



U.S. Department of Veterans Affairs

Manila Regional Office 1501 Roxas Boulevard 1302 Pasay City

Regional Office
Trunkline (632) 550-3888
Toll Free No: 1-800-1888-5252
Fax No: (632) 550-3944

Outpatient Clinic
Trunkline (632) 318-8387
Toll Free No: 1-800-1888-8782
Fax No: (632) 310-5957
Pharmacy: (632) 556-8387

Website:
<http://www.va.gov>
For email inquiries:
<http://iris.va.gov>



How can MyHealthVet help you?

As a registered MyHealthVet user you can:

- **Order prescription refills online**
- **View VA Allergies and Adverse Reactions**
- **Receive Wellness Reminders****
- **View VA Appointments****
- **Participate in Secure Messaging****
- **Download MyHealthVet smartphone app**

** In-Person Authentication Required

How can eBenefits help you?

As a registered eBenefits user you can set up a personalized space where you can complete various tasks:

- **Check the status of compensation and pension claims**
- **View payment of received VA benefits**
- **Obtain or submit an application for the home loan certificate of eligibility**
- **Access and retrieve copies of official military personnel records to include DD-21 4s active/reserve orders**

<p>Important Features</p> <ul style="list-style-type: none"> Download My Data Use the VA Blue Button to download, store or print the information in your My HealthVet account. VA Prescription Refills Order your VA prescription refills online. Secure Messaging* Communicate non-emergency health-related information with your health care team through Secure Messaging. VA Appointments* View your scheduled VA Appointments and your appointment history for the past two years. VA Wellness Reminders* View your VA Wellness Reminders. Vitals Use My HealthVet to monitor and graph your health statistics, such as blood pressure and blood sugar. Medical Libraries Access extensive online medical libraries. <p><small>*In-Person Authentication required for access.</small></p>	<p><i>Register for Your</i> </p> <p>VA Personal Health Record (PHR):</p> <ol style="list-style-type: none"> 1 Type www.myhealth.va.gov in the address bar on your web browser, and then press Enter. This takes you to VA's My HealthVet website. 2 On the right-hand side of the screen, select the Register Today button. Complete the registration page, and review and accept the Terms & Conditions and the Privacy Policy for using the My HealthVet website. 3 Log into your My HealthVet account and begin to create your PHR. 4 Begin using My HealthVet to access VA health care and services at your convenience to better manage your health. Also, if you are a VA patient, take some time to watch the In-Person Authentication (IPA) video online. 5 Bookmark www.myhealth.va.gov as a favorite and make a note, if you are a VA patient, to get an upgraded account during your next VA clinic visit to get the most out of your PHR. <div style="text-align: right;">  </div>
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How do you register for eBenefits?

eBenefits offers two levels of registration: Basic and Premium. Both require a DoD Self-Service (DS) logon.

With a DS logon, you can use a single user name and password to log on to various websites, including many VA and DoD sites. All DoD sponsors, Veterans, spouses, and other beneficiaries who are registered in the Defense Enrollment Eligibility Reporting System (DEERS) can get a DS logon.

About Basic Registration
Basic registration (Level 1 access) enables you to view general eBenefits information and customize it to suit your preferences. You can complete this type of registration entirely online. With this level of access, you cannot view information about yourself from VA and DoD systems.

About Premium Registration
Premium registration (Level 2 access) gives you the highest level of access to eBenefits. To get a Premium account, use the method that applies to you:

- » **Veterans:** Visit a VA facility and verify your identity in person.
- » **Service Members and Family:** Use your CAC, or request an account while renewing your identification cards at a RAPIDS Station.
- » **Retirees:** Use your MyPay account identity.
- » **Veterans (DoD employees or contractors):** Use your CAC.

You will then have a secure, personalized eBenefits account that pulls information from your VA and DoD records.

Ready to get an account?
Visit www.ebenefits.va.gov and click the Register link on the right.



Need your Prescriptions Refilled? Use AudioCare

Callers (with PLDT line or affiliate) outside Metro Manila
TOLL FREE 1-800-1888-8387 (1-800-1888-VETS)

Callers within the Metro Manila Area (02 area code)
should still continue to use 556-8387 (**556-VETS**).

What benefits can you get in the system?

- Using AudioCare for prescription refill is fast and does not require you speak to a pharmacist.
- If a patient cannot be contacted due to a busy signal or no answer, the system re-calls the patient at user-defined intervals and calls next day
- Reminds patients of appointment date and time
- Prompts patients to cancel or re-schedule appointments

Confidential help for Veterans and their families

When in Metro Manila dial **550-3967**

When using a globe cell phone, please dial **02-550-3967**

When using a smart cell phone, please dial **550-3967**

Toll-Free number using a land line and outside of Metro Manila

1-800-10-273-8255

Veterans Crisis Line



Simplified Notification Letter (SNL)

SNL is a simplified, combined rating and notification letter for the Veteran. This aims to promote the quality and understanding in our decisions.

Benefits of SNL

- ✓ Decisions are shorter and easier to understand
- ✓ The reasons and basis of our decisions are in standardized language which promotes consistency and understanding
- ✓ SNL lessens the time creating Rating Decisions and more time serving Veterans

What to Expect With SNL

- ✓ Shorter rating decision
- ✓ Rating Decision will only contain summary of evidence
- ✓ The Notification Letter will now contain the reasons for our decisions

Please be reminded that this will not change the way VA considers and decides claims but changes how we communicate the decision to the claimant. We will be able to serve you faster and explain our decisions in plain language all can understand.



Fee Basis Care for Service-Connected Disabilities

- An increase in fee-basis care in the community for service connected disabilities may occur to handle the increase in requests for Compensation and Pension exams.
- The potential increase in fee-basis care will open needed clinical appointments for Compensation and Pension exams.

Improved Timeliness

- Efforts under way in the Outpatient Clinic to ensure faster appointments for Compensation and Pension exams
- Faster exams time lead to faster decisions on claims for compensation and pension benefits
- You can help us by providing any medical documentation you may have from non-VA doctors on any condition you are claiming for service-connection.
- Efforts are under way in the Regional Office to ensure timely decisions of all claims, including appeals and education claims

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<http://manila.usembassy.gov/us-agencies2/veterans-affairs.html>

