

Montgomery County, MD - Veterans Network Directory

Enrolling in VA Healthcare

As of 2018, there are 42,000 Veterans living in the County and only an estimated 8,000 are enrolled in the VA Healthcare system. Given that the County now has a Community-Based Outpatient Clinic (CBOC) in Gaithersburg, the Commission on Veterans Affairs (www.montgomerycountymd.gov/veterans) is encouraging Veterans to enroll to access your VA Health Benefits.

Why All Veterans Should Enroll in VA Healthcare

The Veterans Health Administration (VHA) has high quality services available to eligible Veterans. In some cases, the VA is actually "best in class" with respect to some of their health care services:

- a. The VA is second-to-none in most Mental Health Services – a Veteran can and should receive treatment for Substance Abuse and/or PTSD from their local VA health care system.
- b. All Veteran "baby-boomers" should be screened for Hepatitis C by their local VA – if they are found to be positive, they can be cured of this devastating disease at little or no cost to the Veteran.
- c. In the National Capital Region, the Washington DC VAMC scores better in many quality metrics than their DC counterparts (a Veteran has a better chance of surviving an acute exacerbation of their chronic obstructive pulmonary disease (COPD) and congestive heart failure (CHF), and an episode of acute pneumonia, than at any other DC hospitals). The Baltimore VAMC has similar quality metrics compared to their Baltimore counterparts.

Montgomery County Veterans are encouraged to engage with their local VAMC for their health care – especially for the items listed above.

Veterans (especially those with service-connected disabilities) are also encouraged to enroll and receive their service-connected health care from their supporting VA Medical Center (VAMC) or Community-Based Outpatient Clinic (CBOC). The Veterans Health Administration (VHA) budget is partially based on the number of Veterans enrolled and routinely receiving their health care from the VA. Every Veteran with a service-connected disability should seriously consider being enrolled for care (and routinely receive their health care from their supporting VAMC or CBOC). Unfortunately for the VA, most Veterans with service-connected disabilities do not routinely receive their health care in the VA (so the VHA is not able to maximize their annual budget to support local Veterans). Although the positive budget impact will require 1 to 2 years to be realized, there is no time like now for Veterans to begin receiving their routine care from their local VAMC.

MC Commission on Veterans Affairs Members and Commission Meeting attendees from the American Legion, VFW, Marine Corps League, Vietnam Veterans of America, Disabled American Veterans, etc., should disseminate this advice to their constituents to let them know the importance of service-connected Veterans receiving their routine health care, and specific high-quality health care described above, from their local VAMC/CBOC.

Gaithersburg VA Community-Based Outpatient Clinic

The new Montgomery County Community Based Outpatient Clinic (CBOC), located on 15810 Gaither Drive in Gaithersburg, Maryland, provides Veterans with primary care, women's health, mental health and social work services, as well as nutrition counseling, pharmacy consultations, audiology device fittings and specialty care via clinical telehealth technology. VA community partners will also be on-site to offer access to community resources.

To book an appointment at the new CBOC, just call the VA at 202-745-8000, Option 2, Monday through Friday, 7:00 a.m. to 4:30 p.m. For VA Medical Advice, call 202-745-8000, Option 3, 24/7. To reach the CBOC Administrative Receptionist, call 301-591-5858, Option 8.

The new CBOC location offers free parking. Conveniently located to the Shady Grove Metro Station via Ride On Bus #63 and #63X. Route #63X provides additional service between Gaither Road & Gaither Drive and the Shady Grove Metro Station to augment Route 63 trips on weekdays. Service is available from approximately 6:20 a.m. to 8:30 p.m.

How to Enroll in VA Healthcare

Currently, Veterans who served in a theater of combat operations after November 11, 1998, can complete applications for enrollment in VA health care by telephone without the need for a signed paper application. All other Veterans could apply by phone effective July 5, 2016.

When Veterans choose to enroll, VA offers an enhancement to their enrollment experience through “Welcome to VA” (W2VA). W2VA enhances communication by reaching out to newly enrolled Veterans through personal phone calls upon enrollment, providing assistance with health care inquiries and assisting with their initial appointment at their preferred VA healthcare facility. In addition, VA sends each new enrollee an introductory letter and personalized Veterans Health Benefits Handbook in the mail. For more information about the Veterans Health Benefits Handbook, visit www.va.gov/HEALTHBENEFITS/vhbh/index.asp.

Here are the convenient ways to apply for enrollment:

By Telephone

The telephone application option is a more convenient way to apply for enrollment and eliminates the need for a signed paper application.

- VA staff members will collect the needed information and process the enrollment application for an enrollment determination.
- To apply, call 1-877-222-VETS (8387), Monday through Friday between 8am and 8pm, EST.

Apply in Person

You may apply in person at your local VA health care facility.

- Complete the healthcare application online.
- For more information about the application process, visit www.va.gov/healthbenefits/apply/application_process.asp.
- You will also receive information about the appeals process, if you do not agree with the enrollment decision.

By Mail

- Pick up an application at your local VA or download, print, and fill out the 10-10EZ, Application for Health Care: <https://www.va.gov/vaforms/medical/pdf/1010ez-fillable.pdf>.
- Complete the application and be sure to sign it and mail to: Health Eligibility Center, 2957 Clairmont Road, Suite 200, Atlanta, GA 30329-1647.

Apply Online

Fill out the application online and electronically submit it to VA for processing. No need for additional documents to verify military service. If you were recently discharged, we will get your military information for you.

- To complete the healthcare application, visit www.vets.gov/healthcare/apply.
- Once you complete the application, you may submit your application online.
- You will immediately receive a confirmation message notifying you that your application has been received.
- A signature is not required for online registration.
- For more information about the application process, visit www.va.gov/healthbenefits/apply/application_process.asp.
- You will also receive information about the appeals process, if you do not agree with the enrollment decision.

Obtaining an Appointment

You may request a doctor's appointment when you apply for enrollment by checking 'yes' to the question asking if you want an appointment on the application. An appointment will be made with a VA doctor or provider and you will be notified via mail of the appointment. If you need health care before your scheduled appointment, you may contact the Enrollment Coordinator, Urgent Care Clinic or the Emergency Room at your local VA.

Required Signature

When you apply in person or by mail, you or the person acting as your Power of Attorney must sign and date the form. If your Power of Attorney signs and dates the form, you must submit a copy of the Power of Attorney with the form. If you sign with an “X”, then two people that you know must witness you as you sign the form. They must also sign and print their names on the form.

This is a project of the Montgomery County Commission on Veterans Affairs. To submit an update, add or remove a listing, or request an alternative format, please contact: DHHSWebsite@montgomerycountymd.gov, 240-777-1246 (V), MD Relay 711.

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