



Choose VA

WELCOME TO *Your* VA MARYLAND HEALTH CARE SYSTEM



Facilities Located Throughout Maryland

Medical Centers

- **Baltimore VA Medical Center**
10 North Greene Street
Baltimore, MD 21201
Phone: 410-605-7000
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**
Perry Point, MD 21902
Phone: 410-642-2411
Toll-Free Phone: 800-949-1003

Outpatient Clinics

- **Cambridge VA Outpatient Clinic**
830 Chesapeake Drive
Cambridge, MD 21613
Phone: 410-228-6243
Toll-Free Phone: 877-864-9611
- **Eastern Baltimore County VA Outpatient Clinic**
5235 King Avenue, Suite 200
Rosedale, MD 21237
Toll-Free Phone: 800-351-8387
(Opening Early 2019)
- **Fort Meade VA Outpatient Clinic**
2479 5th Street
Fort Meade, MD 20755
Phone: 410-305-5300
- **Glen Burnie VA Outpatient Clinic**
808 Landmark Drive, Suite 128
Glen Burnie, MD 21061
Phone: 410-590-4140
- **Pocomoke City VA Outpatient Clinic**
1701 Market Street, Unit 211
Pocomoke City, MD 21851
Phone: 410-957-6718
Toll-Free Phone: 866-441-0287

APPLY NOW

For information about VA health care eligibility or how to enroll for VA health care, call 877-222-8387 Monday - Friday between 8 a.m. and 8 p.m., or visit us online at www.maryland.va.gov and click on "Become a Patient." You can also contact the Eligibility & Enrollment Center for the VA Maryland Health Care System Monday - Friday between 8 a.m. and 4:30 p.m. at 410-605-7324.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Maryland Health Care System

www.maryland.va.gov

Working Together For A Healthier Veterans' Community

Important Phone Numbers & Information for the VA Maryland Health Care System

Appointment Center

To schedule, change, cancel or confirm a primary care clinic appointment throughout the VA Maryland Health Care System, contact the Appointment Center at **410-605-7333** Monday – Friday between 7:30 a.m. and 4:30 p.m.

Automated Appointment Line

To cancel, confirm or reschedule a clinic appointment after normal business hours, or to get a listing of your scheduled appointments throughout the VA Maryland Health Care System, call the Automated Appointment Line 24 hours a day, 7 days a week at **410-605-7395**. Please have your Social Security number ready when calling and press option 1 for appointment information.

Beneficiary Travel

For information about the eligibility for Beneficiary Travel or how to apply for travel reimbursements, call the Beneficiary Travel Office for the VA Maryland Health Care System at **410-605-7318**.

Billing Information

If you have a question about a bill that you have received from the VA Maryland Health Care System, contact the VA Health Revenue Center Monday - Friday between 8 a.m. and 8 p.m. at **866-393-0006**.

Burial Information & Benefits

For information about VA burial benefits, call the Baltimore VA National Cemetery at **410-644-9696**. For information about the State Veterans Cemeteries, call **410-923-6981**.

Caregiver Support

For information about support services available for a family member or friend who is providing care for a Veteran at home, contact the Caregiver Support Program for the VA Maryland Health Care System at **410-605-7000, extension 54143**.

Eligibility & Enrollment

For information about VA health care eligibility or how to enroll for VA health care, call **877-222-8387** Monday - Friday between 8 a.m. and 8 p.m. You can also contact the Eligibility & Enrollment Center for the VA Maryland Health Care System Monday - Friday between 8 a.m. and 4:30 p.m. at **410-605-7324**, or visit www.maryland.va.gov and click on "Become a Patient."

E-News Subscription Service

To enroll for the E-News Subscription Service and start receiving e-mail messages about the latest changes and happenings throughout the Department of Veterans Affairs and the VA Maryland Health Care System, please visit our web page at www.maryland.va.gov and enter your e-mail under "Subscribe to Receive Email Updates" on the lower right side of the page.

Long-Term Care Information Line

For questions about nursing home and long-term care programs and services available throughout the VA Maryland Health Care System, call the Long-Term Care Information Line at **410-642-1121**.

Medical Records - Release of Information

To request copies of your medical records or to have your VA health care provider complete a medical statement or form, contact one of our Release of Information Offices:

- Baltimore VA Medical Center – **410-605-7348**
- Perry Point VA Medical Center – **410-642-2411, ext. 26028**

MyHealthVet

To view lab results, receive wellness reminders, request medication refills, view upcoming clinic appointments, and communicate electronically with VA health care providers online, register for MyHealthVet. To register for this online service, visit www.myhealth.va.gov. To gain access to some patient specific information, Veterans will be required to complete the one-time In-Person Authentication process. For questions about how to complete the registration process, contact the MyHealthVet Coordinator for the VA Maryland Health Care System at **410-605-7045**.

Patient Advocates – Reporting Concerns & Compliments

If you have a problem with your VA health care services that you are not able to resolve with your treatment team, or you have a concern or a compliment about the customer service provided by any of our staff members, contact one of our Patient Advocates:

- Baltimore VA Medical Center, Baltimore VA Annex and Glen Burnie VA Outpatient Clinic – **410-605-7099**
- Perry Point VA Medical Center and the Cambridge & Pocomoke City VA Outpatient Clinics – **410-642-2411, ext. 25097**
- Loch Raven VA Medical Center and the Eastern Baltimore County & Fort Meade VA Outpatient Clinics – **410-605-7542**

Prescription Refill Line

To request a prescription refill or to check on the status of your prescription 24 hours a day, 7 days a week, call the Prescription Refill Line at **410-605-7395**. Please have your Social Security and prescription numbers ready when calling and press option 2 for pharmacy prescription information.

Returning Veterans

For information about the various health care services available for Veterans returning from Operation Enduring Freedom (OEF), Operation

Iraqi Freedom (OIF) and Operation New Dawn (OND), or for information about how to navigate the VA health care system, contact the Transition & Care Management Program for the VA Maryland Health Care System at **410-605-7259**.

Telephone Care Line

Veterans who need medical advice or have questions about their medications can call the Telephone Care Line 24 hours a day, 7 days a week by dialing **800-865-2441**. Veterans who need to schedule an acute appointment can call the Telephone Care Line Monday throughout Friday from 7:30 a.m. to 4:30 p.m.

VA Benefits

For information about VA disability, education, home loan, life insurance, vocational rehabilitation, employment, and survivor's & dependent's benefits, call the Veterans Benefits Information Line 24 hours a day, 7 days a week at **800-827-1000**. For assistance filing for VA disability compensation or any other VA benefits, call the Maryland Department of Veterans Affairs Service and Benefits Program at **800-446-4926, ext. 6450**.

VA Health Benefits Service Center

To enroll for VA health care, for questions about VA health care eligibility, to receive copies of VA health care enrollment forms, or to obtain the address or phone number of VA facilities throughout the country, call the VA Health Benefits Service Center Monday - Friday between 8 a.m. and 8 p.m. at **877-222-VETS (8387)**.

VA Maryland Health Care System Web Page

For additional information about the VA Maryland Health Care System, visit us online at www.maryland.va.gov.

Veterans Crisis Line

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring VA responders through a confidential toll-free hotline. Veterans and their loved ones can call **800-273-8255** and Press 1 to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care.

Women Veterans Services

For information about the various health care services available for women Veterans or for assistance in receiving VA health care, contact our Women Veterans Program Manager for the VA Maryland Health Care System at **410-605-7275**.