



**Mount Vernon VA CBOC (Community Based Outpatient Clinic)**  
**307 S. 13<sup>th</sup> Street, Floor 2, Mount Vernon, WA 98274**  
**<http://www.pugetsound.va.gov/visitors/mountvernon.asp>**

## **WELCOME!**

The Mount Vernon VA CBOC is open Monday - Friday 8AM - 4:30PM for Primary Medical Care and Mental Health services. It is closed on Federal Holidays. This VA Clinic is not a VA Medical Center; it does not have Emergency or Hospital services.

The Mount Vernon VA Clinic has enrolled 5,000 Veterans and is adding over 100 new patients per month--we appreciate your patience when we are busy.

### **How to get assigned to the VA Mount Vernon CBOC:**

- If you are already assigned to a Primary Care Provider or PCP in the VA Puget Sound Health Care System you may ask your current Provider to submit a consult requesting transfer to the Mount Vernon CBOC.
- If you are not currently a Puget Sound VA PCP enrolled Veteran you will need to complete an enrollment form or 1010EZ along with a copy of your DD214. For enrollment questions call 1-253-583-6542 or 1-800-326-8387 then press \*76542.

**ATTENTION PET OWNERS:** Only *service animals* are permitted in VA hospitals and clinics. Pets are not permitted.

Please also be aware that the Mount Vernon VA CBOC falls under regulation 18 U.S.C. 930, **prohibiting firearms and dangerous weapons** on the premises.

## **FREQUENTLY ASKED QUESTIONS ABOUT VA SERVICES & ELIGIBILITY**

**APPOINTMENTS:** Call the Puget Sound Call Center to schedule or cancel appointments: 1-253-583-1234 or 1-800-326-8387 then press \*71234. The Call Center can direct you for questions about ordered medications, enrollment, copays, or other VA subjects.

**COPAYS:** The VA may charge copays for appointments and/or medications based on veterans' established service connection percentage and/or income. Many veterans do not have copays. You may contact Puget Sound Eligibility to find out your copay status if you do not know it: 206-277-1469 or 1-800-326-8387 then press \*61469. Many Veterans are asked to complete new financial information each year (called a means test) to re-determine copay status, be aware that if no information is submitted Veterans are charged the maximum copays as high as \$50 per specialty care visit.

**MEDICATIONS:** This VA Clinic has Pharmacists on staff but does not have an actual Pharmacy to dispense medications. Our clinic supplies medications by mail, up to a 90 day supply depending on the medication and your provider's preference. If you have medication copay, it will be either \$8 or \$9 (depending on your priority group) per 30 day supply of each medication. For example, if your medication copay is \$9, a 90 day supply

of each medication would cost \$27. A bill will be sent to you separately. It is important to plan your refills to allow 10 to 14 days for delivery. The VA medication refill line is **(800)329-8387**. You will need your full social security number and the 7 digit prescription number found on your prescription bottle label. Narcotic pain medications are refilled using a different line, **(360)419-3666**. It is an answering machine on which you leave your full name, the last four numbers of your social security number, and the name of the narcotic medication you want refilled. Remember to request a refill 2 weeks prior to running out because failure to do so may delay receiving your medication.

**NURSE ADVICE LINE:** If you are sick or otherwise need to speak with a nurse when the VA CBOC is not open, the VA Nurse Advice Line is available evenings & weekends at 253-583-2273 (or 800-329-8387 then press \*72273).

**OPTOMETRY, DENTAL & AUDIOLOGY SERVICES:** These services are available at the Seattle VA Medical Center and do not require a Primary Care Provider referral, however not all veterans are eligible for all services. All veterans qualify for both eye and hearing exams, many veterans can get glasses as well. Dental services have very specific eligibility criteria which many veterans do not meet. For VA Dental and Audiology appointments call Central Scheduling: 253-583-1234 or 1-800-329-8387, \*71234. For Optometry appointments, call 206-764-2020 or 1-800-329-8387, \*61234.

**SPECIALTY CARE:** Veterans needing specialty care, such as cardiology, neurology, oncology, etc., can expect to be referred for this care to the Seattle VA Medical Center. Your Primary Care Provider must refer you for VA specialty care.

**MATERNITY CARE:** Maternity benefits are included in the benefits package for all women Veterans who are pregnant and enrolled in the VA Health Care System. If you are or think you are pregnant, call the clinic and schedule an appointment to see your Primary Care Provider and let the scheduler know what you are being seen for so that tests can be ordered. If your pregnancy test is positive, you will be referred to your Provider's Social Worker so that maternity care benefits can be set up for you.

**CO-MANAGED CARE:** Some Veterans have other medical coverage and choose to continue seeing their community doctors while getting their medications from the VA. The VA calls this Co-Managed care. If this is the case for you, please give your VA Primary Care Provider the name, address and phone number of your community doctors at your next appointment. Veterans using Co-Managed Care are often seen by their VA Provider only once a year, while their community medical providers keep the VA informed of medical problems and fax the clinic (360-419-3700) with medication and dosage change requests along with notes and pertinent lab work.

**ONLINE VA PERSONAL HEALTH RECORD:** My HealthVet is the VA's online gateway to Veteran health services and benefits. Veterans are able to refill VA prescriptions online by registering at [www.myhealth.va.gov](http://www.myhealth.va.gov). If you would like to get the most out of your my HealthVet Personal Health Record, register online and then request an upgraded account the next time you visit the clinic. You will then be able to see the

names of VA prescriptions, not just the numbers, and communicate with your CBOC health care team. Other information at: [www.facebook.com/vapugetsound](http://www.facebook.com/vapugetsound).

**EMERGENCY CARE IN THE COMMUNITY:** If you have a medical emergency and are treated at a community hospital, VA Health Care will *consider* paying for your emergency care, depending on several eligibility factors. The VA Medical Center's patient benefits counselors can explain these factors, call: Puget Sound Fee Services at 206-277-4545 or the Business Office at 206-277-6542. Veterans who have been seen in a local Emergency Room may (1) call the VA Nurse Advice Line at 253-583-2273 and ask that their Primary Care Provider be alerted to the ER visit *and* (2) call the hospital they were seen at to request the VA be billed for the ER visit (fax billing to 253-589-4032). If a community hospital emergency room recommends you be admitted to the hospital for further care and you wish to be transferred to the VA Hospital for financial reasons, such as not being able to afford community hospital care, ask the ER to contact the VA office that coordinates hospital to hospital transfers, Patient Access, at 206-277-3485.

**VA BILLS:** Veterans with copays will be billed by the Puget Sound VA Billing Office. If you have questions about your VA medical bill or have trouble paying your bill you may get assistance by calling toll free 1-866-290-4618, Monday – Friday 5AM to 5PM.

**DAV VAN SERVICE:** Community Veterans Service Organizations offer van service (the DAV van) only to Seattle VA Medical Center. The DAV van service requires that Veterans are able to get into the vans without assistance and the vans do not offer wheelchair transportation. To arrange a ride call: Skagit County 360-855-1081, Oak Harbor 360-257-4801, Stanwood 360-629-8021, and Bellingham 360-223-2200. Seattle VA appointments need to be in the morning as the vans like to leave Seattle by noon. There is no DAV van service to the Mount Vernon CBOC, veterans who do not drive take the public bus system-- call your county bus service to find out the best route.

**TRAVEL/MILEAGE:** Veterans who have an established service connection of at least 30% or who have income low enough to qualify for no medication copay are usually eligible for mileage reimbursement if they travel more than 9 miles for VA appointments (criteria do change, up to date information can be obtained from VA Travel at 206-764-2120). At Seattle VA Medical Center Veterans can claim mileage at the Travel window near the main entry after going to a scheduled appointment. At Mount Vernon VA Clinic Veterans can complete a mileage form available at the front desk and qualified payments will be mailed in 6 to 8 weeks. Veterans who are eligible for mileage reimbursement and who need a wheelchair to go to VA medical appointments may qualify for VA arranged and paid cabulance transportation-- contact your Medical Social Worker for assistance.

**TRAVELING OUT OF THE AREA?** Advise the CBOC of your temporary address and phone number in order to receive your VA medications while you are out of the area. If you want to receive medical care at another VA facility while you are gone, ask your CBOC Medical Provider to place a VIRS Inter-facility Non-VISN 20 Consult. For questions, contact Puget Sound Travel Coordinator Shirley Taylor at 206-277-5078.

**SERVICE CONNECTION:** Many VA Health Care programs and services have eligibility criteria based on established service connection percentage. Service connection percentage is not determined by your VA medical clinic or hospital but is determined by a VA organization called VA Regional Office. The VARO manages many veteran and dependent financial programs and can be contacted at 800-827-1000. If you believe you have a medical (including mental health) condition related to your time in military service you can apply directly for service connection, however this clinic recommends Veterans seek input from a Veterans Service Organization Service Officer. Many local VFW, DAV, American Legion, Paralyzed Veterans of America, and other service organizations have Service Officers to assist you. This clinic provides space for service officers, with the American Legion, DAV, and VFW providing a Service Officer Monday – Friday, available primarily on a drop-in basis. Service Officers also schedule appointments at the Everett and Bellingham Vet Centers (information below).

**COUNSELING FOR COMBAT-ELIGIBLE VETS:**

**Bellingham Vet Center**  
3800 Byron Ave Suite 124, Bellingham, WA 98229  
Phone: 360-733-9226

**Everett Vet Center**  
3311 Wetmore Avenue, Everett, WA 98201  
Phone: 425-252-9701

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**SUICIDE HOTLINE:** National Suicide Prevention Lifeline 24/7, call: 1-800-273-TALK(8255). More information at: <http://www.suicidepreventionlifeline.org>  
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**The Mount Vernon VA CBOC Clinic strives to meet our Veterans' needs.**  
If you have *concerns or compliments*, we would like to hear from you at 360-848-8500:

Clinic Manager:	Richard Boldt
Medical Director:	James Moren, MD
Nurse Manager:	Susan Passalacqua, RN
Mental Health Team Leader:	Karen VanDyke, LICSW

VA Patient Advocates help resolve concerns about your health care experience, particularly those concerns that cannot be resolved at the point of care. Patient Advocates at the Seattle VA Medical Center are located in Building 100, 1st floor near the East Clinic; they can be reached at (206) 764-2160 or (800) 329-8387, ext. 62160. The CBOC Patient Advocate can be reached at 253-583-2502 and the Minority Veterans Coordinator is at 206-768-5363. More info: [www.patientadvocate.va.gov](http://www.patientadvocate.va.gov).

If you or individuals you have worked with are unable to resolve an issue at VA Puget Sound Health Care, the Joint Commission for Hospital Accreditation may be contacted at (800) 994-6610 or online at [www.jointcommission.org](http://www.jointcommission.org).