



Serving Those Who Served

VA Stars & Stripes Healthcare Network

Mission: VA Stars & Stripes Healthcare Network is part of the U.S. Department of Veterans Affairs. We provide health care and social services to veterans, who have earned and are eligible for those services. There are more than 1.5 million veterans in our service area. This area includes Pennsylvania, Delaware, and several counties in West Virginia, Ohio, New Jersey, and New York. Last year we served over 200,000 patients.

Health Care Facilities: Our Network includes 10 medical centers located in:

- Altoona, PA: (877) 626-2500
- Erie, PA: (800) 274-8387
- Pittsburgh, PA: VA Pittsburgh Healthcare System:
- Butler, PA: (800) 362-8262
- Lebanon, PA: (800) 409-8771
- University Drive Division: (800) 309-8398
- Clarksburg, WV: (800) 733-0512
- Philadelphia, PA: (800) 949-1001
- Highland Drive Division: (800) 647-6220
- Coatesville, PA: (800) 290-6172
- Wilkes-Barre, PA: (877) 928-2621
- H.J. Heinz, III Progressive Care Center: (800) 309-8398
- Wilmington, DE: (800) 461-8262

Our goal is to provide care as close to veterans' homes as possible. We offer services in over 40 community-based clinics. Through our "*Families Matter*" program, we are also committed to involving the family in the veteran's care, whenever appropriate.

Services and Programs: Our Network offers comprehensive services ranging from preventive screenings and checkups to nursing home care. We also have special programs for women, minorities, and Gulf War veterans. Other special programs include:

- Prosthetics
- Homelessness
- Post-Traumatic Stress Disorder (PTSD)
- Visual Impairment
- Spinal Cord Injury or Dysfunction
- Sexual Trauma Counseling

Our veterans are eligible for a comprehensive, "*Uniform Benefits Package*" of inpatient and outpatient services. Veterans receiving health care benefits can receive a free ID card showing their eligibility for VA care and services. Services provided within the Uniform Benefits Package include:

- Preventive services
- Home health care
- Primary health care, diagnosis and treatment
- Respite and hospice care
- Surgery, including outpatient surgery
- Urgent and limited emergency care in VA facilities
- Rehabilitative services
- Drugs
- Mental health and substance abuse treatment

For more information on the Uniform Benefits Package, call toll-free: 1-877-222-VETS.



Our Doctors and Health Care

Staff: We have an outstanding medical staff. This includes doctors connected with over ten medical programs and universities such as the University of Pennsylvania, the University of Pittsburgh, Penn State, West Virginia University and Thomas Jefferson University.

Resources:

- **Volunteers:** Over 5,000 volunteers assist our staff in serving veterans. Volunteers spend more than 700,000 hours a year helping veterans. This is the equivalent of 345 full-time employees!
- **Veterans First:** Veterans receiving care from our facilities also receive a copy of our quarterly newsletter, *Veterans First*. This newsletter focuses on the latest developments in veterans' health care. It includes information about specific services provided by our medical centers and clinics.
- **Internet:** For information about our Network, visit www.va-stars-and-stripes.com. This site has more information about each of our medical centers and clinics. Health care information (for example, benefits, insurance, co-payments, forms, diseases) and access to other Web sites of interest to veterans

(including the U.S. Department of Veterans Affairs' site -- www.va.gov) are also located there.

- **Vet Centers:** There are twelve VA Vet Centers in our service area. They provide such services as neighborhood counseling for individuals and groups, and housing assistance. To find the closest Vet Center, please contact the nearest VA medical center.
- **Other Veterans' Benefits:** For information about other veterans' benefits (e.g., compensation, home loans, education, pension, etc.), you can call VA's toll-free benefits number, 1-800-827-1000.

Patient Co-payments and

Insurance: Depending on eligibility level, a veteran may be responsible for making co-payments for care and medications. It is important that patients let us know about any insurance they have. The money collected from your insurance helps us provide more and better services to our veterans.

Additional Information: For more information (for example, locations of community-based clinics, veterans' ID cards, co-payments, and volunteering opportunities), please call the nearest VA medical center or visit our Web site at www.va-stars-and-stripes.com. Please check this Web site often for new information.

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