



U.S. Department of Veterans Affairs

VA MANILA HANDBOOK 2015



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UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

The VA Manila Regional Office (RO) and Outpatient Clinic (OPC) of the U.S. Department of Veterans Affairs is located on the U.S. Embassy Seafront compound, 1501 Roxas Boulevard, 1302 Pasay City, Philippines and is the only VA located in a foreign country.

There are strict access requirements for entry into the U.S. Embassy compound and the U.S. Department of Veterans Affairs complies with these access requirements. Therefore, a picture ID is required to enter the facility. The facility is open Monday through Friday, 7:30 am to 4:30 pm. The facility is closed weekends and U.S. and Philippine holidays.

VA MANILA REGIONAL OFFICE

While the VA Manila Outpatient Clinic is responsible for health care services, the VA Regional Office (VARO) provides full service to include but not limited to processing service connected compensation claims, non-service connected pension claims, survivor's benefits, education services, fiduciary services, and Vocational Rehabilitation and Employment (VRE).

VA MANILA OUTPATIENT CLINIC

The outpatient clinic provides health care benefits for U.S. Veterans with VA rated service connected conditions residing in the Philippines. The clinic assumes payment responsibility for necessary health care services associated with the treatment of those service connected conditions. The VA Manila Outpatient Clinic does not have an emergency room, trauma or urgent care center. For emergent medical care, Veterans should proceed to the nearest hospital.

VA MANILA OUTPATIENT CLINIC ELIGIBILITY INFORMATION

Eligibility requirements for medical services are different for Veterans outside the United States than for Veterans within the United States. The VA Manila Outpatient Clinic provides medical services for U.S. Veterans only for a VA rated service-connected condition (38CFR 17.35). A service-connected condition means that a Veterans Affairs Regional Office (VARO) has rated the disability as being incurred or aggravated in the line of duty in active military, naval or air service. All costs associated with treatment for a non-service connected condition incurred from outside the VA Outpatient Clinic is the responsibility of the Veteran since the clinic does not treat non-service connected conditions.

The Manila Outpatient Clinic, being in a foreign country, provides care based on U.S. legislation. That legislation defines eligibility for care which is different from eligibility requirements at facilities located in the United States. To be eligible for medical care in the Philippines, a Veteran must meet at least one of the following criteria:

- a. **A certified U.S. Military Veteran with a VA service-connected disability.**
Or
- b. **Old Philippine Scouts who served prior to July 1941 with VA service-connected disabilities.**
Or
- c. **An Operation Enduring Freedom, Operation Iraq Freedom and/or Operation New Dawn (OEF/OIF/OND) Veteran.** An OEF/OIF/OND Veteran may receive free health care for five years after discharge for illnesses related to military service, in the absence of an awarded service connected disability. This includes any recent combat Veteran with service against a hostile force in a war after the Gulf War or during a period of hostility after November 11, 1998. It is the responsibility of the Veteran’s healthcare provider(s) to determine if treatment provided is related to the Veteran’s combat experience or military service. After the five-year period is finished or as soon as service connection has been established, the Veteran will receive treatment in accordance with the station’s eligibility regulations. An OEF/OIF/OND Veteran may be entitled to limited dental care as determined by the Clinic. Currently enrolled Veterans and new enrollees who are discharged from active duty on or after January 28, 2003, are eligible for the enhanced benefits for five years post discharge. Veterans, including activated Reservists and members of the National Guard, are eligible if they served on active duty in a theater of combat operations after November 11, 1998, and have been discharged under other than dishonorable conditions.
Or
- d. **Veterans participating in a Vocational Rehabilitation Program** are provided medical care deemed necessary to continue with the program.

Veterans who served in a branch of service with the Philippine Government (New Philippine Scouts, Organized Guerilla Forces, and Commonwealth Army) **are not** eligible for medical care at the VA Manila Outpatient Clinic.

VA MANILA OUTPATIENT CLINIC COVERED BENEFITS FOR VA RATED SERVICE CONNECTED CONDITIONS

- Dental Services*
- Diagnostic Services
- Durable medical equipment and prosthetic items
- Emergency Services
- Eye Services
- Hospitalization
- Specialty Care
- Physical Therapy
- Prescription Drugs**

- VA may authorize necessary medical services for any condition for a Veteran participating in the VA Vocational Rehabilitation Program (38 U.S.C.31).

***DENTAL SERVICES**

VA dental benefits available to Veterans who reside in the Philippines may only be authorized for necessary dental services required in the treatment of a VA adjudicated service-connected dental condition or for necessary dental services in conjunction with the VA Vocational Rehabilitation Program. VA may also authorize payment for dental services for military service-members within 90 days of discharge or the dental examination and treatment is not completed on the Veteran's discharge certificate, DD-214.

****PRESCRIPTION DRUGS**

If a U.S. Veteran visiting the Philippines forgot to bring their prescriptions with them and need a supply of medications to suffice until they return to the United States, the VA Manila Outpatient Clinic can provide the Veteran with a one-time 15 day supply, if the medication is for the Veteran's rated service connected condition and the medications were previously prescribed by a VA provider.

GENERAL EXCLUSIONS (THIS LIST IS NOT ALL INCLUSIVE) VA MANILA OUTPATIENT CLINIC DOES NOT COVER OR REIMBURSE FOR THE FOLLOWING SERVICES:**A. Health Care**

- Services, treatment, prescriptions unrelated to the service-connected disability.
- Dental care (unless service-connected)
- Eye Care (unless service-connected)
- Durable medical equipment (DME) and prosthetic items with deluxe/luxury features.
- Services furnished or billed by a provider or facility not allowed by the VA Manila Outpatient Clinic.
- Procedures, treatment drugs, medications, or medical devices that is experimental or investigational.
- Non-acute institutional care such as long-term inpatient psychiatric and nursing home care.
- Physical Therapy not under the supervision of a licensed physician.
- Plastic surgery for cosmetic purposes.
- Home care

WHAT IS THE DIFFERENCE BETWEEN THE FOREIGN MEDICAL PROGRAM AND THE VA OUTPATIENT CLINIC IN THE PHILIPPINES

The Foreign Medical Program managed by the VA Health Administration Center in Denver Colorado has no jurisdiction over health care services provided in the Philippines. The Foreign Medical Program authorizes foreign medical services for U.S. Veterans living in a foreign country with the exception of the Philippines. Medical Services covered under the Foreign Medical Program are only for a VA rated service-connected condition or for a condition that is associated with and aggravated by a VA rated service-connected condition. If a Veteran is enrolled in the Vocational Rehabilitation and Education Program (38 U.S.C.31) and lives in a foreign country (excluding the Philippines) the foreign medical program will cover their medical expenses regardless of their service connection rating. U.S. Veterans who live in a foreign country (excluding the Philippines) should coordinate their medical care and medication refills through the Foreign Medical Program. Their contact information:

VA Health Administration Center
Foreign Medical Program
PO Box 469061
Denver CO 80246-9061
USA

Phone: (303) 331-7590
Fax: (303) 331-7803

Email: sign on to the Foreign Medical Program website at <http://www.va.gov/hac/contact>, scroll down and select Foreign Medical Program.

ESTABLISHING CARE AT THE VA MANILA OUTPATIENT CLINIC

Appointments are made for Veterans in the outpatient clinic when:

1. Veteran has a service-connected condition that a Veterans Affairs Regional Office (VARO) has rated as being incurred or aggravated in the line of duty in active military, naval or air service. The clerk will collect information and validate the information. If it is determined the Veteran is eligible for medical care, they will be registered and scheduled an appointment with a VA physician.
2. During a Veterans initial visit to the clinic, a complete physical examination is performed. The Veteran's assigned provider will discuss the Veteran's service connected conditions as well as their non-service connected conditions. For service connected conditions, the provider informs the Veteran what VA Manila Outpatient Clinic will treat including issuing necessary medications.

If treatment is not available within the clinic, the Veteran can be referred to a non-VA provider and the VA will pay the costs for service connected treatment. Veterans are not eligible for care for their non-service conditions and will be advised to seek treatment in the community at their own expense. During the initial visit, the provider can order a 15 day supply of medications for non-service connected conditions but only to address a critical/abnormal laboratory test (if applicable) or to treat acute infections like antibiotics while the Veteran finds a physician in the community for treatment.

3. To get the most out of their visit the Veteran should ask questions. Before their appointment, the Veteran should make a list of the things they are concerned about and bring the list with them.
4. When the Veteran arrives on the day of their appointment, they will be greeted by security officers. An officer will ask the Veteran to provide identification. Upon verification of identification, Veterans and their attendants are issued a badge to wear. The badge must be visible at all times. If a Veteran does not have an appointment, clinic staff will escort the Veteran into the clinic, determine eligibility, and a nurse will triage the Veteran if non-emergent medical care is required for their service connected condition. In the event there is not an available physician to treat the Veteran, the Veteran will be scheduled for the next available appointment.
5. Electronic devices are allowed in the facility; however, no one may take photographs within or on the VA Manila grounds. If a Veteran is observed taking photographs, their camera will be confiscated and will not be returned until the digital photographs have been deleted or the film has been removed.
6. It is not necessary to surrender a cell phone before entering the facility. The use of cell phones is restricted in certain areas of the clinic. When in a treatment room, please ask the nurse prior to using a cell phone. Cell phones can interfere with certain medical equipment.
7. After scheduled Veterans passes through security, they proceed to the clinic to check in with the receptionist located in the clinic lobby. The receptionist will provide the Veteran with additional instructions.

VA AUTHORIZED CARE FROM A PREFERRED NON VA FACILITY

The VA Manila Outpatient Clinic can refer eligible Veterans to preferred Non-VA Specialists and or preferred Health Care facilities in the Veteran's Community. Criteria include the Veteran's service-

connected disability, place of residence and cost-effectiveness of fee basis care. The Veteran's primary care physician will order a consult/procedure and request VA staff issue a Letter of Authority (LOA) to the Veteran. The LOA document details the reason for a consult, authorizes treatment and serves as a guarantee that treatment indicated on the form will be paid for by the Department of Veterans Affairs.

The Veteran is instructed to call the hospital coordinator printed on the LOA to schedule the consult or procedure. The hospital coordinator works closely with the Veteran in selecting the appropriate specialist, scheduling the appointment for necessary treatment and/or procedures. The hospital coordinator serves as the primary point of contact between the medical center and VA Manila to ensure all required consultation and medical reports are submitted timely to ensure continuity of care and proper payment.

CLAIM FILING INSTRUCTIONS FOR ELIGIBLE VETERANS WHO PAID FOR TREATMENT FOR SERVICE CONNECTED CONDITIONS

All Non-VA Care for a Veterans VA rated service connected condition must be pre-approved by the clinic. In cases where an eligible Veteran requires medical treatment or emergency care and paid for treatment for their service connected condition from a non-preferred VA facility, the Veteran can file a claim for reimbursement. All claims must include the following information:

INPATIENT/HOSPITALIZATION DOCUMENTATION

- Admitting history and hospital discharge summary (condition upon admission, treatment provided, all diagnoses treated and condition upon discharge) ;
- Operation report (if surgery was performed);
- Itemized billing statement ;

OUTPATIENT DOCUMENTATION

- Outpatient treatment/procedure during visit;
- Itemized billing statement;

PROVIDER INFORMATION

- Full name and medical title;
- Office telephone number;
- Billing address if different from office address (please specify);
- Provider/physician's signature;

- Provider's Professional Fee;

CLAIM INFORMATION

All treatment must be pre-approved. In the event a Veteran requires emergent or life threatening treatment for their service connected condition, the Veteran should proceed to the nearest hospital. The Veteran is required to notify the clinic within 72 hours. If the Veteran is being treated at a VA approved facility, the clinic will coordinate payment.

In the event a Veteran is treated at a non-preferred VA facility, the Veteran will be required to pay their bill before discharge. All claims must be accompanied by the provider's itemized statement, which must include the following basic information:

Diagnosis treated (provided by physician) for each separate date of service.

Narrative description of each service (procedure/treatment provided by the physician) for each separate date of service.

Each service's billed charge

Date(s) of service.

FILING DEADLINE

When a Veteran sought and paid for medical treatment, for their service connected condition from a non-preferred VA facility, the Veteran can file a claim for reimbursement no later than two years from the date of service or, in the case of inpatient care, two years of the discharge date.

CLAIMS PAYMENT

Claims for reimbursement must include original medical documentation or a certified true copy issued by the treating facility/physician, a completed VA Form 583 and proof of payment, i.e., cash register receipts, sales receipts, or credit card receipts.

Reimbursements are made by Electronic Funds Transfer and are issued in US currency. Payment is based on the exchange rate applicable to the date of service, or in the case of hospitalization, the discharge date.

SPECIAL PROGRAMS AND SERVICES

My HealtheVet (MHV) PROGRAM:

MHV is the electronic gateway to a Veterans health benefits, services and the quickest and most secure way to communicate with the clinic. Using a secure website, Veterans can access health information, view Federal VA benefits and resources, send secure messages to their healthcare provider, refill VA

prescriptions online and view the results of their laboratory tests. To use MHV or to learn more about it, log on to: <http://www.myhealth.va.gov> or call **02-318-8381** or **318-8317**.

VETERANS WHO LIVE IN A FOREIGN COUNTRY OTHER THAN THE PHILIPPINES

U.S. Veterans that do not live in the Philippines should coordinate their medical care and medication refills with the Foreign Medical Program. U.S. Veterans can email the foreign medical program at: hac.fmp@med.va.gov

COMPENSATION AND PENSION EXAMINATIONS:

The Outpatient Clinic is responsible for examinations required in connection with processing of claims for VA or Social Security benefits. When a Veteran files a claim for benefits, the VA Regional Office may request the clinic to schedule a comprehensive general medicine and/or specialist examination with the Veteran. Results of the examinations are used by the VA to determine if the Veteran is qualified to receive disability compensation or pension.

VA VOCATIONAL REHABILITATION AND EMPLOYMENT

Vocational Rehabilitation guidelines state that Veterans may have potential entitlement to medical and dental benefits through the Department of Veterans Affairs. These benefits must be applied for on an “as needed basis” to determine their eligibility. Medical and dental treatment may be provided to facilitate the Veterans return to active participation in training.

Because this is non-service-connected, the Veteran must see their VA Vocational Rehabilitation case manager for a referral authorizing services(s). The referral is signed and dated by the case manager and includes a specific treatment plan. Without the referral, payments will not be authorized. For additional information, Veterans can contact the Regional Office Vocational Rehabilitation Program at 02 550-3888.

PATIENT ADVOCATE

A Patient Advocate is available to provide a direct channel of communication and mediation between the VA Outpatient Clinic staff and patients, their families and members of the community. If a Veteran has complaints or compliments they can contact the Patient Advocate at 02-318-8316. or by email at: <https://iris.va.gov>

FREQUENTLY ASKED QUESTIONS

1. HOW CAN I CONTACT THE OUTPATIENT CLINIC (OPC)?

- a. The OPC telephone number within Metro Manila can be reached by calling 02-550-3888. An automated attendant will answer the call and direct the caller to a call menu. If the Veteran

knows the party's extension, they can immediately bypass the menu by dialing the four-digit extension. Otherwise, listen to the menu and select the appropriate option.

- b. Outside Metro Manila callers and within the Philippines using PLDT or SMART landlines,
 - i. Veterans can call the toll free number: **1 800 1888-5252**.
- c. Outside the Philippines, dial: International Access Code **(011) (632) 550-3888**.

2. WHO IS IN CHARGE OF MY MEDICAL CARE IN THE PHILIPPINES?

If a U.S. Veteran is eligible for care, their primary care team in the Philippines is composed of a physician, nurse, and pharmacist. The primary care team together with the Veteran manages the Veteran's service connected conditions.

The focus of Veterans care is to treat their service connected conditions that will help them reach an optimum state of health. The Physician and/or Nurse will discuss abnormal test results with the Veteran immediately. The Veteran is provided test results before they leave the clinic if available. They can also access their test results within 14 days or sooner if urgent through their MyHealthVet Account.

3. VISITING THE PHILIPPINES?

If a Veteran is visiting the Philippines and requires non-urgent medical care, the Veteran can call the clinic for eligibility determination. If it is determined the Veteran is eligible for care in the Philippines, an appointment will be scheduled with a VA physician. The VA Manila Outpatient Clinic does not have an emergency room, trauma or urgent care center. For emergent medical care, Veterans should proceed to the nearest hospital. If the Veteran forgot to bring their prescriptions with them and need a supply of their medications to suffice until they return to the US, the VA Outpatient Clinic can provide them up to a 15 day supply if they are eligible and the medications were previously prescribed by a VA provider.

4. WHAT IS A NON-VA CARE (FEE BASIS) PROGRAM?

If treatment or services are not available at the clinic for a service connected disability, the Veteran's VA physician could refer the Veteran to a non-VA (fee based) specialist. Prior to seeking treatment from a specialist, a letter of authorization (LOA) is issued by the clinic to a health care facility in the Veteran's community or to the nearest accessible facility. Failure to obtain a letter of authorization prior to treatment will result in the Veteran being responsible for all charges. The Veteran is also responsible for paying charges related to non-service connected treatment sought outside the clinic. The Veteran can submit the bills with a copy of the medical documentation for reimbursement consideration.

5. WHAT IS A LETTER OF AUTHORITY (LOA)

When treatment for a service connected condition is not available in the clinic, the VA Physician may refer an eligible Veteran to a non-VA provider for treatment. The LOA document details the reason for a consult, authorizes treatment and serves as a guarantee that treatment indicated on the form will be paid for by the Department of Veterans Affairs.

6. WHY MUST I COORDINATE MY FEE BASIS CARE WITH AN AUTHORIZED HOSPITAL COORDINATOR?

The VA Manila Outpatient Clinic coordinates fee basis care with authorized medical centers located throughout the Republic of the Philippines. Each medical center assigns a hospital coordinator who either becomes the Veteran's attending physician or refers the Veteran to a specialist. The hospital coordinator works closely with the Veteran in selecting the appropriate specialist, scheduling the appointment for necessary treatment and/or procedures. The hospital coordinator serves as the primary point of contact between the medical center and VA Manila to ensure all required consultation and medical reports are submitted timely to ensure continuity of care and proper payment.

7. CAN I USE MY PRIVATE HEALTH INSURANCE?

To ensure appropriate payment, Veterans should submit their service connected claims to VA Outpatient Clinic. Any services that are not service-connected must be paid by the Veteran or if the Veteran has private insurance, can be forwarded on to the Veteran's private health insurance provider.

8. HOW DO TRICARE AND VETERANS ADMINISTRATION WORK TOGETHER?

Eligibility for health care through the Veterans Affairs (VA) for a service connected disability is not considered double coverage. If an individual is eligible for health care through the VA and is also eligible for TRICARE, the Veteran may use either TRICARE or VA Benefits. In addition, any time a beneficiary may get medically necessary care through TRICARE, even if the beneficiary has received some treatment for the same episode of care through the VA. However, VA will not duplicate payments made by or authorized to be made by the TRICARE for treatment of a service-connected disability. Filing a reimbursement medical reimbursement claim for a service connected condition with VA Outpatient Clinic and also filing medical reimbursement claim with TRICARE for the same treatment/care is fraud.

For TRICARE related issues, please visit their website at <http://www.tricare.mil>

9. IF I HAVE A COMBINED RATING OF 100%, CAN I BE TREATED FOR MY NON-SERVICE CONNECTED CONDITIONS?

Having a rating of 100% permanent and total disability, or as a consequence of being rated unemployable does not make a Veteran eligible to non-service connected treatment outside of what

the Manila Outpatient Clinic can authorize by law. Entitlement to care is based on the disabilities for which the Veteran has received a service-connected rating.

10. IF I HAVE A COMBINED RATING OF 100%, CAN I RECEIVE DENTAL CARE?

Medical services to include dental care are only authorized for service-connected disabilities or for necessary dental services in conjunction with the VA Vocational Rehabilitation Program. VA Manila may also authorize payment for dental services for military service-members within 90 days of discharge or the dental examination and treatment is not completed on the Veteran's discharge certificate, DD-214.

11. WILL VETERANS LIVING IN A FOREIGN COUNTRY BENEFIT FROM THE VETERANS ACCESS, CHOICE, AND ACCOUNTABILITY ACT OF 2014?

The Act signed into law on August 7, 2014 is focused on the provision of health care within the United States and its territories. The law does not address benefits of the Foreign Medical Program and VA Manila.

12. HOW DO I REPORT FRAUD AND ABUSE?

Combating fraud and abuse takes a cooperative effort from everyone. One way for the Veteran to help is to be sure the services billed to the VA Manila Outpatient Clinic for fee basis care is reported properly. If a Veteran should see a service and/or supply billed to the VA Manila Outpatient Clinic for a service and/or supply that were not received, Veterans are encouraged to report immediately in writing. Indicate in the letter that a fraud complaint is being alleged and provide the following facts:

- The name and address of the provider
- The name of the Veteran who was listed as receiving the service or item
- The date of the service in question
- The service or item that was not provided
- The reason the claim should not be paid
- Any additional information or facts indicating the claim should not be paid

Individuals who have reason to believe the Department of Veterans Affairs is being billed for services that were not rendered, or a Veteran is receiving unnecessary or inappropriate health care services are encouraged to immediately report their suspicions to VA Outpatient Clinic.

DETECTION TIPS

Veterans should be suspicious of practices that involved:

- Billing by the Veteran's provider for services that they did not receive.
- Providers billing for services or supplies that were not received.
- Billed charges that are excessive and are not conducive to the localities customary charges.
- Charging Veterans rates for services and supplies that are in excess of what is being billed to the general public.
- Disguising non service-connected treatment as service connected.

Federal laws 18 U.S.C. 287 and 1001 provide for criminal penalties for knowingly submitting false, fictitious, or fraudulent statements or claims.

13. HOW DO I SCHEDULE AND/OR CANCEL APPOINTMENTS?

A Veteran can call the clinic during regular business hours at 02-550-3888 **or send a secure message via My HealthVet any time of the day or night**, to:

- Make an appointment
- Change an appointment, or
- Cancel an appointment

Outside Metro Manila callers and within the Philippines using PLDT or SMART landlines, Veterans can call the toll free number: **1 800 1888-5252**

If the Veteran knows they are going to miss an appointment, they should cancel it as soon as possible so that another Veteran can get an appointment.

14. WHAT IS AUDIO CARE?

Audio Care automatically calls Veterans to remind them of upcoming appointments. In addition, Audio Care is used to call Veterans about clinic closures during bad weather or unscheduled holidays and audio care also allows Veterans to refill medications through an automated system. Be sure to verify and update your contact information when you visit the clinic. Failure to provide current address and telephone information will prevent you from receiving appointment letters and/or follow-up telephone reminder calls for your appointments.

15. WHAT HAPPENS IF I JUST WALK-IN WITHOUT A SCHEDULED APPOINTMENT?

The VA Manila Outpatient Clinic does not have an emergency room or trauma center. For emergent medical care, Veterans should proceed to the nearest hospital. If a Veteran does not have an

appointment, clinic staff will escort the Veteran into the clinic, determine eligibility, and a nurse will triage the Veteran. If an appointment with a VA provider is necessary, the Veteran is treated the same day. Every effort is made to treat a walk-in Veteran; however, if there is no available provider, Veteran is offered the next available appointment or if medically necessary referred to an available non VA provider in the community.

16. WHAT DO I NEED TO BRING TO MY APPOINTMENT?

- a. Veteran should bring picture ID. Examples include:
 - i. Veteran Identification Card (VIC)
 - ii. Military ID
 - iii. Passport or Visa
 - iv. Driver's License
- b. If the Veteran does not have a Veteran Identification Card, they may request one during their visit.
- c. If the Veteran is new, they should bring a list of their current prescriptions as well as non-prescription medications they are taking.
- d. If the Veteran has an attendant, the attendant should also bring identification that includes a picture.
- e. Electronic devices are allowed in the facility; however, no one may take photographs within or on the VA Manila grounds. If a Veteran is observed taking photographs, their camera will be confiscated and will not be returned until the digital photographs have been deleted or the film has been removed.
- f. It is not necessary to surrender a cell phone before entering the facility. The use of cell phones is restricted in certain areas of the clinic. When in a treatment room, please ask the nurse prior to using a cell phone. Cell phones can interfere with certain medical equipment.
- g. Veterans are discouraged from bringing children to their appointment. Only children 10 years and older are permitted access to the clinic.

17. WHAT LABORATORY TESTS ARE AVAILABLE?

The Manila VA Outpatient Clinic laboratory is the only College of American Pathologists (CAP) accredited laboratory in the Philippines and is capable of performing a wide range of laboratory tests for Veterans with service connected disabilities. Tests that are not available in the clinic are referred to designated private laboratories for only Veterans with a rated service connected disability.

18. IF I NEED EMERGENCY CARE, WHAT DO I DO?

- a. The VA Manila Outpatient Clinic does not have an emergency room or trauma center. If a Veteran experiences a medical emergency, they should proceed immediately to the medical facility nearest them. An emergency is defined as treatment for a condition of such a nature that a prudent layperson would have reasonably expected that delay in seeking immediate medical attention would have been hazardous to life or health.
- b. A medical report from the treating facility must be faxed to the VA Patient Support Services within 72 hours. Failure to provide a medical report within 72 hours of service will result in denial of payment for hospitalization. The fax number is **02-310-5957**.
- c. A copy of the medical report will be routed to the patient's physician to determine if the medical emergency is related to an awarded service-connected disability. If approved, a Letter of Authorization will be issued within 48 hours. Otherwise the cost of medical care is at the Veteran's expense.
- d. A claim for reimbursements for the cost of medical care incurred for unauthorized emergent medical services may be submitted to OPC within 2 years from the date the service was acquired. The claim will be subject to VA regulations and guidelines on medical care reimbursement.
- e. Charges incurred for medical conditions that are not service connected will be the responsibility of the Veteran to pay.

If admission is authorized by the VA, patients are admitted to a semi private room. Patients who choose to upgrade their room are responsible for paying the difference in room, board and other additional charges upon discharge.

Treatment for non-service connected medical care is at the expense of the Veteran and must be paid prior to discharge.

19. HOW DO I GET PRESCRIPTIONS FILLED?

- a. Medications prescribed by VA Physicians are based on the VA Formulary. These are filled by the VA Pharmacy on the day of the Veterans visit. For medications that are mailed, the Pharmacist will send it within 10 to 14 work days upon receipt of the Veterans request with reference to the due date of refill. Please be advised medications are available only for service connected conditions.
- b. The VA Clinic uses generic names for medicines so the Veteran should not be alarmed if the medicine has a different brand name. Questions may be directed to 02-556-8387.
- c. A VA Provider may order 30, 60, or 90 day supply of medications. Controlled drugs are limited to a 30 day supply.

- d. Refills must be requested at least 21 days before the refill due date. To refill a medication, Veteran can either order:
- i. **BY PHONE:** call the VA Pharmacy AudioCare refill at telephone number 02-556-8387 or 1800-1888-8387 (for PLDT users only).
 - ii. **BY INTERNET:** Logon to the www.myhealth.va.gov
 - iii. **BY MAIL OR FAX:** Complete and sign the Veteran Request for Refill of Medications and or Medical Supplies form (VA Form 10-2478) and mail to the Outpatient Clinic, 1501 Roxas Boulevard, 1302 Pasay City, Philippines or fax at 02-318-8373.
- e. Refills are delivered to the Veterans home by a commercial courier. A text message will be sent to notify the Veteran of the tracking number. Medications can be endorsed directly only to the Veteran unless an authorized representative is approved to receive the medications.
- f. If a medication is not available in the VA Pharmacy, the Veteran will be instructed and authorized to buy it from a local drug store. Prior to purchase, the pharmacist will discuss reimbursement procedures for VA formulary or other approved medications.

PATIENT RIGHTS AND RESPONSIBILITIES

I. RESPECT AND NONDISCRIMINATION

- Veterans will be treated with dignity, compassion, and respect as an individual. Their privacy will be protected. They will receive care in a safe environment. The VA Manila Outpatient Clinic will seek to honor Veterans personal and religious values.
- The Veteran may decide whether to participate in treatment activities. They may decide whether or not to perform tasks in or for the outpatient clinic.
- A Veteran has the right to communicate freely and privately.
- To provide a safe treatment environment for all patients and staff, a Veteran is expected to respect other patients and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. A Veteran should report any unsafe condition to clinic staff.
- A Veteran has a responsibility to display behavior that does not interfere with the functioning flow of the clinic. Inappropriate physical actions, oral or written threats to other Veterans and staff are prohibited and can result in the Veteran being restricted to enter the VA Manila Outpatient Clinic.

II. INFORMATION DISCLOSURE AND CONFIDENTIALITY

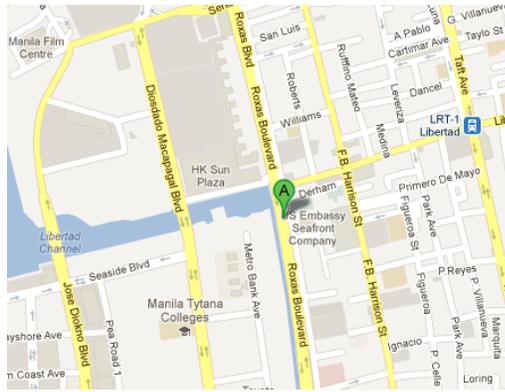
- Veteran's privacy will be protected. They will be given information about the health benefits they can receive. The information will be provided in a way they can understand.
- Veterans will receive information about the costs of their care, if any, before they are treated. The Veteran is responsible for paying their portion of any non-service connected costs associated with their care.
- The Veteran's medical record will be kept confidential. Information about a Veteran will not be released without their consent unless authorized by law.
- Veterans have the right to information in their medical record and may request a copy of their medical record or access it through your MyHealthVet account. A Veteran will be informed of all outcomes of care, including any potential injuries.

III. PARTICIPATION IN TREATMENT DECISIONS

- A Veteran, and any persons they choose, will be involved in all decisions about their care. A Veteran will be given information they can understand about the benefits and risks of treatment. They will be given other options. They can agree to or refuse treatment. The Veteran will be told what is likely to happen to them if they refuse treatment. Refusing treatment will not affect a Veterans rights to future care but they take responsibility for the possible results to their health.
- A Veteran must tell their provider about their current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects their health. A Veteran should ask questions when they do not understand something about their care. Being involved is very important for a Veteran to get the best possible results.
- A Veteran will be given, in writing, the name and title of the provider in charge of their care. As our partner in healthcare, they have the right to be involved in choosing their provider. They also have the right to know the names and titles of those who provide them care. Providers will properly introduce themselves when they take part in their care.
- A Veteran will be educated about their role and responsibilities as a patient. This includes participation in decision making and care at the end of life.
- If a Veteran believes they cannot follow the treatment plan, they have a responsibility to notify their provider or treatment team.
- Veterans have the right to have their pain assessed and to receive treatment to manage their pain. The Veteran and their treatment team will develop a pain management plan together. A Veteran is expected to help the treatment team by telling them if they have pain and if the treatment is working.

- A Veteran will be included in resolving any ethical issues about their care. They may consult with the Primary Care Physician and/or other staff knowledgeable about healthcare ethics.
- If a Veteran or the Clinic believes that a Veteran has been neglected, abused or exploited, the Veteran will receive help.

WHERE IS THE CLINIC LOCATED?



1501 Roxas Boulevard, Pasay City, 1302 Philippines

The clinic is located on Roxas Boulevard, beside Cuneta Astrodome. It is approximately three kilometers south of the U.S Embassy compound.

The clinic is open *Monday through Friday*, 7:30 a.m. to 4:30 p.m., closed on weekends and U.S. and Philippine holidays. For a complete list of U.S. and Philippine holidays, refer to the U.S. Embassy website at: <http://manila.usembassy.gov/www/holidays.html>

IMPORTANT TELEPHONE NUMBERS

VA REGIONAL OFFICE

Main Number – Local	02-550-3888
Toll Free Outside Metro Manila	1-800-1888-5252
Fax:	02-550-3942

VA OUTPATIENT CLINIC

Main Number - Local	02-550-3888
Schedule Appointment – Local	02-550-3888
Toll Free Outside Metro Manila (PLDT)	1-800-1888-5252
Fax	02-310-5962

Refill Prescription, Local 02-556-8387

SOCIAL SECURITY

Main Number 02-301-2000, extension 9

LOST OR REPLACE MILITARY ID CARDS AND TRICARE MEMBERSHIP

Main Number 02-301-2493

US EMBASSY

Main Number 02-301-2000

American Citizens Services 02-301-2091

IMPORTANT WEBSITES AND RESOURCES

My HealtheVet:

www.myhealth.va.gov

VA BENEFITS AND HEALTH CARE INFORMATION:

<http://www.va.gov>

EBENEFITS:

www.ebenefits.va.gov/

FOR QUESTIONS ABOUT VA , SEND MESSAGE TO:

<https://iris.va.gov>

FOREIGN MEDICAL PROGRAM:

<http://www.va.gov/hac/forbeneficiaries/fmp/fmp.asp>

CHAMPVA INSURANCE:

<http://www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp>

TRICARE:

<http://www.tricare.mil>

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