

## Team Responsibilities:

- **Assess** Veteran's health care needs and address barriers by developing a care plan that is tailored to their priorities and needs
- **Develop** realistic, time-specific, action-oriented, wellness goals in partnership with the Veteran
- **Coordinate** care by facilitating communication among members of the care team, including the Veteran, VA or community providers, family members, and caregivers
- **Educate** Veteran about services, benefits, and local community resources
- **Coach** Veteran on how to be an active participant in their health care, and engage in productive relationships with providers to help Veteran better manage their health
- **Advocate** Reduce barriers to care and services, resolve concerns, and ensure Veterans understand their rights and responsibilities
- **Monitor** Veteran's health status and progress toward reaching health goals and appropriately adjust care plan to promote positive health outcomes



Welcome home! It's our turn to serve you.

## How do I know if Military2VA Case Management Services are a good fit for me?

- Have you recently left the service and are accessing your benefits for the first time?
- Did you serve after 9/11/2001?
- Are you having difficulty managing your healthcare needs?
- Could you use assistance in understanding your Veterans' benefit and how to access them?

*If you answered 'yes' to any of the questions, M2VA case management services may be beneficial.*



## How am I referred to Military2VA Case Management Services?

- Referral by Military Treatment Facility Liaison, service provider, advocate, support staff, community partners, family, caregiver or self
- Case Management screening delivered at entry points for the facility – Enrollment & Eligibility, Primary care or CBOCs
- Post 9/11 Veterans who are new to the VA Healthcare System
- Facility transfer when a Veteran is relocating to a new area

## What happens when I am referred to Military2VA Case Management?

- A team member will contact you to learn more about who you are, your needs and to answer general questions about services, benefits, and resources
- You and the case manager will organize and prioritize your needs
- You will develop an individualized care plan with the assistance of the case manager, which includes specific goals for a smoother transition to improve your wellness, access to care and quality of life
- The team will collaborate to provide education on relevant health and supportive resources, make referrals, and monitor your progress towards your health goals
- You will develop new skills and knowledge that will help you navigate the VA System and community resources independently

## Links to get started in accessing your benefits:

- <https://www.va.gov/>
- <https://www.va.gov/welcome-kit/>
- <https://www.va.gov/POST911VETERANS/index.asp>

## VA Health Care System



The VA Healthcare System provides a **wide range of comprehensive inpatient and outpatient health services** at the Medical Center and Community Based Outpatient Clinics (CBOC). Services offered:

- Preventative medicine
- Health maintenance
- Mental Health Services
- Traumatic Brain Injury
- Physical and Occupational Therapy
- Specialty Care
- Whole Health
- Acute and chronic pain management
- Visual and hearing impairment
- Alcohol and substance abuse treatment
- Emergency care services
- Care in the Community

### Why connect with us?

Military2VA Case Management Program offers case management and advocacy services to all Veterans who have served after 9/11 and transitioning back into civilian life.

## Important Contacts

**Southern Arizona VA Health Care System**  
3601 S. 6th Ave Tucson, AZ 85723  
520-792-1450  
<https://www.tucson.va.gov/>

**Military2VA Case Management Team**  
Monica Risley, LCSW, Program Manger  
520-792-1450 ext. 1-4354  
Mike Ramsey, Transition Patient Advocate  
520-269-1684

**Eligibility/Healthcare Enrollment**  
520-792-1450 ext. 1-6572

**Tucson Vet Center**  
520-882-0333  
2525 E. Broadway Blvd. Suite 100  
Tucson, AZ 85716  
<https://www.vetcenter.va.gov/>

**Veterans Benefits Administration**  
1 (800) 827-1000

**GI Bill Benefits**  
888-442-4551, [www.gibill.va.gov](http://www.gibill.va.gov)

**Arizona Dept. of Veterans Services**  
602-535-1215

**Suicide Prevention/Crisis Line 24/7**  
800-273-8255  
<https://www.veteranscrisisline.net/>

[www.Tucson.VA.gov](http://www.Tucson.VA.gov)

 [www.facebook.com/VATucson](https://www.facebook.com/VATucson)

 Follow us on Twitter @TucsonVA

 [www.instagram.com/VATucson](https://www.instagram.com/VATucson)

**VA**

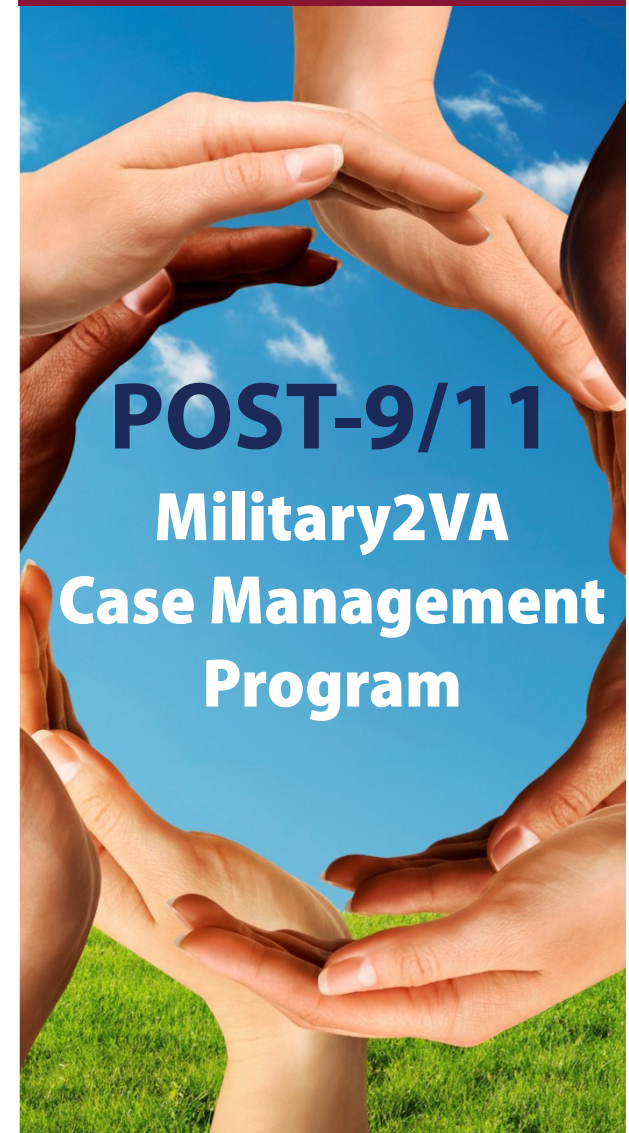


U.S. Department  
of Veterans Affairs  
Veterans Health  
Administration

Southern Arizona VA Health Care System (SAVAHCS)

SAVAHCS - 21-04-153

Southern Arizona VA Health Care System (SAVAHCS)



## POST-9/11 Military2VA Case Management Program



**Choose VA**