



VA Liaison Program

VA Liaisons for Healthcare assist Servicemembers preparing to separate from the military and new Veterans with the transition of their healthcare from DoD to VA. Collaboration between the referring Military Treatment Facility and the receiving VA Healthcare Facility ensures that care needs, including specialized services, are identified and arranged at the VA location that will best meet the Servicemember's or Veteran's current healthcare needs.



Telephone Numbers and Websites

Veterans Affairs Health Care

877.222.8387

Veterans Affairs Benefits

800.827.1000

Veterans Crisis Line

800.273.8255 (press 1)

National Caregiver Support Line

855.260.3274

Veterans Affairs Website

<http://www.va.gov>

Returning Servicemembers Website

<http://www.oefoif.va.gov>

VA Caregiver Support: Caring For Those Who Care

<http://www.caregiver.va.gov>

eBenefits

<http://www.ebenefits.va.gov>

MyHealthVet

<http://www.myhealth.va.gov>

National Center for PTSD

<http://www.ptsd.va.gov>

Make The Connection

<http://maketheconnection.net>

VA Liaison for Healthcare
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Fort Knox, Kentucky 40121
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VA Liaison Program

Since 2003, VA Liaisons for Healthcare have been assisting ill and injured Servicemembers by facilitating their transition from the Department of Defense to VA Healthcare Facilities. VA Liaisons are located at Military Treatment Facilities with high concentrations of ill and injured Servicemembers. VA Liaisons for Healthcare meet with Servicemembers early in their transition to ensure access to VA healthcare programs at the appropriate time in the recovery and rehabilitation process of the Servicemember. VA Liaisons coordinate the transition of healthcare to both inpatient and outpatient programs at VA facilities nationwide.



VA Liaisons for Healthcare:

- ★ Are Licensed Clinical Social Workers or Registered Nurses
- ★ Work with clinical staff at both Department of Defense (DoD) Military Treatment Facilities (MTFs) and Department of Veterans Affairs (VA) Healthcare Facilities
- ★ Coordinate with clinical staff and case managers to review ongoing treatment plans and expedite the transition process
- ★ Collaborate with the MTF healthcare team to identify ongoing healthcare needs for ill and injured Servicemembers
- ★ Arrange care at the VA Healthcare Facility that can best meet Servicemembers' needs, closest to their home
- ★ Facilitate inpatient transfers from DoD to VA Healthcare Facilities
- ★ Educate Servicemembers, Veterans, their families and Caregivers about VA healthcare benefits and services
- ★ Meet with Servicemembers, Veterans, their families and Caregivers to discuss the VA system of care and the Servicemember's individual healthcare needs
- ★ Explain initial eligibility processes to Servicemembers, Veterans, their families and Caregivers
- ★ Register the Servicemember at the identified VA Healthcare Facility before leaving the MTF
- ★ Obtain scheduled outpatient appointments ahead of departure from MTFs
- ★ Connect the Servicemember with the Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) Program Manager who will coordinate ongoing care at the nearest VA Medical Center
- ★ Collaborate with federal, state and community agencies and programs that assist Servicemembers, Veterans, their families and Caregivers during the transition process