



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
John J. Pershing VA Medical Center

John J. Pershing VA Medical Center

Veteran Newsletter

August 2021

We hope you are staying safe during these warm summer months and throughout this COVID 19 Pandemic. As we continue to see spikes in the new Delta Variant, we wanted to reach out through a new avenue to ensure you continue to receive news and updates occurring throughout our VA Health Care System.

As we continue to battle the COVID pandemic, we want to encourage you to practice social distancing and always wear a mask when you are out in public. That's why it is a requirement to wear a mask when visiting Federal properties. It's going to take all of us to end this fight.

Did You Know?

COVID vaccinations are available at all clinics for you, your spouse, and your caregiver free of charge! You may receive yours at your closest community clinic or by calling (573) 686-4151 or 888-557-8262 and pressing option "3." Moderna vaccine is only available on certain days, so please call in advance.

Have you had recent changes to your income? If you have recently retired or are experiencing financial hardship, contact a member of our business office to see if you qualify for assignment into a higher Priority Group by calling our office at (573) 686-4151 ext. 52177.

Introducing the Verbal Passcode

The John J. Pershing VA Medical Center is excited to introduce the Verbal Passcode process. A Verbal Passcode will allow you to choose a special code to give to close family members or friends with whom you would like to share your personal health information. This passcode authorizes family and friends to speak with staff at our facility about your care and authorizes them to make and confirm appointments. To obtain a Verbal Passcode, you must complete authentication in person at any local VA clinic. Check-In staff will guide you through the rest of the process. The Verbal Passcode is valid with the John J. Pershing VA Medical Center and its associated community clinics. If you wish to set up your Verbal Passcode, just ask when checking in to your next VA appointment. If you have questions or concerns regarding this process, feel free to contact Lisa Edwards, Privacy Officer at (573) 778-4505.



Beginning September 1, 2021, My HealthVet “Advanced” accounts will be discontinued.

As of September 1, if you have an Advanced account today and do not upgrade to a Premium account, your account will revert to a Basic account. If that occurs, you will lose access to the pharmacy features, including the ability to request and track your VA prescription refills. That means... it's time to upgrade to a Premium account! With a free Premium account, you can securely access your VA health information, 24/7.

For more information contact Antonia Varner My HealthVet Coordinator at (573)778-4180

[My HealthVet](#), VA's online patient portal, gives you access to your VA health information so you can understand and manage your VA care.

Using your My HealthVet Premium account, you will be able to:

- Request VA prescription refills, track your VA medications, and access your current VA prescriptions and prescription history.
- View, download and print your VA health information, reports and images from your VA medical record.
- Send secure online messages to your VA care team to ask them non-urgent health questions; ask to renew your medications; and send updates on your condition.
- View, schedule, reschedule and cancel VA appointments.

BENEFICIARY TRAVEL REIMBURSEMENT

INTRODUCING

BENETRAVEL SELF SERVICE SYSTEM

The Beneficiary Travel Self Service System (BTSSS) solution provides an intuitive online interface for claimants to submit and track their beneficiary travel claims. BTSSS provides a more Veteran-focused experience for beneficiary travel reimbursements, allowing claimants to submit and track travel claims at their convenience. BTSSS also provides capabilities for beneficiaries to receive payments by electronic funds and helps eliminate fraud, waste, and abuse.

QUESTIONS?

We're here to help! Please contact us by phone, email, or by secure message in MyHealthVet.

IMPORTANT UPDATE

COMMUNITY CARE CONFIRMATION

To process claims for Community Care appointments, proof of attendance must be attached to the travel claim. Proof may be provided by memorandum of appointment confirmation OR on official letterhead from the community provider (work excuse). The original document must be attached to the claim and include the date and time of appointment and signature of a representative of the clinic. Memoranda are available at any John J. Pershing VA Medical Center campus.

It is important that you attach the original document to each claim submitted and ensure your claim is received **within 30 calendar days** of your appointment.



Website:
www.access.VA.gov



Contact:
573-686-4151 ext 52177



Email:
Popbluff-businessofficeintake@va.gov