Georgetown Community Based Outpatient Center (CBOC) operational information, and 4) a listing of the state of Delaware Veterans Services Officers (VSOs) by county and State Veterans Organizations that have supporting VSOs.

Finally, keep in mind that there is extensive information on the VA web site and the rules change, so it would be to your benefit to: 1) discuss any benefits you might be eligible for with our 1105 designated benefits person, Pat Moonan; 2) gather the appropriate medical information and VA Forms necessary for the benefit you are applying for from your doctor and 3) finalize any detail with an available Delaware VSO. See the Pat's Corner paragraph later in the next major

section of this paper for advice on obtaining VAhealthcare and for help in obtaining the appropriate VSO to use to obtain the necessary help from the VA.

**This information for this Guide on VA benefits was obtained from the following references:**

- 1) North Carolina Resource Guide - [DMVA Resource Guide-2020.pdf \(nc.gov\)](#)
- 2) VA info for applying for Benefits and Services (appropriate web sites listed by topic in the appropriate paragraph).
- 3) Services available to Delaware veterans from the Delaware Commission for Veterans Affairs (DCVA).
- 4) VA Info on Community Care - [Community Care - Community Care \(va.gov\)](#)

## **Resource Guide Overview**

The **Benefits and Services** section is a must read for VVA 1105 veterans to review to be able to determine what the VA provides for veteran care and disabilities. It also discusses how to apply for disability. Navigating the VA published information can be difficult for someone having a disability or needing medical care. This is an important factor to be considered and it is why getting the proper information together with the support of a trained VSO is necessary.

The **Pat's Corner** section focuses on ways to obtain the needed benefits, assisting in filing a claim, what is needed to get Community or Urgent Care, and ways to get VSO support.

The **Georgetown CBOC** section discusses its hours of operation, services, and the support it provides veterans.

The final section is a list of Delaware Veteran Service Officers obtained from the Delaware Commission for Veterans Affairs (DCVA), the Office of Veterans Services (OVS) quarterly letter published in 2022 and the Vietnam Veterans of America.

## **Benefits and Services**

### **1. PRESUMPTIVE SERVICE DISABILITIES FOR VIETNAM VETERANS PUBLISHED BY THE VA**

#### [VA Presumptive Disability Benefits Factsheet](#)

What are “Presumptive Service Connections?” VA presumes that certain disabilities were caused by military service. This is because of the unique circumstances of a specific Veteran’s military service. If a presumed condition is diagnosed in a Veteran within a certain group, they can be awarded disability compensation. What are “Presumptive Conditions” for Vietnam Veterans?

If you are diagnosed with a chronic disease within one year of active-duty release, you should apply for disability compensation. Examples of chronic disease include arthritis, diabetes or hypertension. Or, if you served continuously for at least 90 days and are diagnosed with amyotrophic lateral sclerosis (ALS) after discharge, you can establish service connection for the disease. Specifically, for Vietnam Veterans who were:

Exposed to Agent Orange

Served in the Republic of Vietnam or on a vessel operating not more than 12 nautical miles seaward from the demarcation line of the waters of Vietnam and Cambodia between Jan. 9, 1962, and May 7, 1975. Specific presumed conditions are:

- 1) AL amyloidosis • B-cell leukemia
- 2) Chronic lymphocytic leukemia
- 3) Multiple myeloma
- 4) Type 2 diabetes
- 5) Hodgkin’s disease
- 6) Ischemic heart disease (including but not limited to, coronary artery disease and atherosclerotic cardiovascular disease)
- 7) Non-Hodgkin’s lymphoma • Parkinson’s disease
- 8) Parkinsonism
- 9) Prostate cancer
- 10) Respiratory cancers
- 11) Soft-tissue sarcoma (not including osteosarcoma, chondrosarcoma, Kaposi’s
- 12) sarcoma or mesothelioma)
- 13) Bladder cancer
- 14) Hypothyroidism

15) Additionally, the following conditions, if they become greater than 10 percent debilitating within a year of exposure to an herbicide agent apply:

- a) Acute and subacute peripheral neuropathy
- b) Chloracne or other similar acneform disease
- c) Porphyria cutanea tarda

Finally, over the course of the last several months, the Department of Veterans Affairs has begun processing service connected disability claims for six new presumptive conditions related to environmental exposures during military service. In May 2021, VA started implementing provisions of the William M. Thornberry National Defense Authorization Act for Fiscal Year 2021, **adding bladder cancer, hypothyroidism, and Parkinsonism to the list of medical conditions presumptively associated with exposure to Agent Orange. A few months later VA added asthma, rhinitis, and sinusitis (to include rhinosinusitis) on a presumptive basis based on particulate matter exposures during military service in Southwest Asia and certain other areas.** Any veteran who was previously denied service-connection for any of these six conditions but had symptoms manifest within 10 years of military service would need to file a supplemental claim. Officials advise using VA Form 20-0995, Decision Review Request: Supplemental Claim, when filing. The claim form should include the name of the condition and specify that the condition is being claimed because of in-service exposure to environmental hazards. Officials also advise veterans to stay plugged in to <http://www.va.gov> for the most recent developments around environmental exposures during military service, as VA is constantly conducting research and surveillance as well as reviewing scientific literature for conditions that may be related to exposure during military service. For more information about VA benefits and eligibility, or how to file a claim, veterans and survivors can visit VA's website or call toll-free at 800-827-1000. (Courtesy of VA News)

## **2. FILING A DISABILITY CLAIM**

( <https://www.va.gov/disability/how-to-file-claim/> )

### **CHECKLIST TO FILLING OUT AND FILING A CLAIM**

1. First, obtain the necessary VA forms for filing a disability claim. Bring a copy of your DD 214 and evidence that supports your claim. Never assume the VA has the necessary information on file. If you need help before you go to a Veterans Service Officer (VSO) – see Pat or someone that has the proper knowledge to assist in filing the claim. Some veterans use a law firm to help them with a claim.
2. Be sure your VA file number is included on every page of your correspondence and documentation. Respond quickly and completely to the VA's request for further information.

Keep all scheduled medical appointments. Notify the VA immediately if your address or phone number changes. You can do this online through eBenefits, or by phone 1-800-827-1000.

- 1) Know your service dates and Social Security number. Important - If you are a spouse of a deceased veteran, you should have this information DD 214 available, along with any previous marital status of your veteran.
- 2) . Be prepared to provide a voided check or Banking Account and Routing Numbers to setup direct deposit for any VA payment

#### **OPTIONS FOR DENIED CLAIMS OR IF YOU DISAGREE WITH A DECISION**

If the VA denies your claim, you may appeal the decision. You may also appeal if your claim was approved, but you disagree with any part of the rating. An appeal involves many steps, some of which are optional, some that are required. The appeals process has strict time limits that include:

1. Supplemental appeal
2. Higher level review
3. Notice of Disagreement (NOD)
4. Statement of Case (SOC)
5. Hearing (Optional)     Formal Appeal (Form 9)
6. Board of Veterans Appeals (BVA)
7. 7) U.S. Court of Appeals for Veterans Claims (CAVC) Unfortunately, this process can take years to come to a final decision, but once a decision has been made, you will be notified by mail. NOTE: Before you file an appeal, consider obtaining new material evidence and request your denied claim be reconsidered. This can save time and effort.
8. 8) Talk to your local Veterans Service Officer (VSO) before you file an appeal. Our local VSO is Lori Corsa, Phone # 302-648-3068. The VVA VSO is Terry Baker, and his office is in Wilmington, Phone # 302-540-0103 or 302-633-5415.

### **3.DEPENDENCY AND INDEMNITY COMPENSATION**

(<https://www.va.gov/disability/dependency-indemnity-compensation/>)

Dependency and Indemnity Compensation (DIC) is an important benefit for veterans' wives. It is a primary monthly monetary benefit payable to surviving dependents of a deceased veteran and is the monetary benefit to disability compensation for veterans for veterans' wives. This benefit is payable if:

1) the veteran died on active duty or in the line of duty and the death was not due to willful misconduct.

2) the death was after service and the death was caused by or attributed to a service-connected disability, or, if the service member was rated 100% compensation for certain statute time limits. The current basic monthly rate of DIC can be obtained from the link below for an eligible surviving spouse. The rate is increased for 1) each dependent child; 2) if the surviving spouse is housebound; or 3) in need of aid and attendance. VA also adds a transitional benefit to the surviving spouse's monthly DIC if there are children under age 18. The amount is based on a family unit, not individual children. For further rates information see below:

[https://www.benefits.va.gov/compensation/current\\_rates\\_dic.asp](https://www.benefits.va.gov/compensation/current_rates_dic.asp)

### **4. APPLYING FOR DEATH BENEFITS**

Dependents and surviving spouses of an eligible veteran are eligible to be buried in national cemeteries and DE Veteran cemeteries located in the state. When a death occurs and eligibility for interment in a national or state cemetery is determined, grave space is assigned by the cemetery director in the name of the veteran or family member. One gravesite is permitted for the interment of all eligible family members, unless soil conditions or the number of family decedents necessitate more than one grave. There is no charge for burial in a national cemetery.

<https://www.benefits.va.gov/BENEFITS/factsheets/burials/Burial.pdf>

### **5. VA.GOV DISABILITY COMPENSATION**

Disability compensation is paid monthly and varies with the degree of disability, the impairment to a veteran's earning capacity and the number of dependents. Veterans with certain severe disabilities may be eligible for additional special monthly compensation. These benefits are not subject to federal or state income tax. As your health changes check the VA requirements/changes/updates for Vietnam veterans.

## **6. COMPENSATION AND PENSION MILITARY RETIRED PAY**

Historically, veterans have not been permitted to receive full military pay and VA compensation for benefits at the same time. Veterans who were entitled to both have had to either waive a portion of their retirement equaling the amount of awarded VA compensation or elect not to receive VA compensation at all. Receiving both benefits and retirement pay is commonly known as “concurrent receipt.” **In 2004, Congress passed the Concurrent Retired and Disability Pay Act, allowing many veterans to receive 100 percent of the military retirement and VA compensation.** Because of the complexity of this issue, visit [www.dfas.mil](http://www.dfas.mil) for more information. <https://www.dfas.mil/retiredmilitary/disability/crdp>

## **7. DISABILITY PENSION BENEFIT FOR WARTIME VETERANS**

A non-Service-Connected Disability VA Pension is a benefit paid to wartime veterans who have limited or no income, and who are age 65 or older, or under 65 and are permanently and totally disabled, a patient in a nursing home or are receiving Social Security disability payments. The amount that is payable depends upon the type and amount of income the veteran and family members receive from other sources.

**8. AID AND ATTENDANCE(A&A)** Veterans who are more seriously disabled may qualify for Aid and Attendance or Housebound benefits discussed below. These benefits are paid in addition to the basic pension rate. Monthly payments are made to qualified veterans to bring their total income to a congressionally established support level including other retirement and Social Security income). <https://www.va.gov/pension/aid-attendance-housebound>

a) **AID AND ATTENDANCE** - An A&A benefit is paid in addition to monthly pension. A&A is allowed if the veteran requires the aid of another person to perform his or her daily living activities; is bedridden; is a patient in a nursing home due to mental or physical incapacity; or has corrected visual acuity of 5/200 or less, in both eyes, or concentric contraction of the visual field to 5 degrees or less.

b) **HOUSEHOLD BENEFITS** - A&A may not be paid without eligibility for pension. Qualifying veterans must have a single permanent disability (rated 100 percent disabled), and need assistance, or have a single permanent disability (**100 percent disabled**) and another disability, or disabilities, evaluated as 60 percent or more disabling. A veteran cannot receive both A&A and Household Benefits at the same time.

## **9. OTHER BENEFITS**

- 1) Home Loan Guaranty Certificate of Eligibility. Request online through eBenefits.
- 2) Service-Disabled Veterans Life Insurance. Must file within 2 years from initial notice of service-connected disability. (Insurance only.)
- 3) Outpatient treatment for: (1) service-connected conditions, and (2) for all medical conditions if enrolled in VA healthcare program. Co-payment for treatment may apply for non-service-connected conditions.
- 4) Travel allowance for scheduled appointment for care of service-connected conditions at VA Medical Centers, and outpatient clinics. (Eligibility based on the distance traveled 25 miles or more or a veteran's income.) If you must go to Wilmington for a particular treatment or appointment, you are eligible for this travel allowance.
- 5) Medical treatment for any condition: Enrollment in a VA healthcare program is encouraged but not required for treatment of a service-connected condition. (A co-payment will apply for treatment of non-service-connected conditions and prescription drugs.)

## **10. BENEFITS AVAILABLE FOR SERVICE-CONNECTED DISABLED VETERANS**

The following Benefits are available to all veterans with a 0% Service-Connected Disability and Higher:

- 1) Prosthetic Devices for service-connected conditions, to include but not limited to wheelchairs, canes, crutches, hospital beds, nebulizer, oxygen tanks, and electric scooters. The issue of any prosthetic devices requires a VA Doctor's prescription.
- 2) Medical Treatment in non-VA facilities for service-connected conditions may be authorized by the VA Medical Center. (Certain restrictions apply. Check with your local VA Health facility or Comm <https://www.dav.org/veterans/i-need-a-ride/> Community Based Outpatient Clinic (CBOC) to determine the restrictions).
- 3) Ten Point Civil Service Preference. (10 points added to Civil Service test score only after veteran achieves at least 70 on a test.) Annual Clothing Allowance is available for veterans with a service-connected condition that requires the use of a prosthetic or orthopedic appliance (artificial limbs, braces, wheelchairs) or use prescribed medications for a skin condition which tends to wear, tear, or soil clothing. The items used must be prescribed and dispensed at a VA Medical Center.



4) Dental treatment for: (1) service-connected dental condition, or (2) follow up dental treatment which has begun while hospitalized at a VA Medical Center, or any former Prisoner of War with 90 consecutive days or more of confinement. Some restrictions may apply.

5) Home Improvement and Structural Alteration Grant Program is administered by the Prosthetics Department at VA Medical Facilities for medically required improvements and/or structural changes to the veteran's residence. This Grant requires a VA doctor's prescription. Service-connected veterans can receive up to a \$6,800 grant. Nonservice-connected veteran may receive a grant up to \$2,000. The grant is to be used for allowing entrance or exit improvements for residence, essential lavatory and sanitary facilities, and kitchen and bathroom accessibility to sinks and counters. This grant is not for complete remodeling of a veteran's bath or kitchen. VA BENEFITS 36 SIGN UP for eBenefits.

**11. Delaware DAV TRANSPORTATION NETWORK**(visit [www.va.gov](http://www.va.gov) to learn more)

Delaware DAV – 302-382-3448, 183 South Street, Camden DE 19934, Mon – Thru, 8AM - 11AM. Because many veterans lack transportation to and from VA medical facilities for needed treatment, the Disabled American Veterans (DAV) operates a nationwide Transportation Network to meet this need. Through the Transportation Network, DAV volunteers drive veterans to and from VA medical facilities for treatment. To request a ride, visit: <https://www.dav.org/veterans/i-need-a-ride/>

**12. The Veterans Transportation Service (VTS)**

The VTS provides transport for veterans to VA Medical Centers (VAMCs). These services include vehicle routing and scheduling software for VA Medical Facilities. While all veterans with VA funded medical appointments are eligible to ride VTS, a priority is given to wheelchair-bound patients who have no other transportation alternatives. RESERVATIONS ARE REQUIRED. Reservations are needed for transportation at least four full business days before the date of transport is needed. Specific information about the veteran is also required. To see if services are available in your area, call: Camden: 302-697-9061, Monday through Thursday 8 AM to 11 AM.

### **13. CHAMPVA AND TRICARE**

The Civilian Health and Medical Program of the U.S. Department of Veterans Affairs (CHAMPVA) is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The program is administered by the Health Administration Center. Due to the similarity between CHAMPVA and the Department of Defense (DOD) TRICARE program (sometimes referred to by its old name, CHAMPUS) the two are often mistaken for each other. CHAMPVA is a U.S. Department of Veterans Affairs (VA) program whereas TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. In some cases, a veteran may look to be eligible for both programs on paper. However, if you are a military retiree or the spouse of a veteran who was killed in action, you are and will always be a TRICARE beneficiary. CHAMPVA Customer Service: (800) 733-8387 Tricare Customer Service East Region: (800) 444-5445 The Veterans Health Administration has a transportation program for non-ambulatory and remote VA patients.

### **14. VA Health Care for Veterans 65 and Older**

Geriatrics is health care for Veterans facing the challenges of aging, disability, and chronic diseases. Extended care, also known as Long Term Services and Support or long-term care- is a broad spectrum of services for Veterans of all ages who need the daily support and assistance of another individual. Veterans of any age can receive Geriatric and Extended Care services at home, at VA medical centers and clinics, and in the community:

- 1) Geriatrics programs in hospitals and clinics including geriatric research
- 2) Home Based Services including skilled home care, Home Based Primary Care and Home Health Aide.
- 3) Community Based Services including adult day health care and *caregiver respite*.
- 4) Skilled nursing facility and nursing home care provided in VA, Community and State Veterans Home facilities
- 5) Dementia care in all care settings
- 6) Hospice and palliative care in the home, hospital, or nursing facility

**How can I apply for these VA Benefits and Services? You can apply in any of these ways:**

- 1) Apply **online** using <https://www.va.gov> OR
- 2) Work with an accredited VSO or agent. You can find a VSO at <http://www.ebenefits.va.gov/ebenefits/vso-search> OR

- 3) Write to the Pension Management Center (PMC) that *serves* your state. You can find your PMC at <https://www.benefits.va.gov/PENSION/resources-contact.asp> OR
- 4) Call 800-698-2411 and talk to a VA staff member
- 5) Go to a VA regional office and have a VA employee assist you
- 6) Obtain help from your state VSO(See the VSO section later in this document)

### **What will I need to apply?**

- 1) DD214 or other official separation paperwork
- 2) Copies of any evidence such as reports from an attending physician validating the need for Aid and Attendance or Housebound type care.
- 3) Complete VA Form 21-2680, Examination for housebound status or permanent need for regular aid and attendance. You can find the form here at [https://www.va.gov/vaforms/form\\_detail.asp?FormNo=21-2680](https://www.va.gov/vaforms/form_detail.asp?FormNo=21-2680)
- 4) VA can assist you in obtaining records needed to apply for benefits.

## **15. OTHER QUESTIONS YOU MAY HAVE**

### **Who is a caregiver?**

A caregiver is a person who cares for a Veteran who needs assistance with everyday activities such as bathing, dressing, and eating. This may be a spouse, adult child, relative or close friend.

### **Are there VA resources for caregivers of Veterans?**

Yes, you and your caregiver may be eligible for benefits and programs such as:

- 1) Caregiver education and training
- 2) Mental health services and counseling related to the Veteran's treatment
- 3) Respite care
- 4) Family Caregivers of eligible Veterans in the Program of Comprehensive Assistance for Family Caregivers may also be eligible for:
- 5) A monthly stipend Certain travel expenses
- 6) Access to health care benefits through the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)
- 7) For more information:
- 8) Call the Caregiver Support Line- 855-260-3274, Monday - Friday 8:00 AM- 8:00 PM EST

9) Visit us online at [www.caregiver.va.gov](http://www.caregiver.va.gov)

10) Find a Caregiver Support Coordinator in person at a VA Medical Center

#### **16. THE DELAWARE DCVA NEWSLETTER**

The Newsletter is published online on a **quarterly** basis. It discusses activities carried out by DCVA to help all Delaware veterans. Visit their site listed below to learn more about the DCVA initiatives for Delaware Veterans. The latest quarterly report is listed below. Note: Anna Lopez is the new Director. See the URL below for her OVS introduction to 2022.

[Jan – Mar 2022 Newsletter 2022 \(delaware.gov\)](#)

Note: The DCVA site provides a quarterly update on veteran activities and state initiatives in Delaware to help veterans. It also lists DE outreach agencies that can provide help to veterans in need. Example: There is an article on “VA health chat” to help veterans talk about their medical problems. Also, VSOs are listed. In addition, the following sections below will elaborate on the VSOs that are available in Delaware for veterans to obtain requested benefits. The next section, Pat’s Corner, will discuss Community Care, medical help and other outreach programs that are available to veterans and their wives.

#### **Pat’s Corner**

With the passing of the Mission Act of 2019, Veterans care has been expanded. They now have access to local Community Care providers and Urgent Care facilities depending on their needs and circumstances. Even if a veteran is eligible for Community Care, the veteran still has the option to receive care from a VA medical facility such as The Georgetown CBOC or the VA Hospital in Elsmere). According to the Mission Care Act, **Veterans must receive approval for Community Care from the VA** before receiving care from a local Community Care provider to avoid being billed for the care. VA staff members generally make all eligibility determinations for Community Care. For Sussex County veterans using the Georgetown CBOC, the request for Community Care and the approval process starts there with your CBOC Care Provider. The Care Provider may recommend having the care done at the VA hospital in Elsmere. **For your information: Milford, DE in the northern part of Sussex County is 59.3 miles from Elsmere so the VA criteria for using Community Care for specialty care listed on the maps below should apply. The maps show Community and Urgent Care locations for Sussex County.**

**See the following maps for Community and Urgent Care locations for Sussex County veterans on the next 2 pages**

## Community and Urgent Care Providers in the VA network for Sussex County Veterans Southeast Section

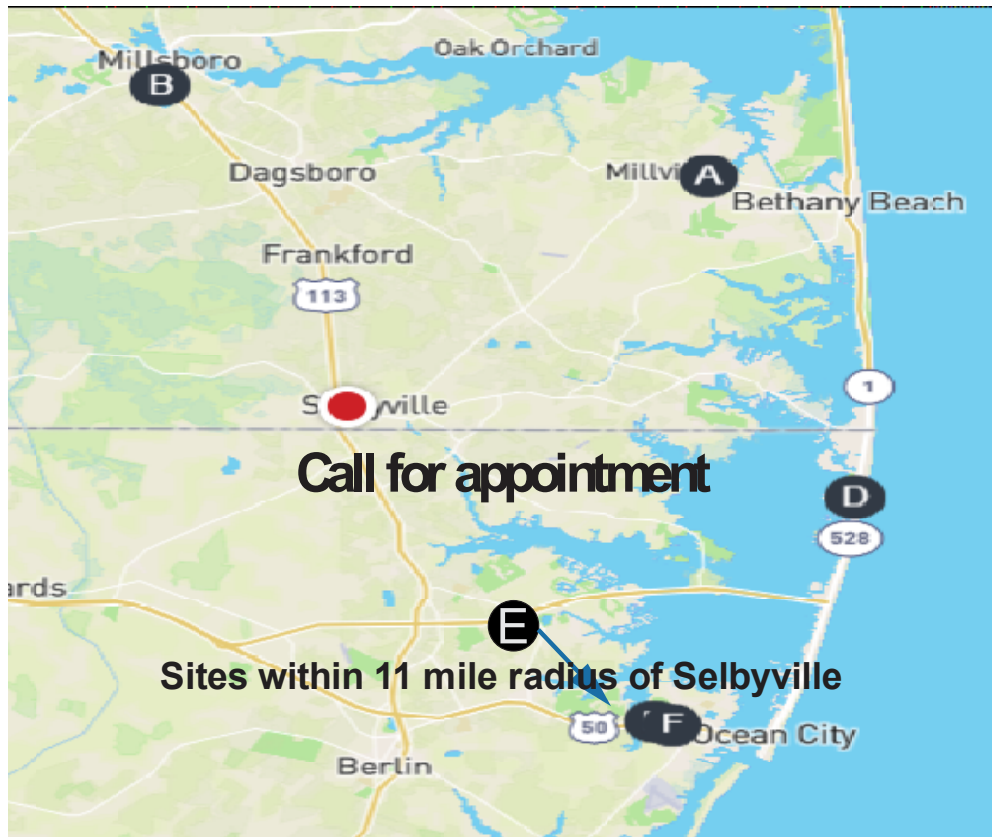
**A** BEEBE PHYSICIAN NETWORK  
32550 DOCS PL UNIT 1  
MILLVILLE, DE 19967-6975  
Main number: 302-541-4175

**B** BEEBE PHYSICIAN NETWORK  
28538 NT BLVD UNIT 1  
MILLSBORO, DE 19966-4791  
Main number: 302-934-0944

**F** MINUTECLINIC  
12510 OCEAN GTWY  
OCEAN CITY, MD 21842-9690  
Main number: 866-389-2727

**D** MINUTECLINIC LOCATED INSIDE CVS  
12001 COASTAL HWY  
OCEAN CITY, MD 21842-4720  
Main number: 866-389-2727

**E** YOUR DOCS IN  
12385 OCEAN GTWY  
OCEAN CITY, MD 21842-9576  
Main number: 877-222-2934



## Community and Urgent Care Providers in the VA network for Sussex County Veterans in the Northern, Western, and Beach Sections

**A** BEEBE PHYSICIAN NETWORK  
21635 BIDEN AVE  
GEORGETOWN, DE 19947-4574  
Main number: 302-480-1919

**B** BEEBE PHYSICIAN NETWORK  
28538 NT BLVD UNIT 1  
MILLSBORO, DE 19966-4791  
Main number: 302-934-0944

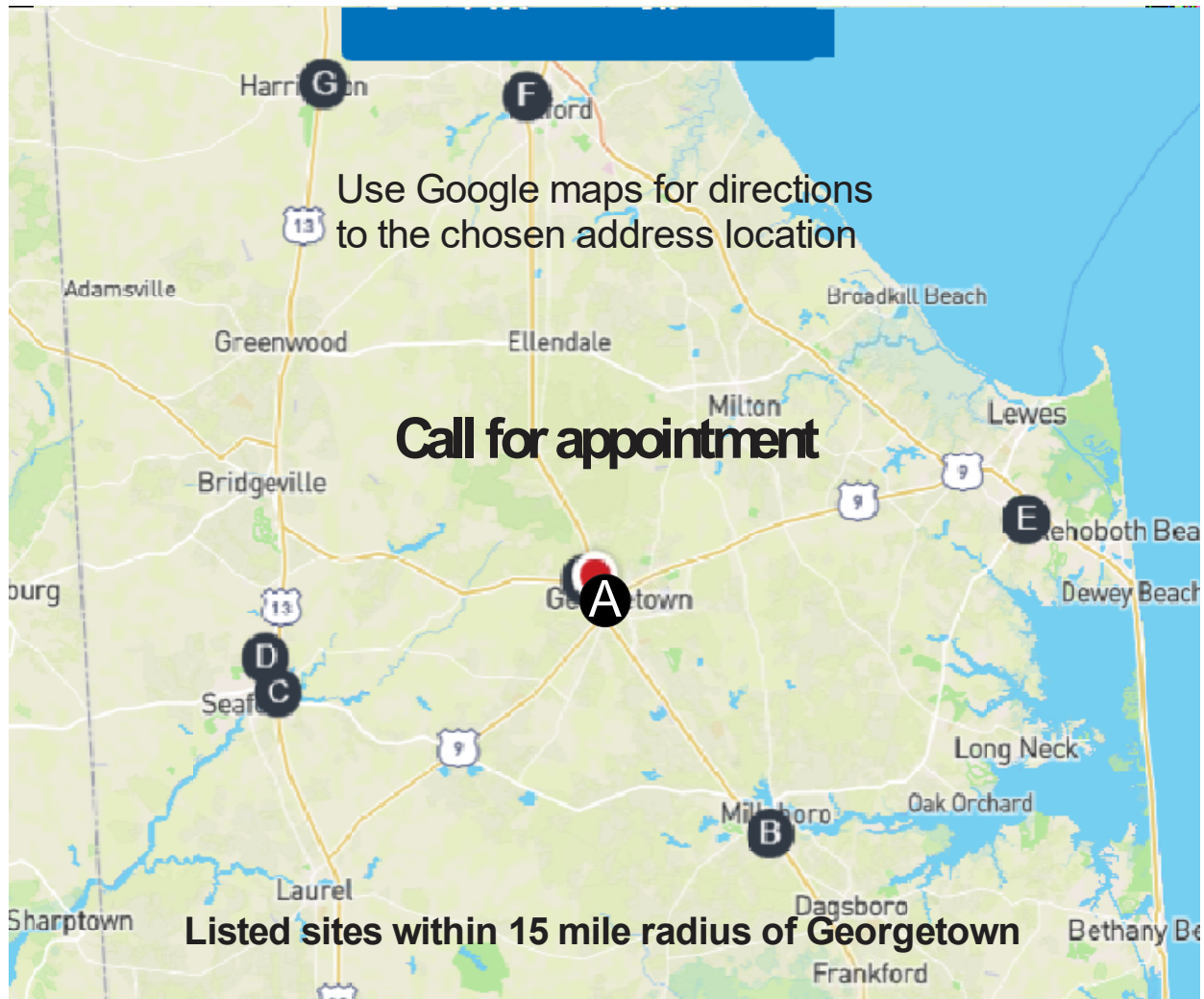
**C** AMBIENT CARE  
24459 SUSSEX HWY STE 2  
SEAFORD, DE 19973-4433  
Main number: 877-629-2621

**D** MID SUSSEX MEDICAL CENTER  
100 RAWLINS DR  
SEAFORD, DE 19973-5881  
Main number: 302-629-4240

**G** AMBIENT CARE  
1000 MIDWAY DR STE 11B  
HARRINGTON, DE 19952-2485  
Main number: 877-629-2621

**E** BEEBE PHYSICIAN NETWORK  
18941 JOHN J WILLIAMS HWY  
REHOBOTH BEACH, DE 19971-4404  
Main number: 302-645-3010

**F** AMBIENT CARE  
637 N DUPONT BLVD  
MILFORD, DE 19963-1098  
Main number: 877-629-2621



**\*\*The VA cannot provide care within certain designated access standards (ie mileage and travel time).**

In our situation, the VA is usually unable to schedule an appointment that is within both average driving time standards and wait time standards. For average drive time to a specific VA medical facility, the access standards are:

1. 30-minute average drive time for primary care, mental health, and non-institutional extended care services (including adult day health care)
2. 60-minute average drive time for specialty care

For appointment wait times at a specific VA medical facility, the access standards are:

1. 20 days for primary care, mental health care, and non-institutional extended care services, unless the Veteran agrees to a later date in consultation with their VA health care provider
2. 28 days for specialty care from the date of request, unless the Veteran agrees to a later date in consultation with their VA health care provider

For instance, if you are a Veteran and live 10 miles from the nearest VA primary care provider, but it takes you over an hour to drive there on average due to heavy traffic, you would be eligible for Community Care. Community providers are shown on the two maps.

**Statement from a member of VVA 1105 on obtaining a consult for Community Care** - “Consult originated at an appointment with a nurse practitioner at Georgetown CBOC. Watched as she sent request to coordinator through e-mail. You must see a VA Doctor once a year to keep the Community Care eligibility and request recertification. I also suggest getting the phone number for the nurse practitioner/coordinator for follow up. The consult went well”

IMPORTANT NOTE: There are 5 more criteria that apply to Community Care. See the URL below for vital details on the VAs explanation of other criteria.

[Community Care - Community Care \(va.gov\)](#)

The VA also lists the steps that outline the process to obtain Community Care. This Guide is worth printing out for later reference.

[OCC-Customer-Service-Guide.pdf](#)



## OTHER QUESTIONS YOU MAY HAVE ABOUT COMMUNITY CARE

- 1) Do I need to meet all six criteria to be eligible for community care? No. Meeting any one of the six eligibility criteria can result in your referral to a community provider.
- 2) Does VA need to officially authorize the care I receive through a community provider? Yes, usually. Regardless of which eligibility criterion you meet, community care must generally be authorized in advance by VA before you can make an appointment with and receive care from a community provider.
- 3) Can I go to any community provider I want? If you are eligible for community care, you will be able to receive care from a community provider member in the VA's network. To locate these approved community providers, please visit <https://www.va.gov/find-locations>. **Also, Sussex County locations are shown on pages 13 and 14 of this document.**
- 3) What is the process for getting prescription medication? You can receive a 14 or fewer days supply of your prescription from a pharmacy in your community. However, prescriptions for no longer than 14 days must be filled by the VA
- 4) Do I have to pay a copayment for community care? Copayment charges work the same way with community care as they do if you receive care at a VA medical facility. Usually, this means you will be charged a copayment for nonservice-connected conditions. Copayment charges and payments are made through VA, not through your community provider.
- 5) Do I have to pay a copayment for urgent care? Copayments for urgent care depend on your assigned Veteran priority group and the number of urgent care visits per calendar year. Copayments are not paid out-of-pocket at the time you visit an urgent care provider. After the visit, VA will bill copayments separately. For more information visit <https://www.Va.gov/communitycare> ,
- 6) Does VA pay beneficiary travel expenses if I am referred to a community provider? If you are eligible for beneficiary travel, your eligibility does not change. Beneficiary travel is paid the same way whether the care is provided at a VA medical facility or through a community provider.
- 7) When would it be in my best medical interest to receive community care? Your VA provider will discuss with you what is in your best medical interest. Possible reasons include the nature of care you need, the frequency of the care, or if you need an attendant.
- 8) Who schedules my community care appointments? There are several ways you may be able to schedule a community care appointment: Directly schedule an appointment yourself and inform a VA staff member about the appointment. Use VA online scheduling to request an appointment for certain types of routine services. Have a VA referral before scheduling an appointment.



- 9) Can I still see a VA provider even if I am eligible for community care? Yes, and you have the choice to have your primary or specialty care continue at VA, even when you are receiving care from a community provider. How do I get help with adverse credit reporting and debt collection issues that might arise from using Community Care.

## **Information from the Wilmington Veterans Affairs Medical Center on Scope of Community Care.**

### **Community Care Resources Overview**

With the passing of the MISSION Act in 2019, the VA greatly expanded Veterans' access to health care by allowing them to receive care in community health facilities when certain eligibility requirements are met.

To avoid confusion and possible delays in claims processing, the Wilmington VA Medical Center Community Care team put together some resources to assist you should you have additional questions about how to take advantage of these benefits and contact information to assist you in addressing any issues.

### **Eligibility**

A Veteran's eligibility for community care depends on his/her individual health care needs or circumstances. Veterans must receive approval from VA prior to obtaining care from a community provider, in most circumstances.

### **Urgent Care**

VA offers urgent care services to eligible Veterans at VA medical facilities or at in-network urgent care clinics closer to home. Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles and skin and ear infections. Learn more about urgent care at:

### **72-Hour Community Care Inpatient and Emergency Room Notification Hotline**

The notification processes for emergency and inpatient care in the community changed as of June 8, 2020. All notifications of Veterans seeking emergency/inpatient care in the community will be reported to a centralized call center. Failure to report in a timely manner may impact a Veteran's eligibility for VA to cover the cost of treatment.

**HOTLINE: 1-844-72HRVHA (1-844-724-7842)**

### **Billing Issues Related to Community Care**

VA's Community Care Contact Center can assist Veterans with resolving adverse credit reporting or debt collection actions resulting from authorized VA community care claims. Specially trained call center staff work one-on-one with Veterans to research and resolve collection-specific issues. Veterans should gather any letters, notices or information regarding debt collection or adverse credit reports related to authorized use of VA community care and call the number listed below between 8 a.m. - 9 p.m.

### **1-844-881-7618, Option 1**

### **Contacting the Wilmington VA Medical Center Community Care Team**

For all other Community Care-related questions, please call Wilmington VA Medical Center's dedicated Community Care line below between 8 a.m. - 4:30 p.m. Please leave a message if calling Community Care after hours.

### **COMMUNITY CARE ELSMERE 1-302-633-5353**

### **URGENT CARE GEORGETOWN 1-302 633 5226)**

## **The VA top site recommendations for information about Community and Urgent Care are:**

### **[VA Community Care](#)**

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

### **[Community-based Urgent Care](#)**

[https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp)

**Finding Community-based Urgent Care-** VA offers urgent care services to eligible Veterans at VA medical facilities or at in-network urgent care clinics closer to home. Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles, and skin and ear infections. To make sure you have a smooth experience, please review the information on this page to understand the requirements and limitations associated with this benefit.

[https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp)

**Dependency and Indemnity Compensation (DIC) for surviving wives.** View 2021 VA Dependency and Indemnity Compensation (DIC) rates for the surviving spouses and dependent children of Veterans. These VA survivor benefits are tax exempt. This means you won't have to pay any taxes on your compensation payments. The current DIC rates for 2021 are shown at this VA site:

<https://www.va.gov/disability/survivor-dic-rates>

### **Additional information from Pat (updated periodically)**

1. NEW VA HEALTH CARE LAWS ALLOWS SUSSEX COUNTY VETERANS TO SEE LOCAL DOCTORS AND TO USE HOSPITALS SUCH AS BEEBE, BAYHEALTH AND PENINSULA. NO MORE HAVING TO GO TO WILMINGTON. LOCAL URGENT CARE IS PAID FOR BY THE VA (COME GET A LIST OF URGENT CARE FACILITIES). OTHER ITEMS AVAILABLE ARE: 1) IN HOME CARE, 2) LONG TERM CARE, 3) HEARING AIDS AND 4) GLASSES. OTHER BENEFITS INCLUDE A NEW VA DENTAL PLAN, OTHER MEDICAL NEEDS, WHEELCHAIRS, AND RAMPS ETC. THE VA HAS A BETTER MEDICINE LIST NOW.

2. VETERANS - PLEASE ENROLL IN VA HEALTH CARE. IT'S HOW DELAWARE IS FUNDED. ALL VIETNAM VETERANS ARE ELIGIBLE REGARDLESS OF INCOME.

3. VETERANS & WIDOWS PENSIONS DIC IS A MONTHLY PAYMENT TAX FREE OF 1437.56. IT IS FOR A SERVICE-CONNECTED CAUSED DEATH. IT CAN BE ONE OF THE KNOWN ILLNESSES ON THE VA LIST OR A PROVEN ONE FROM MEDICAL RECORDS. THIS BENEFIT PROVIDES FREE 4. 4 4

4. HEALTHCARE WARTIME PENSIONS ARE FOR POOR VETERANS AND THEIR WIDOWS. FOR EXAMPLE, IF A COUPLE IS MADE LESS THAN THE 27,000/ YR THE VA WILL MAKE UP THE DIFFERENCE IF THE VETERAN PASSES, THEN THE WIDOW WOULD BE GIVEN 9,000. NOTE THEY CAN STILL STAY ON MEDICAID.

5. HAVING TROUBLE GETTING TO A VA APPOINTMENT BECAUSE OF A LENGTHY DRIVE OR BAD WEATHER CONDITIONS. GUESS WHAT?? **THERE IS AN APP FOR THAT** TO HELP YOU MAKE THE APPOINTMENT - **VA VIDEO CONNECT**. SEE THE LINK BELOW TO OBTAIN THE APP AND LEARN HOW TO USE IT.

[Don't risk it...request a video visit! \(govdelivery.com\)](https://govdelivery.com)

6. OTHER IMPORTANT INFO FOR VETERANS TO BE AWARE OF:

**Paying for Long Term Care - Geriatrics and Extended Care**

[https://www.va.gov/geriatrics/pages/Paying\\_for\\_Long\\_Term\\_Care.asp](https://www.va.gov/geriatrics/pages/Paying_for_Long_Term_Care.asp)

## **VA Financial Benefits - Geriatrics and Extended Care**

[https://www.va.gov/geriatrics/pages/VA\\_Financial\\_Benefits.asp](https://www.va.gov/geriatrics/pages/VA_Financial_Benefits.asp)

## **Homemaker and Home Health Aide Care - Geriatrics and Extended Care**

[https://www.va.gov/GERIATRICS/pages/Homemaker\\_and\\_Home\\_Health\\_Aide\\_Care.asp](https://www.va.gov/GERIATRICS/pages/Homemaker_and_Home_Health_Aide_Care.asp)

## **Dual Eligibility for Medicaid and Veterans Pension Benefits**

<https://www.payingforseniorcare.com/medicaid/veterans-aid-attendance>

## **VA Home Loans**

[https://www.benefits.va.gov/homeloans/resources\\_circulars.asp](https://www.benefits.va.gov/homeloans/resources_circulars.asp)

## **How To File A VA Disability Claim | Veterans Affairs**

<https://www.va.gov/disability/how-to-file-claim/>

## **Staying Current on the Affordable Care Act**

The Affordable Care Act, also known as the health care law, was created to expand access to coverage, control health care costs and improve health care quality and care coordination. The health care law does not change VA health care benefits or Veterans' out-of-pocket costs. This web page is a must to review to determine what the VA will provide for veteran care and veteran disabilities. It also discusses how to apply for disability. Navigating all the available VA info can be difficult for someone needing special care. This is an important thing to be considered and it is why getting the necessary info together for the VSO is important. They are trained to navigate the system. More importantly, this is why Pat's corner should be used.

[Affordable Care Act -- VA, Affordable Care Act and You](#)

## **VA Podcasts on Selective Healthcare Subjects**

There is some great information here on YOU TUBE (SITREP) that is easy to follow and informative. The channel has a lot of information

[Vietnam Veterans | VA Health Care | Department of Veterans Affairs | theSITREP - YouTube](#)

**Note: The information in Pat's Corner will be updated and/or added as new VA information on benefits becomes available.**

## **Georgetown Community Based Outpatient Clinic (CBOC)**

<https://www.va.gov/wilmington-health-care/locations/sussex-county-vb-clinic/>



**Georgetown CBOC Phone: 1-800-461-8262 X 2300**

**302 994 2511 ex 2300**

**FAX 302 855 9836**

### **URGENT HEALTH CONCERNS**

**302 633 5226**

Georgetown Community-Based Outpatient Clinic. A community-based outpatient clinic (CBOC) is a VA-operated, VA-funded, or VA-reimbursed site of care, which is located separate from a VA medical facility. A CBOC can provide primary, specialty, subspecialty, mental health, or any combination of health care delivery services that can be appropriately provided in an outpatient setting.

Multi-Specialty CBOC (if available). A multi-specialty CBOC is a VA-owned, VA-leased, mobile, contract, or shared clinic that offers both primary and mental health care and two or more specialty services physically on site. Access to additional specialty services may be offered by referral or telehealth. These clinics may offer support services, such as pharmacy, laboratory,

and x-ray. The clinic may be operational from 1 to 7 days per week. These clinics are permitted to provide invasive procedures with local anesthesia or minimal sedation, but not with moderate sedation or general anesthesia (see VHA Directive 2006-023). The establishment of a new multi-specialty CBOC can only be approved by the Secretary, with Congressional notification consistent with 38 U.S.C. 8119(b)(2), (3), and (4). (2) Primary Care CBOC. Primary care CBOCs are VA-owned, VA-leased, mobile, contract, or shared clinics that offer both medical (physically on site) and mental health care (either physically on site or by telehealth) and may offer support services such as pharmacy, laboratory, and x-ray. The clinic may be operational 1 to 7 days per week. Access to specialty care is not provided on site but may be available through referral or telehealth. A Primary care CBOC often provides home-based primary care (HBPC) and home telehealth to the population it serves to meet the primary care and mental health needs of Veterans who have difficulty accessing clinic-based care. These clinics have access to a higher level of care within a VHA network of care. Primary care in VA includes both medical and mental health care services, as they are inseparable in providing personalized, proactive, patient-centered health care. The December 30, 2013, VHA HANDBOOK 1006.02 3 establishment of a new primary care CBOC can only be approved by the Secretary of Veterans Affairs, with Congressional notification.**(Note: Presently, Delaware does not have a multi-Specialty CBOC)**

### Pat's Thoughts on the Georgetown CBOC

THE GEORGETOWN CBOC HAS THREE PATIENT ALIGNED CARE TEAMS(PACT) WITH EACH PACT HAVING A PRIMARY CARE PROVIDER(DOCTOR). THE PRIMARY CARE PROVIDER WILL OVERSEE YOUR HEALTH CARE TO RECOMMEND A SPECIALIST, ANY INHOME CARE, DIAGNOSTIC OR TESTING ETC. ALL CARE STARTS WITH A CONSULT FROM YOUR MEDICAL PROVIDER FIRST. IN ORDER TO GET TO SEE A LOCAL SPECIALIST YOU MUST ASK FOR COMMUNITY CARE.THE PROVIDERS WILL TRY TO STEER YOU TO THE WILMINGTON MED CENTER. REMEMBER AS A RESIDENT OF SUSSEX COUNTY YOU ARE ELIGIBLE TO SEE LOCAL MEDICAL FACILITIES (IE BEEBE, BAYHEALTH AND PENINSULA).

THERE IS A VA BUS THAT LEAVES GEORGETOWN @ 8:15AM FOR WILMINGTON VA THAT GETS BACK AROUND 4: PM.

### Delaware Veteran Service Officers (VSOs)

**The primary Sussex County VSO is Laurie Corsa (302-648- 3068).** She is located at the Georgetown Veterans Cemetery, 26669 Patriots Way, Millsboro, DE. This office serves all Delaware veterans. **The primary VSO for the Vietnam Veterans of America in Delaware is**

**Terry Baker (Phone 302-540-0103 or 302-633-5415, and [backfield@aol.com](mailto:backfield@aol.com)) He is located at the VA facility in Elsmere.**

Depending on an individuals' needs, there are other VSOs available in DE. These VSOs reside in different veteran organizations in Delaware and are listed in the DCVA newsletter

Remember, that you should have the necessary paperwork from your doctor before you see the VSO to confirms your disability and help you obtain the necessary paperwork. If there are any questions on what paperwork is necessary – Pats Corner can help. [Pat can be reached at 302-569-5595](tel:302-569-5595). After you have the paperwork completed, get in touch with your VSO to ensure you have not missed anything. This is an important step. The VA disability system is very complicated, and they rely on the proper paperwork to approve a disability. In some cases, the VA may have you examined by an independent agency/contractor or another hospital to confirm your disability. The VSOs can help you with understanding this process, so it is important to stay in touch with your VSO in doing your planning and request for a disability. Note: The VA says I takes 156 days to process a claim so using a VSO is important. Steps are being taken by the VA to shorten the approval process time.

Note: The American Legion and the VFW in Sussex County have VSOcontacts that may be able to help file a claim. Have Pat or one of the VVA1105 officers call to see when or if they are available. Also, VVA 850 in Dover may be able to provide some VSO help or recommend an available VSO from Kent County. The DAV staff has offered some support, but it would have to be on a scheduled basis (See the DVA page of the DCVA newsletter). Also, other VSOs may be available from other DE veterans' organizations. See the OVS quarterly URL report below on pages 17 and 18 for additional VSOs that may be available from different Delaware veterans' organizations.

[Jan – Mar 2022 Newsletter 2022 \(delaware.gov\)](#)

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### **Note**

**Comments, Corrections or Additions to this document please provide to Pat's Moonanat [paxmoonan67@gmail.com](mailto:paxmoonan67@gmail.com).**

**Questions on benefits-call Pat @– 302-569-5595 (cell phone) or visit Pat at the VVA 1105 meetings on the third Tuesday of each month at**

**1130 at the American Legion Post 28 in Millsboro, DE. Call to let Pat know you are coming for help.**