

# Department of Veterans Affairs Edward Hines Jr. VA Hospital

*Proud to Provide Top  
Quality Health Care  
To Our Nation's  
Heroes*

(8387)  
(708) 202-VETS  
HINES.VA.GOV



## Welcome Veterans!

Thank you for your service to our nation! As a Veteran of the United States Armed Forces, you may be eligible for a broad range of programs and services provided by the Department of Veterans Affairs (VA) and the Edward Hines Jr. VA Hospital. Top quality healthcare at Hines VA Hospital is accessible through the use of our main hospital in west suburban Chicago and our six strategically located Community Based Outpatient Clinics (CBOCs) located in Aurora, Elgin, Oak Lawn, Joliet, Kankakee, and LaSalle.



This guide summarizes a broad range of programs and services provided by the VA and/ or Hines VA Hospital. The information included is intended to serve as a reference guide for Veterans, their families and those who help Veterans access information about VA benefits and services. Internet links, phone numbers and addresses are provided for accessing additional information about specific programs. Please do not hesitate to contact us if you have questions or need additional information.

**The staff at Hines VA Hospital is proud to serve America's heroes.**



**HINES VA**  
Serving with Pride

## ABOUT HINES VA HOSPITAL

Services  
at Hines

Edward Hines, Jr. VA Hospital is located 12 miles west of downtown Chicago on a 147-acre campus. Hines is the largest VA in the state of Illinois, where more than one million Veterans live. More than 3,000 employees work at Hines; each of whom is dedicated to our mission of serving those who have served our country. Every year, more than 56,000 Veterans ranging in age from 18 to 100 receive top quality healthcare at Hines. On an average weekday, as many as 2,000 Veterans come to our main hospital campus for outpatient treatment. The hospital has almost 500 inpatient beds and is one of the largest and most prestigious medical facilities in the VA system and in the Chicago land area.

### Specialty Services at Hines Include:

- Spinal Cord Injury Acute Care and Residential Care Facility
- Community Living Center
- Women's Health, including co-located gynecological services, social work services, and mental health services.
- Preservation, Amputation, Care and Treatment Program (PACT)
- Hospice Care and Respite Care
- Interventional Cardiology and Cardiovascular Surgery
- Substance Abuse Programs
- Trauma Services Program
- Homeless Programs
- Polytrauma Center for severely injured Veterans
- Blind Rehabilitation Center
- Home-Based Primary Care
- Operation Enduring, Iraqi Freedom and Operation New Dawn (OEF/OIF/OND) Veteran Case Management

**And Much More!**



## About our Main Hospital

Hines VAH opened its doors to America's Veterans in 1921. Although many of the buildings on our campus are vintage, modernizing our patient care areas is a top hospital priority. In early 2011, Hines opened a brand new Dental Clinic and cut the ribbon on a new Prosthetics and Orthotics Lab. In early 2012, there were more than 200 ongoing construction projects at Hines, with major renovations taking place to inpatient and outpatient areas across the hospital. The Hospital is redesigning and remodeling two of the older buildings on campus to co-locate a number of our mental health services currently located throughout the hospital. Plans call for these buildings to include a new Psychosocial Rehabilitation and Recovery Program (PRRC), a Veteran and Employee Wellness Center and a state-of-the-art Simulation Center, as well.

## On Campus Parking

Hines is proud to offer our patients free valet parking. In late 2011, the hospital completed construction on an additional 600 parking spots on campus. The hospital also operates a golf cart patient shuttle service between the parking lots and the main hospital. Hines is also easily accessible via public transportation.

## Center of Excellence

Hines VAH has been designated as a Center of Excellence by the Peripheral Neuropathy Association. There are only 14 other Peripheral Neuropathy centers in the country, and Hines is the only VA Hospital honored with this designation.

## Fisher House

Hines VAH was proud to open the first Fisher House in the state of Illinois in March of 2010. In the first year, more than 1,000 families stayed in our Fisher House, which offers free on-campus lodging for patient families as they accompany their loved ones receiving medical treatment at Hines. Patient family members who reside more than 50 miles from the hospital or who have a more than two-hour commute are eligible to stay in our beautiful Fisher House.



## Community Based Outpatient Clinics:

In addition to the services available at the main campus, Hines proudly serves almost 25,000 Veterans through six Community Based Outpatient Clinics (CBOCs). Our goal is to provide Veterans with top quality health care as close to their homes as possible. Services include comprehensive primary care, mental health, EKG, telehealth, and laboratory services at all six clinics. Each clinic is open from 8:00 a.m. to 4:30 p.m. Hines is proud to provide free transportation to and from the hospital to each of our CBOCs on a daily basis. Clinic patients who would like to take advantage of our free handicapped-accessible shuttle services can ask any staff member at their clinic or contact their clinics at the numbers listed below.

## Hines Community Based Outpatient Clinics (CBOCs)

### Aurora CBOC

161 South Lincoln Way  
North Aurora, IL 60542  
Phone: 630-859-2504

### Elgin CBOC

450 W. Dundee  
Elgin, IL 60123  
Phone: 847-742-5920

### Joliet CBOC

2000 Glenwood Ave  
Joliet, IL 60435  
Phone: 815-744-0492

### LaSalle CBOC

4461 Progress Village  
Peru, IL 61354  
Phone: 815-223-9678

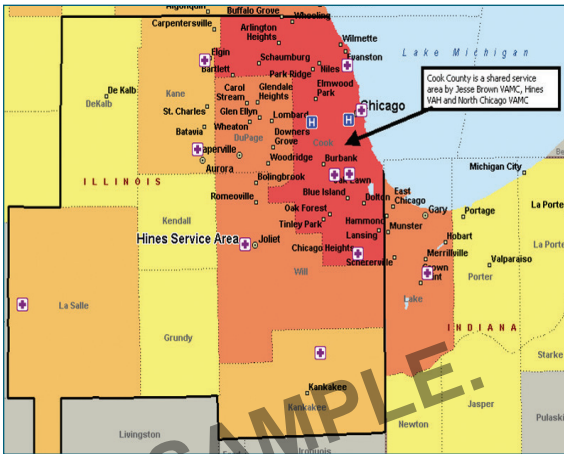
### Kankakee CBOC

581 William Latham Drive  
Bourbonnais, IL 60914-2435  
Phone: 815-932-3823

### Oak Lawn CBOC

10201 South Cicero Ave  
Oak Lawn, IL 60453  
Phone: 708-499-3675

# Hines Community Based Outpatient Clinics (CBOCs)



## Our VA Partners

Hines is one of three VA medical facilities in the Chicago Area. The Jesse Brown VA Medical Center and the Captain James A. Lovell Federal Health Care Facility are two other top quality VA Medical Centers located within 20 miles of Hines. Both of these facilities and their respective outpatient clinics offer Veterans who live within the Chicago city limits or north of the City, accessible healthcare near their home.

## VA Services

### Benefits and Services Available

VA provides a wide range of benefits including, Disability, Education and Training, Vocational Rehabilitation and Employment, Home Loan Guaranty, Dependent and Survivor Benefits, Medical Treatment, Life Insurance and Burial Benefits. *VA Benefits in Brief* is a printable document that provides an at-a-glance description of VA benefits, as well as contact phone numbers and locations. You can view this important information on our national VA website at [www.va.gov/](http://www.va.gov/)

Overview  
of VA  
Services



### Eligibility for VA Benefits

You may be eligible for VA benefits if you are a:

- Veteran, Veteran's dependent
- Surviving spouse, child or parent of a deceased Veteran
- Uniformed service member
- Present or former Reservist or National Guard member



## How to Apply for VA Benefits

VA offers several ways to apply for your benefits depending on your category and status.

### The Pre-Discharge Program

A joint VA and Department of Defense (DoD) program that affords service members the opportunity to file claims for disability compensation up to 180 days prior to separation or retirement from active duty or full time National Guard or Reserve duty (Titles 10 and 32). Read more on the [Pre-Discharge Program](#) on [www.va.gov](#)

### The VONAPP (Veterans On Line Application)

The VONAPP web site is an official VA web site that enables service members, Veterans and their beneficiaries, and other designated individuals to apply for benefits using the Internet. Go to [www.va.gov](#) for more info.

### Apply at your Local Regional Offices

The Chicago VA regional Office can assist you with filing the appropriate VA forms. In addition VSO's (Veteran Service Organizations) can assist you as well by answering general questions and even petitioning on your behalf for services they believe you are qualified to receive.



Active Duty	Surviving Spouse/ Child/Parent	Veteran/ Veteran Dependant
Pre-Discharge Program	----	----
VONAPP	VONAPP	VONAPP
Local Regional Offices	Local Regional Offices	Local Regional Offices



## VA Structure

The Department is structured into three main service lines which provide the following benefits:

### Veterans Benefits Administration

- All VA benefits - Compensation, Education, Home Loan Guaranty, etc.
- Administered locally by the Chicago Regional Office  
2122 W Taylor Street  
Chicago, IL 60612  
Phone: 800-827-1000

### Veterans Health Administration

- All VA health care services
- Administered by VA Medical Centers, Ambulatory Care & Community Based Outpatient Clinics, etc. In Chicago, the largest VA medical facility is the Edward Hines, Jr. VA Hospital.



### National Cemetery Administration

- National and State Veterans Cemeteries
- Headstones, Markers & Presidential Memorial Certificates
- Abraham Lincoln National Cemetery  
20953 W. Hoff Road | Elwood, IL 60421 | Phone: 815-423-9958

## Information and Assistance

For more information about specific benefits, visit the Hines VA Hospital or call one of VA's toll-free numbers.

### Toll-Free Services

Benefits Information & Assistance 800-827-1000

Health Care 877-222-8387

Education & Training 888-442-4551

VA Life Insurance 800-669-8477

Office of SGLI 800-419-1473

CHAMPVA 800-733-8387

Helpline (Agent Orange & Gulf War) 800-749-8387

Direct Deposit 877-838-2778

Headstones (status of claims only) 800-697-6947

Telecommunication Device for Deaf (TDD) 800-829-4833

The *Medical Benefits Package* is available to all enrolled Veterans when treatment is needed to:

- Promote good health, OR
- Preserve your current health, OR
- Restore you to better health

This includes medically necessary services based on the judgment of your VA primary health care provider and in accordance with generally accepted standards of clinical practice.

The benefits package provides routine medical and surgical services for most Veterans; however, there are some limitations to services rendered relative to dental care, hearing aids and eyeglasses. VA has also established an exclusionary listing that outlines services that are not offered and/or not reimbursed by VA.



## Who is eligible for VA Health Care?

Eligibility for VA health care is dependent upon a number of variables. These factors include the nature of a Veteran's discharge from military service (e.g., honorable, other than honorable, dishonorable), length of service, VA adjudicated disabilities (commonly referred to as service-connected disabilities), income level, and available VA resources. To assist our Veterans in the enrollment process, Hines has established a special Eligibility Hotline. Call 708-202-8838 for more Eligibility and enrollment assistance.

### Step 1. Determine your qualifying military service

The character of discharge you received from the military can be a factor. It is not an issue if you received:

- An honorable discharge
- A general discharge
- A discharge under honorable conditions

If you have a different character of discharge, you may still be eligible for care. Contact your Enrollment Coordinator at your Hines health care facility to see if you qualify.

The length of your service may also matter. It depends on when you served. There's no length of service requirement for:

- Former enlisted persons who started active duty before September 8, 1980, or
- Former officers who first entered active duty before October 17, 1981
- All other Veterans must have 24 months of continuous active duty military service or meet one of the exceptions described below.

### Minimum Service Requirement

You do not have to meet the 24 continuous months of active duty service requirement if you:

- Were a reservist who was called to Active Duty and who completed the term for which you were called, and who was granted an other than dishonorable discharge, or

- Were a National Guard member who was called to Active Duty by federal executive order, and who completed the term for which you were called, and who was granted an other than dishonorable discharge, or
- Only request a benefit for or in connection with:
  - a service-connected condition or disability; or
  - treatment and/or counseling of sexual trauma that occurred while on active military service; or
  - treatment of conditions related to ionizing radiation; or
  - head or neck cancer related to nose or throat radium treatment while in the military.
- Were discharged or released from active duty for a hardship, or
- Were discharged with an “early out”; or
- Were discharged or released from active duty for a disability that began in the service or got worse because of the service; or
- Have been determined by VA to have compensable service-connected conditions; or
- Were discharged for a reason other than disability, but you had a medical condition at the time that
  - Was disabling, and
  - In the opinion of a doctor, would have justified a discharge for disability (in this last case, the disability must be documented in service records)

## Step 2. Enrollment in VA Health Care System

Generally, you must be enrolled in the VA health care system to receive benefits offered in the Medical Benefits Package. Certain Veterans do not need to be enrolled to receive medical care benefits.

You do not have to be enrolled if you:

- Have been determined by VA to be 50% or more disabled from service-connected (SC) conditions
- Are seeking care for a VA rated service-connected disability only
- It is less than one year since you were discharged for a disability that the military determined was incurred or aggravated by your service, but that VA has not yet rated

## How to Enroll for VA Health Care

To receive VA health care, Veterans must first be enrolled with the VA Health Care System. Veterans can apply for VA health care by following one of these three options:

- Veterans can enroll in person at the Hines VA Hospital or our outpatient clinics. If enrolling at the Hines VA Hospital, our eligibility staff will be able to complete your enrollment in the Admissions section of our hospital. When enrolling in person, Veterans will be asked to complete VA Form 10-10EZ, Application for Health Benefits. To help expedite the enrollment process, Veterans are encouraged to bring a copy of their discharge paperwork (Form DD 214) and information about their combined household finances when enrolling at a VA facility.
- Veterans can enroll electronically by completing the online VA Form 10-10EZ, Application for Health Benefits, which is available on the VA website at <https://www.1010ez.med.va.gov/sec/vha/1010ez/>.
- Veterans can enroll by mail after completing VA Form 10-10EZ. To obtain a copy, Veterans can visit any VA medical center or outpatient clinic or contact the Eligibility & Enrollment Center for Hines VA Hospital at 708-202-8838, once completed; the form should be mailed to:

### **Eligibility & Enrollment Center**

Hines VA Hospital | ATTN: 136B

PO Box 5000 | Hines IL 60141-9910

**ELIGIBILITY:** For more information about VA health care eligibility, please visit the VA Health Care website at [www4.va.gov/healtheligibility/](http://www4.va.gov/healtheligibility/), or contact the Eligibility & Enrollment Center at the Hines VA Hospital. 708-202-8838.



## Enrollment Priority Groups Overview

The number of Veterans who can be enrolled in the health care program is determined by the amount of money Congress gives VA each year. Since funds are limited, VA set up Priority Groups to make sure that certain groups of Veterans are able to be enrolled before others.

Once you apply for enrollment, your eligibility will be verified. Based on your specific eligibility status, you will be assigned a Priority Group. The Priority Groups range from 1-8 with 1 being the highest priority for enrollment. Some Veterans may have to agree to pay copay to be placed in certain Priority Groups.

You may be eligible for more than one Enrollment Priority Group. In that case, VA will always place you in the highest Priority Group that you are eligible for. Under the Medical Benefits Package, the same services are generally available to all enrolled Veterans.

Priority	Description (Enrollment Categories)
Priority 1:	Veterans with VA Service-connected disabilities rated 50% or more. Veterans assigned a total disability rating for compensation based on unemployment.
Priority 2:	Veterans with VA Service-connected disabilities rated 30 or 40%.
Priority 3:	Veterans who are former POWs. Veterans awarded the Purple Heart Medal. Veterans awarded the Medal of Honor. Veterans whose discharge was for a disability incurred or aggravated in the line of duty. Veterans with VA Service-connected disabilities rated 10 or 20%. Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, "benefits for individuals disabled by treatment or vocational rehabilitation."

Priority	Description
Priority 4:	<p>Veterans receiving increased compensation or pension based on their need for regular Aid and Attendance or by reason of being permanently Housebound.</p> <p>Veterans determined by VA to be catastrophically disabled.</p>
Priority 5:	<p>No service-connected Veterans and no compensable Service-connected Veterans rated 0%, whose annual income and/or net worth are not greater than the VA financial thresholds.</p> <p>Veterans receiving VA Pension benefits.</p> <p>Veterans eligible for Medicaid benefits.</p>
Priority 6:	<p>Compensable 0% Service-connected Veterans.</p> <p>Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki.</p> <p>Project 112/SHAD participants.</p> <p>Veterans who served in the Republic of Vietnam between January 9, 1962 and May 7, 1975.</p> <p>Veterans who served in the Southwest Asia theater of operations from August 2, 1990, through November 11, 1998.</p> <p>Veterans who served in a theater of combat operations after November 11, 1998, as follows:</p> <p>Veterans discharged from active duty on or after January 28, 2003, for five years post discharge</p>
Priority 7:	<p>Veterans with incomes below the geographic means test (GMT) income thresholds and who agree to pay the applicable copayment.</p>
Priority 8:	<p>Veterans with gross household incomes: above the VA Means Test thresholds who were enrolled as of January 16, 2003 and who agreed to pay the applicable copayment; or—</p> <p>not exceeding the VA Means Test thresholds or GMT income thresholds by more than 10% and who agree to pay the applicable copayment -- effective June 15, 2009.</p>

## Copays

There is no monthly premium required to use VA health care. You may, however, have to agree to pay copays. If you have other insurance, it may cover the cost of copays. For more information, visit: [www4.va.gov/healtheligibility/costs/](http://www4.va.gov/healtheligibility/costs/)



### Outpatient Visits Not Requiring Copays

Copays do not apply to VA health fairs; outpatient visits solely for preventive screening and/or immunizations (such as immunizations for influenza and pneumococcal disease); screening for hypertension, hepatitis C, tobacco, alcohol, hyperlipidemia, breast cancer, cervical cancer, colorectal cancer (by fecal occult stool blood test); education about the risks and benefits of prostate cancer screening; and smoking cessation counseling (individual and group). Laboratory, flat film radiology and electrocardiograms are also exempt from copays.

### Billing Insurance Companies

VA is required by law to bill private health insurance providers for medical care, supplies and prescriptions provided for treatment of conditions not related to service. All Veterans applying for VA medical care are required to provide information on their health insurance coverage, including coverage provided under policies of their spouses.

### Travel Costs to Receive VA Medical Care

Certain Veterans may be given special mode travel (wheelchair van, ambulance) or reimbursed for travel costs when traveling for approved VA medical care. Hines VAH has a special Veterans Transportation program in place to assist Veterans in getting to their appointments. Call 708-202-RIDE (7433) for more information.



**Preventive Care**

- Immunizations
- Physical examinations
- Health care assessments
- Screening tests
- Health education programs

**Ambulatory (Outpatient)  
Diagnostic and  
Treatment Services**

- Emergency outpatient care in VA facilities
- Medical
- Surgical (including reconstructive or plastic surgery as a result of disease or trauma)
- Chiropractic care
- Mental health
- Bereavement counseling
- Substance abuse

**Hospital (Inpatient)  
Diagnostic and Treatment**

- Emergency inpatient care in VA facilities
- Medical
- Surgical (including reconstructive or plastic surgery as a result of disease or trauma)
- Mental health
- Substance abuse

**Medications\* & Supplies**

- Prescription medications
- Over-the-counter medications
- Medical and surgical supplies

\*Generally, they must be prescribed by a VA provider and be available under VA's national formulary system.

## Dental Care

VA outpatient dental treatment includes the full spectrum of diagnostic, surgical, restorative and preventive procedures. Hines is fortunate to have a brand new Dental Clinic in which to offer our Veterans these services. Eligibility is based on specific guidelines.

Recently discharged Veterans who served on active duty 90 days or more and who apply for VA dental care within 180 days of separation from active duty may receive a one-time dental treatment if their certificate of discharge does not indicate that they received necessary dental care within the 90-day period prior to discharge.

### Emergency Care in Non-VA Facilities

VA may reimburse or pay for medical care to certain enrolled or otherwise eligible Veterans by non-VA facilities. However, this applies only in cases of medical emergencies where VA or other federal facilities were not feasibly available. Other conditions also apply.



### Nursing Home Care

VA provides limited nursing home services to Veterans through three national programs: nursing homes owned and operated by VA, Veterans' homes owned and operated by the state, and the Community Nursing Home Program. Each program has admission and eligibility criteria specific to it.

### VA Nursing Homes

Typically admit Veterans who require short-term care, who are in need of placement for a service-connected disability or who have a 70% or greater service-connected disability (all others are based on available resources).

### The State Veterans' Home Program is

a cooperative venture between the state and VA. The state establishes eligibility criteria for short- and long-term care. Specialized services offered are dependent upon the home's capability to render them.



### The Community Nursing Home

**Program** aims to meet the nursing home needs of Veterans who require long-term nursing home care in their own community, close to their families.

**Long-Term Care Services** are offered either directly or through community based agencies. Such services include adult day health care, inpatient or outpatient respite care, inpatient or outpatient geriatric evaluation and management, hospice and palliative care, and home based primary care. Veterans receiving these services may be subject to a co pay.

### Home Health Services

Skilled home care is provided by VA or through contract agencies to Veterans who are homebound with chronic diseases. Available home health services include nursing, physical or occupational therapy and social services.

### Hospice Care

A Hospice Program is a coordinated program of palliative and supportive services provided in both home and inpatient settings for Veterans nearing the end of their life. The goal is for our Veterans to live their remaining days as fully and comfortably as possible. Services are provided by a medically directed interdisciplinary team of health care providers and volunteers. Bereavement care is available to the family following the death of the Veteran. Hospice services are available 24 hours a day, 7 days a week.

## Mental Health Care Treatment

Veterans eligible for VA medical care may apply for general mental health treatment, and specialty services such as post-traumatic stress disorder (PTSD) and substance abuse treatment. Hines offers the full spectrum of psychiatric and substance abuse services to our Veterans. Inpatient and outpatient services are available as well as residential, transitional and recovery-oriented treatment. Mental Health services are offered at the main campus and at all Hines six community based outpatient clinics.



### Mental Health Programs Include:

- A Trauma Services Program featuring the latest evidence-based treatment for PTSD and adjustment issues
- Individual and Group therapy
- Smoking Cessation Clinic
- Opiate Substitution Clinic
- Addictions Treatment Program
- Mental Health Intensive Case Management
- Substance Abuse Residential Rehabilitation Treatment Program
- Psychiatric Consultation
- Compensated Work Therapy
- Acute Inpatient Psychiatry
- Psychosocial Rehabilitation and Recovery Center

**HOTLINES** – Are you a Veteran in crisis, or do you know a Veteran who is? The Veterans Crisis Line connects Veterans and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential hotline. Veterans and their loved ones can call 1-800-273-8255 and Press 1.

Are you homeless or at risk for homelessness? Call the confidential National Call Center for Homeless Veterans hotline at **1-877-4AID VET (877-424-3838)** to be connected with trained VA counselors and receive information about VA programs and local services.

Are you caring for a Veteran? The Caregiver Support Line connects you with caring, licensed professionals who can answer your questions about VA and help connect you with the support and services that are right for you. Call 1-855-260-3274 to be connected today.



### Suicide Prevention Hotline

Veterans who are experiencing an emotional crisis or who need to talk to a trained mental health professional may call the National Suicide Prevention toll-free hotline. The hotline is available 24 hours a day, 7 days a week. Callers are immediately connected with qualified and caring providers who can help. Call: 1-800-273-TALK (8255)

## Rehabilitation

Hines is proud to offer our Veterans Physical Medicine and Rehabilitation (PM&R), a branch of medicine which aims to enhance and restore functional ability and quality of life to those with physical impairments or disabilities. A physician who has completed training in this field is referred to as a **Physiatrist**. Physiatrists specialize in restoring optimal function to people with injuries to the muscles, bones, tissues, and nervous system.

In general, our professionals work with Veterans who:

- Need help recovering from injury or weakness
- Have conditions that would benefit from manual therapy, exercise, or other activity
- Need special aids or medical equipment to assist them in living as independently as possible

In addition, Hines VA is one of the twenty-one Polytrauma System of Care Network Sites (PNS) and Polytrauma Amputation System of Care Network Sites (PANS) in the country. We provide long-term rehabilitation to Veterans who have suffered multiple severe injuries (including brain injury).

### We offer a wide array of rehabilitation services, to include:

- Kinesiotherapy
- Physical Therapy
- Traumatic Brain Injury clinic
- Amputation Rehabilitation
- Cardiac Rehabilitation
- HBPC (Home-Based Primary Care)
- Blind and Visually Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP), a ten-bed acute inpatient rehabilitation program
- Specialized services to Veterans in need of rehabilitation following amputation, stroke, traumatic brain injury, and spinal cord injury
- Occupational Therapy
- Recreation Therapy
- Polytrauma clinic
- Adaptive sports
- Driver Rehabilitation
- EMG

## OEF/OIF/OND Combat Veteran Eligibility

### Five Years Enhanced Health Care

Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), Operation New Dawn (OND), including National Guard and Reservists, are veterans who served in a theater of combat operations after November 11, 1998 and were discharged under other than dishonorable conditions.

After five years, services are still available for OEF, OIF, and OND combat veterans, a Co-Pay may apply.

### Health Care Benefits Under the “Combat Veteran” Authority

- Cost-free care and medications for conditions potentially related to combat service
- Enrollment in Priority Group 6, unless eligible for enrollment in a higher priority group. These individuals will not be charged copays for medications and treatment potentially related to their combat service
- Full access to VA’s Medical Benefits Package

*Priority Groups: During enrollment, each Veteran is assigned to a priority group. VA uses priority groups to balance demand for VA Healthcare enrollment with resources. Flip to “VA Health Care Enrollment” tab.*

### How to Enroll

To take advantage of these health care benefits, you must enroll in the Veterans Health Administration (VHA) Health Care system within five years of separation. See “VA Health Care Enrollment” tab. Do this in person at Hines VA Hospital or at any of the six community outpatient clinics operated by Hines. You may also enroll by completing VA form 10-10EZ, “Application for Health Benefits” at [www.va.gov/healtheligibility/application](http://www.va.gov/healtheligibility/application). You can also mail the application to Hines VA Hospital. Include your DD-214 (separation document). For a list of the 6 community outpatient clinics operated by Hines, flip to the “About Hines VA Hospital” tab.

## Guard and Reserve Service

### Five Years of Enhanced Health Care

National Guardsmen and women and Reservists currently constitute 50% of returning (OEF),(OIF), and (OND) Veterans who use VA services.



Mobilized Guard

and Reservists called to active duty and serving in a theater of combat operations after November 11, 1998, are eligible to receive cost-free VA Healthcare for combat related conditions and enhanced enrollment priority for five years after separation from active duty, after which time they might incur a co-pay.

### Eligibility and Contacts

To determine your eligibility for health care benefits call Hines at 708-202-8838 or visit [www.va.gov/healtheligibility](http://www.va.gov/healtheligibility). You can also download a very useful guide to VA Benefits for National Guard and Reserve Personnel at [www1.va.gov/environagents/docs/SVABENEFITS.pdf](http://www1.va.gov/environagents/docs/SVABENEFITS.pdf).

Hines VA Hospital has a specialized team ready to welcome OEF/OIF/OND Service Members and Veterans, and help coordinate their health care. Call the OEF/OIF/OND Program Manager for assistance at 708-202-2076.



Hines VA Hospital provides general and specialized health care services to meet the unique needs of Veterans returning from combat deployments. When you establish your care at Hines, you will be teamed up with a primary care provider. That provider is part of a team that can help you meet your post-combat health care needs, including specialized services for:

- Primary care with OEF/OIF/OND providers
- Acute illness and chronic disease management
- Preventive medicine and health maintenance
- Comprehensive Women's Health Program
- Polytrauma Team/Traumatic Brain Injury Clinic
- Trauma Services (PTSD, MST)
- Mental Health Services
- Acute and chronic pain management
- Addictions Treatment Program (i.e. alcohol and other drug abuse)
- Vision and auditory services

Services may include specialty medical or surgical care; rehabilitation services including vocational rehabilitation, prosthetics, social work and family services; benefits counseling; community resource information; and referral assistance. There is also hospital, outpatient medical, community living center, and community-based residential care.

### Post Deployment Care Management Team Services

We provide:

- OEF/OIF/OND Case Management
- Polytrauma/TBI Case Management
- Assistance transitioning to civilian life
- Clinical screening for combat stress, PTSD and TBI
- Assistance navigating the VA system
- Support with filing disability claims
- Caregiver and Family support
- Coordination of VA services with families and provide support
- Community outreach and referrals to community resources
- Educational benefits information
- Employment resource information
- Financial aid information

## Surgical Services

Hines is proud to offer a full array of surgical services to our Veterans. VA assigned each of its medical centers an inpatient “surgical complexity” level. Hines has been assigned the highest complexity level.

Hines VAH is proud to take the care we provide our Veterans to the highest possible level. Our surgeons are not only using their minds, skills, and talent in the operating room, they are now accompanied by four extra arms and 3D vision. Hines VA Hospital is the proud recipient of the latest in operating room technology: the Da Vinci robot. The Da Vinci robot enables our surgeons to perform some of the most complex operations through a few tiny incisions, while increasing surgeons’ vision, precision, dexterity and control.



The Da Vinci robot consists of a console where the surgeon sits while operating, an adjustable bed where the Veteran lays during surgery, four interactive robotic arms, and a high-definition 3D vision system. The adaptive, state-of-the-art technology allows the surgeon’s hand movements to be translated into precise movements spread to the four robotic arms working inside the Veteran’s body. Veterans will now benefit from less pain, less operative blood loss, and faster recovery times, but will continue to experience the same great level of care, expertise and dedication our surgeons have been providing at Hines VA Hospital.

## Volunteers and Donations



Volunteers and Donations

Almost 1,000 volunteers offer their time and talents to serve Veterans at the Hines VA Hospital. Volunteers serve in a range of activities that include assisting Veterans with daily tasks such as laundry and reading, working in staff support offices, escorting Veterans to appointments, and assisting with various patient activities.

In addition, Hines accepts monetary and non-monetary donations that are used to provide additional programs for Veterans who receive care at Hines. For information about how to volunteer at Hines or to donate to programs supporting Veterans, contact Voluntary Service at 708-202-2523.

Volunteers  
and  
Donations

## Minority Veterans Program

Our goal at Hine VA Hospital is to ensure that all Veterans are treated fairly and receive the best quality care. The Minority Veterans Program was established

by the Center for Minority Veterans to focus mainly on underserved Veterans.



### Veterans We Serve:

- Asian American
- Native American/American Indian
- Pacific Islander
- Alaskan Native
- African American
- Native Hawaiian
- Hispanic/Latino
- Caucasian

### How the Minority Veterans Program Coordinator can help you:

- Serving as an advocate for Veterans who are both users and non-users of the VA system.
- Addressing Veterans issues and concerns regarding VA services and benefits.
- Linking Veterans to resources available in your community.
- Educating and helping Veterans access VA programs, services, and benefits.

For more information, call the Hines Minority Veterans Program Manager at 708-202-2090.

## Women Veterans Health Care

Hines VA is committed to meeting women Veterans' unique care needs. We deliver the highest quality health care, while offering the privacy, dignity, and sensitivity you deserve. Our Women Veterans Program Manager will advise and advocate for women Veterans. She can help coordinate all the services you may need from primary care to specialized care for chronic conditions or reproductive health.



Women  
Veterans  
Health  
Care

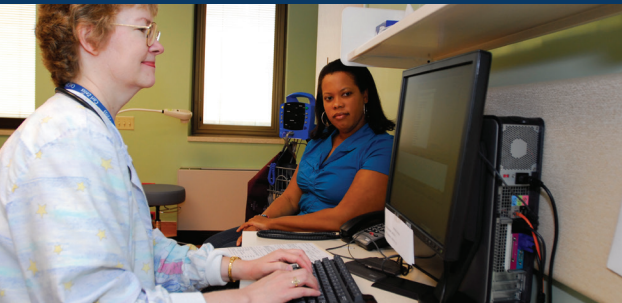
VA health care for women includes a full range of primary care services as well as the following specialty care:

- Management and screening of chronic conditions including heart disease, diabetes, cancer, glandular disorders, osteoporosis, and fibromyalgia as well as sexually transmitted diseases such as HIV/AIDS and hepatitis.
- Reproductive health care includes maternity care, infertility evaluation and limited treatment; sexual problems, tubal ligation, urinary incontinence and others.
- Rehabilitation, homebound and long-term care: VA referrals are given to those in need of rehabilitation therapies such as physical therapy, occupational therapy, speech-language therapy, recreational therapy and vocational therapy.

### Program for Special Groups

Special programs provide services for homeless women Veterans, victims of domestic violence, women Veterans interested in education and training, employment assistance and vocational rehabilitation.

## The Women's Health Center



The health care team, in our beautiful, redesigned Women's Health Center is dedicated to serving Women Veterans. The range of comprehensive, women-specific, primary care services offered include:

- Gynecology/Urogynecology services
- Maternity care services, including delivery and care of the newborn
- Breast care services, including mammography
- Menopause management
- Reproductive health counseling, including birth control options
- Women's Mental Health services
- Military Sexual Trauma treatment
- Nutrition services
- Social Work services
- Clinical Pharmacist services

The Women's Health Center at Hines has several new features to better serve you. These include a spacious waiting area with a children's corner, a lactation room, adjoining restrooms for each patient exam room, and much more. Hines' CBOCs also offer comprehensive primary care services. There are Women Veterans Program points of contact at all six of our community based outpatient clinics.

For more information, contact the Hines VA Women Veterans Program Manager at 708-202-2075.

## MyHealthvet

### What is My HealthVet (MHV)?

My HealthVet is VA's award-winning online Personal Health Record. It offers Veterans anywhere, anytime Internet access to VA health care. My HealthVet is the gateway to web-based tools that empower Veterans to become better partners in their health care. With My HealthVet, found at [www.myhealth.va.gov](http://www.myhealth.va.gov), America's Veterans and their caregivers access trusted, secure, and informed health and benefits information, at their convenience.

### Features of the MHV Site:

- Online Prescription Refills
- View VA Appointments
- Link to Federal and VA Benefits
- Secure Messaging with your healthcare team
- Prescription History
- View Laboratory Results

## Signing up for My HealthVet:

### Step 1: Register

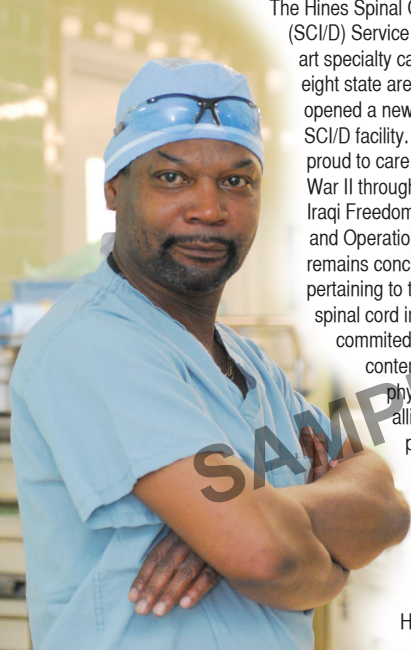
Type [www.myhealth.va.gov](http://www.myhealth.va.gov) in the address bar on your web browser, and then press Enter. This takes you to VA's My HealthVet website. On the right-hand side of the screen, click the "Register Today" button. Complete the registration page, and review and accept the Terms & Conditions and the Privacy Policy for using the My HealthVet website.

### Step 2: In-Person Authentication (IPA)

In-Person Authentication (IPA) is available to Registered MHV users who receive care at the VA. In-Person Authentication (IPA) is a one-time process to verify one's identity, in person, by a qualified VA staff member. Completing In-Person Authentication (IPA) will grant users access to upgraded features and any upcoming releases.

### In Person Authentication Checklist

- Select VA Patient as relationship when registering for My HealthVet
- View the MHV Orientation Video
- Read/sign the VA Release Form (PDF)
- Present a government issued photo identification to qualified VA staff Member



The Hines Spinal Cord Injury/Disorder (SCI/D) Service provides state of the art specialty care to Veterans from an eight state area. In 2005, the Hospital opened a new 58,000 square foot SCI/D facility. The SCI/D staff are proud to care for Veterans from World War II through the current Operations Iraqi Freedom, Enduring Freedom and Operation New Dawn. Hines VA remains concerned with the issues pertaining to the quality of care for spinal cord impaired persons, is committed to the provision of contemporary equipment, physician training and allied technologies for our population. Hines has a long and proud history of caring for these Veterans and are proud to service them in our modern accommodations.

Hines' renowned SCI/D program provides rehabilitation services for paraplegic, tetraplegic, as well as ventilator-dependant spinal cord disorders. The SCI/D Center at Hines also cares for Veterans with non-traumatic spinal problems, such as MS and spinal infections resulting in paraplegia or tetraplegia. We also offer a range of outpatient services, including psychology and a Hospital Based Home Care program including telemedicine consultations and follow up.



## Health Care for Homeless Veterans (HCHV) Program

Hines VA Hospital HCHV Program offers services designed to help at-risk and homeless Veterans, their families and children live as self-sufficiently and independently as possible. HCHV is an outpatient program located in Building 228, on the 4th floor (4-North). At-risk or homeless Veterans can be enrolled in our program by meeting with an HCHV social worker.



Health  
Care for  
Homeless  
Veterans

Walk-ins welcome Monday-Friday  
8:30am-3:00pm (closed on Federal Holidays)  
Ask for the triage social worker or call 708-202-4961

VA also has a National Call Center for Homeless Veterans  
Call 877-424-3838  
Free and Confidential - Call for yourself or someone else  
24 hours a day, 7 days a week, trained counselors will assist

## Frequently Asked Questions about VA Healthcare

### If I am enrolled with VA what benefits will I receive?

Veterans enrolled in the VA health care system are eligible to receive necessary hospital and outpatient services, including preventive and primary care. These services include: diagnostic and treatment services; rehabilitation; mental health; substance abuse treatment; home health, prosthetic equipment, respite and hospice care; and medications in conjunction with VA treatment.

### If I am enrolled, what cost will there be for me?

Priority Group 8 and certain other Veterans are responsible for VA's inpatient copay of \$1,100 for the first 90 days of care during any 365-day period. For each additional 90 days, this charge is \$550. In addition, there is a \$10 per diem charge.

**NOTE:** VA's inpatient copay rate is based on the current Medicare deductible of \$1,100.

A three-tiered copay system is used for all outpatient services. The copay is \$15 for a primary care visit and \$50 for some specialized care. Certain services are not charged copays.

### Do I have to enroll to receive care at Hines?

Yes. In order to receive our top quality health care, you must enroll. You can enroll online at [www.va.gov](http://www.va.gov) or call our Eligibility Hotline at 708-202-8838.

### How can I verify my enrollment for VA healthcare at Hines?

Call our Eligibility Hotline at 708-202-8838 to verify you are enrolled.

### If I have private health insurance, should I keep my insurance and still get health care at Hines?

VA encourages Veterans to retain any health care coverage they currently have.

### How do I get a VA service-connected rating?

A service-connected rating is an official ruling by VA that your illness/condition is directly related to your active military service. In Illinois, service-connected ratings are established in at the Chicago VA Regional Office.

### **If enrolled, can I get dental care?**

In general, dental benefits are limited to dental conditions determined by VA to be service-connected, Veterans who were Prisoners of War, and Veterans who are receiving 100% SC disability compensation. For more information, look at Fact Sheet 164-3 Dental Benefits for Veterans, [www.va.gov/healtheligibility/Library/pubs/Dental/](http://www.va.gov/healtheligibility/Library/pubs/Dental/) or contact Hines Eligibility hotline at 708-202-8838.

### **Am I eligible for prescriptions from VA?**

Yes, generally, to receive medications from a VA pharmacy, the prescriptions must be written by a VA health care provider. Veterans in Priority Groups 2 through 6 are charged \$8, and effective July 1, 2010, Veterans in Priority Group 7 or 8 pay \$9, for each 30-day or less supply of medication provided by VA for treatment of conditions that are not service-connected. For Veterans enrolled in Priority Groups 2 through 6, the maximum copay for medications that will be charged in calendar year 2010 is \$960.

### **Are there any restrictions on getting care in private facilities at VA expense?**

Yes. Care in private facilities at VA expense is provided only under certain circumstances. To determine if you are eligible for private care at VA expense, contact your local VA health care facility.

### **Will VA provide hearing aids and eyeglasses?**

VA will ensure access to audiology and eye care services including preventive health (care) services and routine vision testing for all enrolled Veterans and those Veterans exempt from enrollment. Veterans meeting the eligibility requirements to receive health care are eligible for diagnostic audiology services and eye & vision care services. Eligibility rules are the same for both inpatient and outpatient medical services. Veterans will not be denied access to audiology services and/or eye & vision care services covered by the Medical Benefits Package (38 CFR §17.38) because they do not meet the eligibility criteria for hearing aids and/or eye glasses.

Edward Hines Jr. VA Hospital is proud to provide top quality health care to Veterans of all eras. Our staff is dedicated to quality, compassionate and easily accessible health care for each and every Veteran we see. You served our country...now it's our turn to serve you. Please consider making Hines your Provider of Choice!

*Outpatient facilities located conveniently throughout the Chicagoland area.*

*Nationally recognized for providing comprehensive health care of the highest quality.*

*State-of-the-art technology with professional, well-trained staff.*

*A leader in Health Care, Research and Education  
Easy online or telephone enrollment....Call Today!*



Welcome to *Your*  
Edward Hines Jr. VA Hospital

**HINES VA**  
serving with pride

**(8387)**

**(708) 202-VETS**  
**HINES.VA.GOV**



**5000 S. 5<sup>th</sup> Ave.**  
**Hines, IL 60141**