

Frequently Asked Questions

Question: Am I eligible for health benefits?

Answer: You may be eligible! Below are some of the basic factors that go into determining eligibility for health benefits:

* Eligibility for most Veterans' health care benefits is based solely on active military service in the Army, Navy, Air Force, Marines or Coast Guard (or Merchant Marines during WW II), and discharged under other than dishonorable conditions.

* Reserve and National Guard members who were called to active duty by a Federal Executive Order may qualify for VA health care benefits. Returning servicemembers, including Reserve and National Guard members who served on active duty in a theater of combat operations have special eligibility for hospital care, medical services, and nursing home care for five years following discharge from active duty.

* Health care eligibility is not just for those who served in combat.

* Other groups may be eligible for some health benefits.

* Veteran's health care is not just for service-connected injuries or medical conditions.

* Veteran's health care facilities are not just for men only. VA offers full-service health care to women Veterans.

Q: How do I get an appointment with a Primary Care provider?

A: Once you are enrolled at the Atlanta VA Medical Center, you can contact our Telephone Advice Program (TAP) at 404-329-2222 to schedule a new patient appointment. One of our well-trained Program Support Assistants (PSAs) will be glad to assist you. Other services that can be obtained by calling via the TAP include:

- Changing or rescheduling an appointment
- Verifying your team assignment/provider
- Discuss medical concerns or complaints

Once you have been seen by a primary care provider, use the TAP to renew medications that no longer have refills.

Q: How do I change Primary Care providers?

A: You can change your Primary Care provider or team by either informing your assigned primary care provider or you can inform one of our PSAs who works in your assigned clinic. An email will be sent to our primary care VistA mailgroup, which will include your name, phone number and your reason for transferring. Once this information is received, then one our PSAs



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will contact you to verify your transfer request.*

After your request has been verified, you will be assigned to your new team/provider. A formal letter will be mailed to you with the above information. At this time, the Gold Team, Oakwood Community-Based Outpatient Clinic (CBOC), Rome Clinic, and Smyrna CBOC, are closed to new and transfer patients.

*Please note that transfers can take up to 45 days.

Q: Am I eligible for travel benefits in the VA Health Care System?

A: Travel benefits vary from Veteran to Veteran and depend on your specific situation. Call 404-321-6111 ext. 7533 to find out more.

For more information, call VA toll free at 1-877-222-VETS (8387), Monday through Friday between 8 a.m. and 8 p.m.

Q: Am I eligible for a nursing home?

A: Veterans requiring nursing home care for a service-connected condition or a Veteran rated 70% or more have mandatory eligibility. All other Veterans are eligible on a resource and space-available basis.

Q: What are the benefits of volunteering at the Atlanta VA Medical Center?

A: Volunteers at the Medical Center provide that “extra” personal touch to the care our Veterans receive. This invaluable resource augments our dedicated staff.

Q: How do I sign up to be a volunteer?

A: Call the volunteer office at 404-728-7728, Monday through Friday from 8 a.m. to 3 p.m.

Informational meetings for prospective volunteers are held the 3rd Wednesday of every month (except for February, June and December) at 4 p.m. in the Pete Wheeler Auditorium. During this meeting an overview of the volunteer program is provided. You will receive a package that includes an application. Once your application is received, reviewed and you are matched with a prospective area, you will be scheduled for an interview.

Q: If enrolled, can I get dental care?

A: In general, dental benefits are limited to service-connected dental conditions or to Veterans who have a VA 100% service-connected disability rating. However, there are other criteria that may qualify you for dental services. Call 404-321-6111 ext. 2071 or visit dental eligibility, at Booth #5 or #6 near Outpatient services, to register for dental.

