

# WELCOME TO *Your* VA MARYLAND HEALTH CARE SYSTEM

PROUDLY SERVING THE UNIQUE HEALTH CARE NEEDS OF MARYLAND'S VETERANS



## Choose **VA**

A Guide to VA Health Care Eligibility, Enrollment, & Services

**VA**



U.S. Department of Veterans Affairs

Veterans Health Administration  
VA Maryland Health Care System



**GARY WARREN**  
U.S. Navy Veteran, and  
his grandson Connor.

## Ready to Serve Your Health Care Needs

This guide provides important information about VA health care eligibility, why you should choose VA as your health care provider, how to apply for VA health care, and the services that are part of the VA medical benefits package. You will also find an overview of the VA Maryland Health Care System, our facilities, and our clinical programs.



As an Army Veteran, I strongly encourage you to apply for VA health care so you can take advantage of the services you have earned and deserve. Even if you have your own health insurance and a provider in the community, enrollment in VA health care can provide you with an important safety net and additional options.

We look forward to serving you!

**Jonathan R. Eckman, P.E.**  
Director, VA Maryland Health Care System  
U.S. Army Veteran

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## VA MARYLAND HEALTH CARE SYSTEM OVERVIEW

The Veterans Affairs (VA) Maryland Health Care System is a dynamic and progressive health care organization that is dedicated to providing safe, quality, and compassionate care to Maryland's Veterans. The Baltimore, Loch Raven, and Perry Point VA Medical Centers, in addition to five community based outpatient clinics, all work together to form this integrated health care delivery system. Nationally recognized for its many clinical and research centers of excellence, the VA Maryland Health Care System is proud of its reputation as a leader in Veterans' health care, research, and education.

The health care system is known for providing comprehensive services to Veterans in Central Maryland and on Maryland's Eastern Shore, including medical, surgical, rehabilitative, neurological, primary, mental health, and long-term care on both an inpatient and

outpatient basis. To ensure the provision of quality patient care, the health care system employs a dedicated team of clinical, technical, administrative, and support personnel who are specially trained to serve the unique needs of Veterans.

As a leader in education, the VA Maryland Health Care System prides itself on an active affiliation with the University of Maryland School of Medicine and other local colleges and universities. More than 1,300 residents, interns, and students from various disciplines are trained throughout the health care system each year. Additionally, most of the physicians who work for the VA Maryland Health Care System also work at the University of Maryland School of Medicine. This partnership allows the health care system to offer Veterans the latest clinical practices and procedures available.

## WHY SHOULD I APPLY FOR VA HEALTH CARE?

All Veterans are encouraged to apply for enrollment for VA health care, even if they have private health insurance and a health care provider in the community because they can maintain both. It costs nothing to apply, and it may be one of the most important things a Veteran can do to ensure their continued health and well-being.

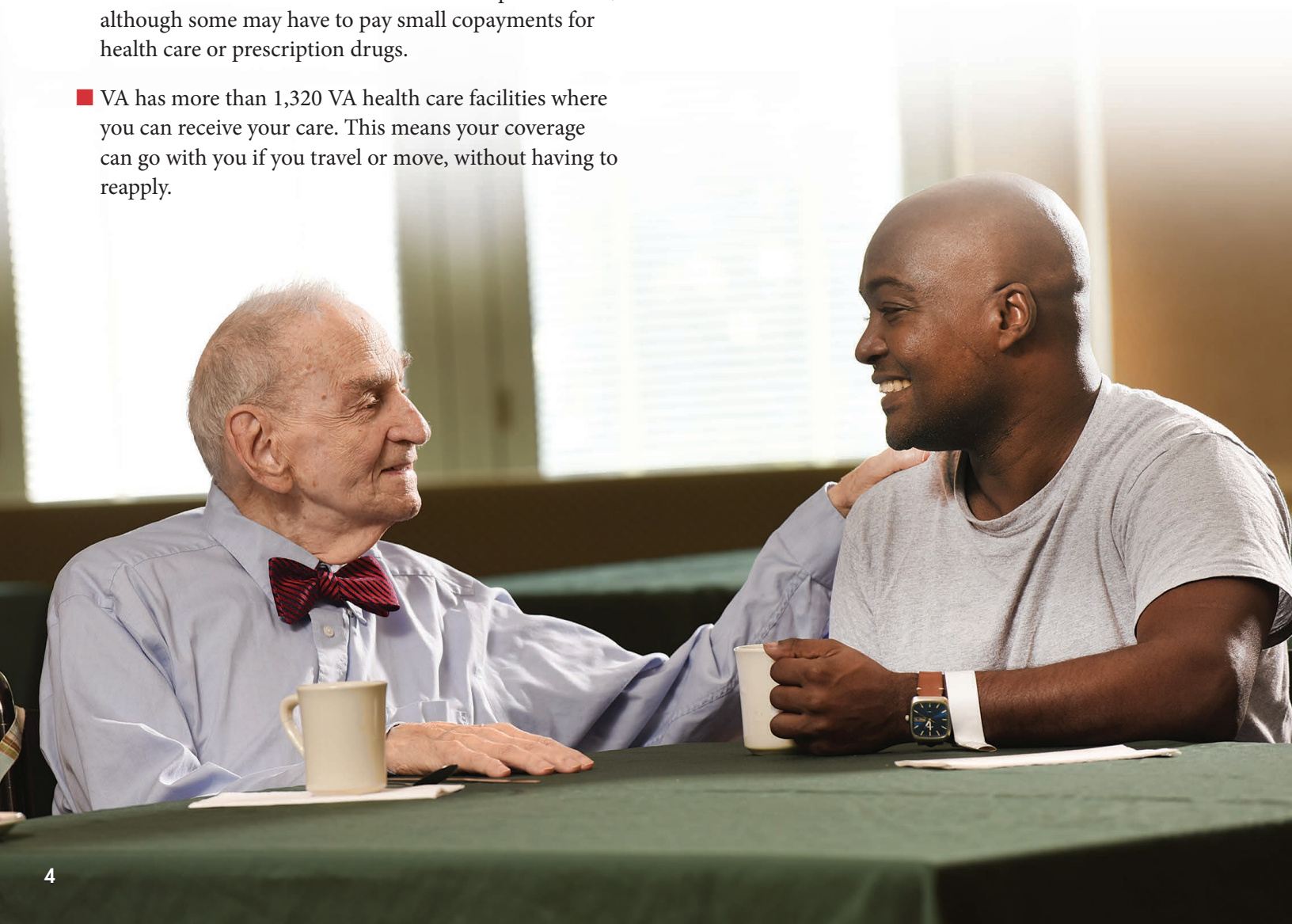
VA offers Veterans a comprehensive medical benefits package, which includes a variety of health care services

from basic primary care to nursing home care for eligible Veterans. Enrollment in the VA health care system provides Veterans with the promise that health care services will be available when and where they are needed. Being enrolled in VA health care can also serve as an important safety net later in life. Enrolled Veterans also have access to VA health care throughout the country. VA is America's largest integrated health care system, serving more than 9 million Veterans each year.

# VA HEALTH CARE IS RATED AMONG THE **BEST** in the **UNITED STATES**

## Here are more reasons why you should apply for VA health care:

- You can maintain your current health insurance and continue to see your community provider. This is known as “co-managed care,” and it provides you with the flexibility to take advantage of VA health care services when they are needed.
- You do not need to take additional steps to meet the health care law coverage standards.
- There are no enrollment fees, monthly premiums, or deductibles. Most Veterans have no out-of-pocket costs, although some may have to pay small copayments for health care or prescription drugs.
- VA has more than 1,320 VA health care facilities where you can receive your care. This means your coverage can go with you if you travel or move, without having to reapply.
- You have the freedom to use other plans with your VA health care, including Medicare, Medicaid, TRICARE, or private insurance.
- Even if you are healthy now, VA health care can be a very important safety net later in life or when needed.
- You may qualify to receive various health care services in the community at VA expense.





## VA HEALTH CARE ELIGIBILITY & ENROLLMENT

### Who is Eligible for VA Health Care?

You may be eligible for VA health care if you meet any of the following:

- You served in the active military, naval or air service and did not receive a dishonorable discharge.
- You enlisted after September 7, 1980, or entered active duty after October 16, 1981.
- You are a current or former member of the Reserves or National Guard who was called to active duty by a federal order and completed the full period for which you were called or ordered to active duty.
- You served in certain locations and time periods during the Vietnam War era.
- You meet the basic service and discharge requirements and were exposed to toxins or other hazards while serving our country – at home or abroad.

For more information about VA health care eligibility, visit [www.va.gov/health-care/eligibility/](http://www.va.gov/health-care/eligibility/) or call 877-222-8387, Monday through Friday between 8 a.m. and 8 p.m.

### The PACT Act and Your VA Benefits

The PACT Act is a new law that expands VA health care eligibility and benefits for millions of Veterans exposed to burn pits, Agent Orange, and other toxic substances. For more information about the PACT Act and what it means for you, visit [www.va.gov/pact](http://www.va.gov/pact) or call 800-698-2411.

### How to Apply for VA Health Care

There are four easy ways to apply for VA health care:

#### Option 1: Apply by Phone

Call toll-free at 877-222-8387, Monday through Friday between 8 a.m. and 8 p.m. A VA staff member will collect the needed information to process your application over the phone.

#### Option 2: Apply by Mail

Visit [www.va.gov/find-forms/about-form-10-10ez/](http://www.va.gov/find-forms/about-form-10-10ez/) to print and complete the Application for Health Benefits (VA Form 10-10EZ).

You or someone acting as your power of attorney must sign and date the form. And:

- **If you're using a power of attorney**, you'll need to submit a copy of the Power of Attorney form along with your application.
- **If you sign with an "X,"** 2 people you know must witness your signature. They'll also need to sign and print their names on the form.

Mail your completed application to:

**Health Eligibility Center**  
**PO Box 5207**  
**Janesville, WI 53547-5207**

#### Option 3: Apply in Person

Apply in person by visiting the Enrollment Center on the 1st floor of the Baltimore VA Medical Center or the Admissions Office on the 1st floor of Building 361 at the Perry Point VA Medical Center. You will find the address and contact information for the Baltimore and Perry Point VA Medical Centers on page 12 under VA Maryland Health Care System Facilities.

#### Option 4: Apply Online

Apply online by visiting [www.va.gov/health-care/apply-for-health-care-form-10-10ez/introduction](http://www.va.gov/health-care/apply-for-health-care-form-10-10ez/introduction). The online portal will guide you through each step of the process and will take about 35 minutes to complete.

### Select Where You Want to Receive Your Care

As part of the enrollment process, Veterans will be given the opportunity to select the VA medical center or community based outpatient clinic where they prefer to be seen. To find a facility near you, turn to page 12 or visit [www.va.gov/directory](http://www.va.gov/directory).

# WHAT HAPPENS AFTER YOU APPLY FOR VA HEALTH CARE?

## Notification of the Status of Your Application

After you have applied for VA health care, you will receive a letter in the mail to let you know if your application has been approved. If more than a week has passed since you submitted your application and you haven't heard back from us, call **877-222-8387**, Monday through Friday between 8 a.m. and 8 p.m.

## If Your Application is Approved, What Happens Next?

If you are approved for VA health care enrollment, we will call you to welcome you to VA health care, help you with scheduling your first primary care appointment, and answer any questions you may have about your health care benefits. We will also send you a Veterans Health Benefits Handbook in the mail that will explain your specific health care benefits (based on the priority group we assigned you), how much you will pay in copays, and other helpful information.

## Scheduling Your First VA Primary Care Appointment

If you are not contacted and scheduled for a primary care appointment after your enrollment has been approved, call the Primary Care Line at **410-605-7777**, Monday through Friday between 8 a.m. and 4:30 p.m., or the Appointment Line at **410-605-7333**, 24 hours a day, 7 days a week, to schedule an appointment.

## New Patient Orientation Website

As a new patient, you will likely have questions about what to do next or how to begin using your VA health care. We encourage you to visit our New Patient Orientation website at [www.va.gov/maryland-health-care/programs/new-patient-orientation/](http://www.va.gov/maryland-health-care/programs/new-patient-orientation/) to get started. The site will help you navigate our health care system, while also providing important information about how to access our programs and services.

## Veteran Health Identification Card

A Veteran Health Identification Card (VHIC) is a photo ID card you will use to check in for VA health care appointments. Like a typical health insurance card, the VHIC signifies your enrollment in VA health care and helps to safeguard your personal information. While the card is not required to receive health care services, we recommend all enrolled Veterans have one. You can apply for a VHIC in person or online.

## In Person

You can obtain a VHIC by reporting to the Enrollment Center on the 1st floor at the Baltimore VA Medical Center or the Admission Office on the 1st floor in Building 361 at the Perry Point VA Medical Center. You will need to bring one form of primary identification (your driver's license, passport or other federal, state, or local photo ID with your address) and have your photo taken. The card will be mailed to you, usually within 7 to 10 days after the card has been requested.

## Online

You can also apply for a VHIC online by visiting [www.va.gov/health-care/get-health-id-card/](http://www.va.gov/health-care/get-health-id-card/).

For more information, or if your card is lost or stolen, call **877-222-8387**, Monday through Friday between 8 a.m. and 8 p.m.

## Stay Connected with the VA Maryland Health Care System

Sign-up for our E-News Subscription Service so you receive email notices about clinic closures, new programs, and educational opportunities. To sign-up, visit [www.maryland.va.gov](http://www.maryland.va.gov), scroll down to the section of the homepage under "Get updates from VA Maryland health care," click on "Subscribe to VA Maryland health care news and announcements," and enter your email address. You can also receive important updates by following the VA Maryland Health Care System on our website, Facebook, Instagram, X (formerly Twitter), and YouTube. Search MDVAHCS to find us on social media. Visit our website at [www.maryland.va.gov](http://www.maryland.va.gov) and join us on YouTube at [www.youtube.com/@MDVAHCS](http://www.youtube.com/@MDVAHCS).

## Maintaining Your Eligibility for Specific VA Benefits

Remember to schedule an appointment with your VA primary care provider at least once every two years to maintain your eligibility for important VA health care benefits, including:

- VA pharmacy services
- Emergency services in the community at VA expense
- Care in the Community at VA expense
- Urgent care through participating community urgent care facilities at VA expense

To schedule an appointment with your VA primary care provider, call **410-605-7777**, Monday through Friday between 8 a.m. and 4:30 p.m.



## OVERVIEW OF YOUR VA HEALTH CARE SERVICES

### Medical Benefits Package

Each Veteran's medical benefits package is unique. Yours will include care and services to help:

- Treat illnesses and injuries
- Prevent future health problems
- Improve your ability to function
- Enhance your quality of life

All Veterans receive coverage for most care and services, but only some will qualify for added benefits like dental care. You can find a complete list of your covered benefits in your personalized Veterans Health Benefits Handbook that you will receive after you are approved for VA health care enrollment. For more information, visit [va.gov/health-care/about-va-health-benefits/](http://va.gov/health-care/about-va-health-benefits/) or call 877-222-8387, Monday through Friday between 8 a.m. and 8 p.m.

### Care in the Community

Enrolled Veterans may be eligible to receive care from an in-network health care provider in their local community at VA expense if they meet the following criteria:

- If needed care is not available from VA
- The Veteran meets certain standards for drive and wait times to receive care
- Community care is in the best medical interest of the Veteran

In most cases, Veterans must receive approval from VA before receiving care from a community provider to avoid being billed for the care. For more information, visit [va.gov/communitycare/](http://va.gov/communitycare/).

### Women Veterans Health Program

To address the unique health care needs of women Veterans, VA created the Women Veterans Health Program to ensure that timely, equitable, high quality, comprehensive services are provided in a sensitive and safe environment. At the VA Maryland Health Care System, our Women Veterans Health Program delivers the highest quality health care in a setting that ensures privacy, dignity, and sensitivity. Services range from primary care, screening and disease prevention, and women's gender-specific health to specialized care for chronic conditions, routine gynecologic services, and reproductive health. For more information, contact the Women Veterans Program Manager for the VA Maryland Health Care System at 410-605-7275.



# OVERVIEW OF VA MARYLAND HEALTH CARE SYSTEM FACILITIES

## ★ BALTIMORE VA MEDICAL CENTER

**Baltimore VA Medical Center**  
**10 North Greene Street**  
**Baltimore, MD 21201**  
**Phone: 410-605-7000**  
**Toll-Free: 800-463-6295**

The Baltimore VA Medical Center is the acute medical and surgical care facility for the VA Maryland Health Care System and offers a full range of inpatient, outpatient, and primary care services. As a surgical specialty care facility, the Baltimore VA Medical Center serves as the neurosurgery referral center for the VA Capitol Health Care Network.

The medical center's patient-friendly design features plant-filled atriums, natural light from skylights, and comfortable patient rooms and waiting areas. Located next to the University of Maryland Medical Center with a walkway connecting the two facilities, the medical center maintains an active affiliation with the university in the sharing of staff, resources, and technology.

Having one of the largest funded research and development programs in the VA system enhances the medical center's ability to provide state-of-the-art medical techniques and treatments to Maryland's Veterans and to recruit top-notch health care professionals. The medical center is home to the following specialized clinical and research centers:

- Epilepsy Center of Excellence
- Geriatric Research, Education and Clinical Center
- Mental Illness Research, Education and Clinical Center
- Multiple Sclerosis (MS) Center of Excellence

The Baltimore VA Medical Center is located on the campus of the University of Maryland at Baltimore and is within walking distance of Oriole Park at Camden Yards, M&T Bank Stadium (home of the Baltimore Ravens), and Lexington Market. There is free valet parking for patients and their visitors in the medical center's garage, and Light Rail, Metro, and bus services are located nearby. For the convenience of our Veteran patients, shuttles run weekdays to and from various VA health care facilities.

## ★ LOCH RAVEN VA MEDICAL CENTER

**Loch Raven VA Medical Center**  
**3900 Loch Raven Boulevard**  
**Baltimore, MD 21218**  
**Phone: 410-605-7000**  
**Toll-Free: 800-463-6295**

The Loch Raven VA Medical Center offers specialized inpatient, outpatient, and primary care services. As a leader in providing rehabilitation and skilled nursing care, the medical center coordinates the delivery of physical therapy, occupational therapy, kinesiotherapy, and recreation therapy to achieve the highest level of recovery and independence for Maryland's Veterans. The center also provides hospice and nursing home care to Veterans requiring non-acute inpatient care, in addition to offering specialized assistance for patients with Alzheimer's disease and other forms of dementia.

The facility features a cheerful and home-like setting for Veterans, with spacious living quarters, private bathrooms, beautiful patios and gardens, and warmly decorated dining areas and group lounges. Sunlight pours in from skylights and large windows throughout the facility, helping to brighten public areas and living quarters for the residents. A Wander Garden provides an attractive, accessible outdoor environment where residents can walk freely without the fear of getting lost.

The outpatient clinic at Loch Raven provides access to primary care and a broad range of specialty services, including mental health, optometry, dermatology, podiatry, audiology, radiology, women's health, and driver's rehabilitation. The facility features spacious exam rooms, comfortable patient waiting areas, experienced and compassionate providers and support staff, and a warm and healing environment.

The Loch Raven VA Medical Center is located on a park-like campus in northeast Baltimore close to Johns Hopkins University. It is a short ride from the Baltimore Beltway and offers free parking for Veteran patients and visiting family members and friends.



## ★ PERRY POINT VA MEDICAL CENTER

**Perry Point VA Medical Center**  
**361 Boiler House Road**  
**Perry Point, MD 21902**  
**Phone: 410-642-2411**  
**Toll-Free: 800-949-1003**

The Perry Point VA Medical Center provides a broad range of inpatient, outpatient, and primary care services. As the largest inpatient facility in the VA Maryland Health Care System, the medical center provides inpatient intermediate and long-term care programs including nursing home care, rehabilitation services, geriatric evaluation and management, respite care, and hospice care.

The Perry Point VA Medical Center is a leader in providing comprehensive mental health care to Maryland's Veterans. The medical center offers recovery-focused residential and outpatient mental health and substance abuse care, including the following specialized treatment programs:

- Compensated Work Therapy Transitional Residence
- Domiciliary Residential Treatment
- Mental Health Intensive Case Management
- Mental Health Residential Treatment

- Psychosocial Rehabilitation and Recovery Center
- Post-Traumatic Stress Disorder (PTSD) Outpatient Program
- Residential Wellness Program
- Substance Abuse Residential Rehabilitation Treatment
- Models of Accelerated Delivery (PTSD Intensive Outpatient Program)
- Vocational Rehabilitation Program

The outpatient care facility at Perry Point offers primary care and a full range of specialty outpatient services, including audiology and speech pathology, cardiology, dental, neurology, optometry, and podiatry. The facility was designed and constructed to meet the needs of Veterans by offering the latest medical technology, ample clinical space, and comfortable waiting areas and exam rooms.

The Perry Point VA Medical Center is located on a beautiful campus of approximately 400 acres on the banks of the Susquehanna River and the Chesapeake Bay where patients can enjoy a variety of recreational activities, including fishing, bicycling, and jogging. There is free parking on the grounds of the medical center, which is conveniently located off I-95 and U.S. Route 40.





## COMMUNITY BASED OUTPATIENT CLINICS

In addition to the primary care clinics located at the Baltimore, Loch Raven, and Perry Point VA Medical Centers, the VA Maryland Health Care System operates five community based outpatient clinics that are strategically located throughout the state. These outpatient clinics bring VA health care to local communities and allow Veterans to receive their primary care services close to where they live and work.

The community based outpatient clinics offer exceptional health care services coordinated by experienced and compassionate primary care providers and support staff

who specialize in delivering personalized attention to the Veterans they serve. The clinics provide general outpatient care, preventive health and education services, various medical screenings, and referrals to specialized programs and inpatient services available throughout the VA Maryland Health Care System.

You will find the address and contact information for the Cambridge, Eastern Baltimore County, Fort Meade, Glen Burnie, and Pocomoke City VA Outpatient Clinics below and on page 12 under VA Maryland Health Care System Facilities.

★ **Cambridge VA  
Outpatient Clinic**

830 Chesapeake Drive  
Cambridge, MD 21613  
Phone: 410-228-6243  
Toll-Free Phone: 877-864-9611

**Eligibility and Enrollment:**  
877-222-8387

★ **Eastern Baltimore County  
VA Outpatient Clinic**

5235 King Avenue, Suite 200  
Rosedale, MD 21237  
Phone: 443-730-2020  
Toll-Free Phone: 800-351-8387

**Eligibility and Enrollment:**  
877-222-8387

★ **Fort Meade VA  
Outpatient Clinic**

2479 5th Street, Suite 5138  
Fort Meade, MD 20755  
Phone: 410-305-5300

**Eligibility and Enrollment:**  
877-222-8387

★ **Glen Burnie VA  
Outpatient Clinic**

808 Landmark Drive, Suite 128  
Glen Burnie, MD 21061  
Phone: 410-590-4140

**Eligibility and Enrollment:**  
877-222-8387

★ **Pocomoke City VA  
Outpatient Clinic**

1701 Market Street, Unit 211  
Pocomoke City, MD 21851  
Phone: 410-957-6718  
Toll-Free Phone: 866-441-0287

**Eligibility and Enrollment:**  
877-222-8387

# Important Phone Numbers

Appointment Line..... 410-605-7333

Automated Prescription Refill Line.. 410-605-7395 –  
Press 1

Beneficiary Travel..... 410-605-7318

Billing Information..... 866-393-0006

Burial Benefits

    VA Burial Benefits..... 410-644-9696

    State Burial Benefits..... 410-923-6981

Care in the Community..... 410-642-2411,  
ext. 26924

Caregiver Support Program..... 410-605-7000,  
ext. 54143

Eligibility & Enrollment..... 877-222-8387

Emergency Notification..... 844-724-7842  
Call Center

In-Network Urgent Care Providers 877-881-7618

Long-Term Care..... 410-642-1121  
Information Line

MyHealthVet..... 410-605-7045

Patient Advocates

    Baltimore VA Medical Center... 410-605-7099  
    Baltimore VA Annex &  
    Glen Burnie VA Outpatient Clinic

    Perry Point VA Medical..... 410-642-2411,  
    Center and Cambridge ext. 25097  
    & Pocomoke City VA Outpatient  
    Clinics

    Loch Raven VA Medical..... 410-605-7542  
    Center and the Eastern  
    Baltimore County & Fort  
    Meade VA Outpatient Clinics

Pharmacy Information..... 410-605-7395 –  
Press 2

Primary Care Appointment Line..... 410-605-7777

Release of Information - Medical Records

    Baltimore VA Medical Center..... 410-605-7348

    Perry Point VA Medical Center.... 410-642-2411,  
    ext. 26028

Returning Veterans..... 410-605-7259

Telephone Care Line..... 800-865-2441

VA Benefit Claims

    Veterans Benefits..... 800-827-1000  
    Information Line

    Maryland VA Services..... 800-446-4926,  
    & Benefits Program ext. 6450

VA Health Connect..... 855-679-0250

VA Maryland Health Care System Facilities

    Baltimore VA Medical Center..... 410-605-7000

    Loch Raven VA Medical Center... 410-605-7000

    Perry Point VA Medical Center.... 410-642-2411

    Cambridge VA Outpatient Clinic 410-228-6243

    Eastern Baltimore County..... 443-730-2020  
    VA Outpatient Clinic

    Fort Meade VA Outpatient Clinic 410-305-5300

    Glen Burnie VA Outpatient..... 410-590-4140  
    Clinic

    Pocomoke City VA Outpatient.... 410-957-6718  
    Clinic

Vet Centers

    Aberdeen Vet Center..... 410-272-6771

    Annapolis Vet Center..... 410-605-7826

    Baltimore Vet Center..... 410-764-9400

    Dundalk Vet Center..... 410-282-6144

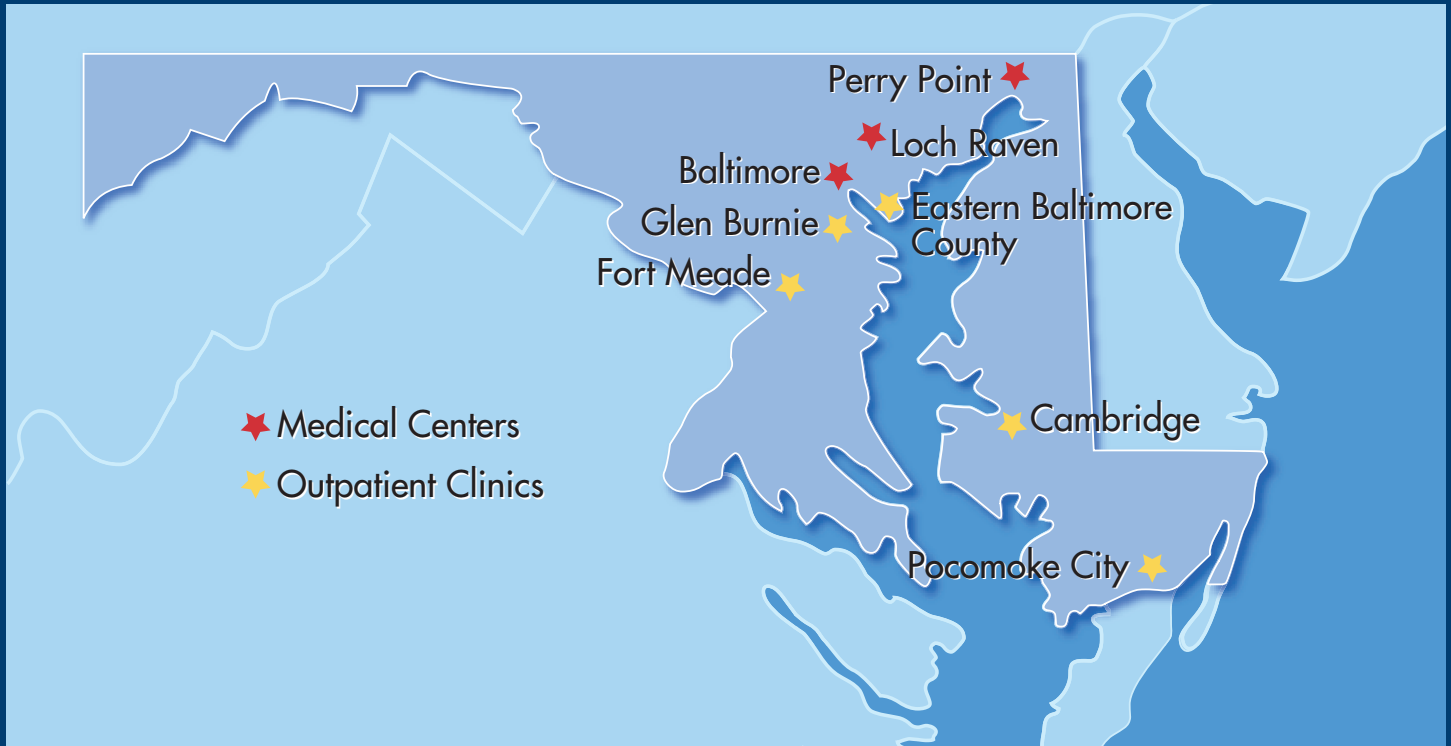
    Elkton Vet Center..... 410-392-4485

    Salisbury Vet Center..... 410-912-7262

Veterans Crisis Line..... 988 – Press 1

Women Veterans Program..... 410-605-7275

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 Toll-Free Phone: 800-463-6295
- ★ **Loch Raven VA Medical Center**  
 3900 Loch Raven Boulevard  
 Baltimore, MD 21218  
 Phone: 410-605-7000  
 Toll-Free Phone: 800-463-6295
- ★ **Perry Point VA Medical Center**  
 361 Boiler House Road  
 Perry Point, MD 21902  
 Phone: 410-642-2411  
 Toll-Free Phone: 800-949-1003

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 Glen Burnie, MD 21061  
 Phone: 410-590-4140
- ★ **Pocomoke City VA Outpatient Clinic**  
 1701 Market Street, Unit 211  
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 Phone: 410-957-6718  
 Toll-Free Phone: 866-441-0287
- ★ **Eastern Baltimore County VA Outpatient Clinic**  
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 Rosedale, MD 21237  
 Phone: 443-730-2020  
 Toll-Free: 800-351-8387
- ★ **Fort Meade VA Outpatient Clinic**  
 2479 5th Street, Suite 5138  
 Fort Meade, MD 20755  
 Phone: 410-305-5300



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
 VA Maryland Health Care System

Proudly Serving the Unique Health Care Needs of Maryland's Veterans  
[www.maryland.va.gov](http://www.maryland.va.gov)