
Veteran Resources

Tammy Foster
Veteran Navigator
Region 5
517-483-2742

tammy.foster@midstatehealthnetwork.org

The logo for Mid-State Health Network (MSHN) is displayed in a white rectangular box. It features the acronym "MSHN" in a large, bold, serif font. A thin green swoosh underline is positioned beneath the "S" and "H". Below the acronym, the full name "Mid-State Health Network" is written in a smaller, green, sans-serif font.

MSHN
Mid-State Health Network

<https://midstatehealthnetwork.org/>

This resource guide is provided, intended and designed to be used in an online format.

You will find many clickable links to expanded explanations of resources contained here.

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FROM SILENCE TO STRENGTH: Seek the Healing You Deserve

ARE YOU A VETERAN OR FAMILY MEMBER OF A VETERAN?

NON-JUDGMENTAL, SUPPORTIVE
GUIDANCE TO SERVICES,
TREATMENT AND RESOURCES.

CALL A **VETERAN NAVIGATOR** —
WE'RE HERE TO **HELP!**

Your Story Matters: Reach Out,
Rewrite Your Narrative

Veteran Navigators
Walking with Warriors



Contact Regional Veteran Navigator
517.483.2742



[www.michigan.gov/mdhhs/
keep-mi-healthy/mentalhealth/
veteran-navigators](http://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/veteran-navigators)



MSHN
Mid-State Health Network
630 West Ionia Street, Suite F, Lansing, MI 48933
www.midstatehealthnetwork.org

VETERAN NAVIGATOR

- ▶ Offer veterans & military families (VMF) supports from a person with lived military experience
- ▶ Help to connect veteran and military families to SUD, behavioral health and other health services
- ▶ Provides support with navigating benefits & other social services, links to basic needs like housing & food
- ▶ Provide Military Cultural Competency trainings to contracted providers
- ▶ Expand strategies for reducing stigma & suicide
- ▶ Follow up with SUD & CMH providers

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MSHN
Mid-State Health Network

MSHN Veteran Navigator Tammy Foster



- ▶ 10 years service in Michigan Army National Guard
- ▶ I am the daughter & niece of Vietnam veterans
- ▶ 24 years experience working with veterans



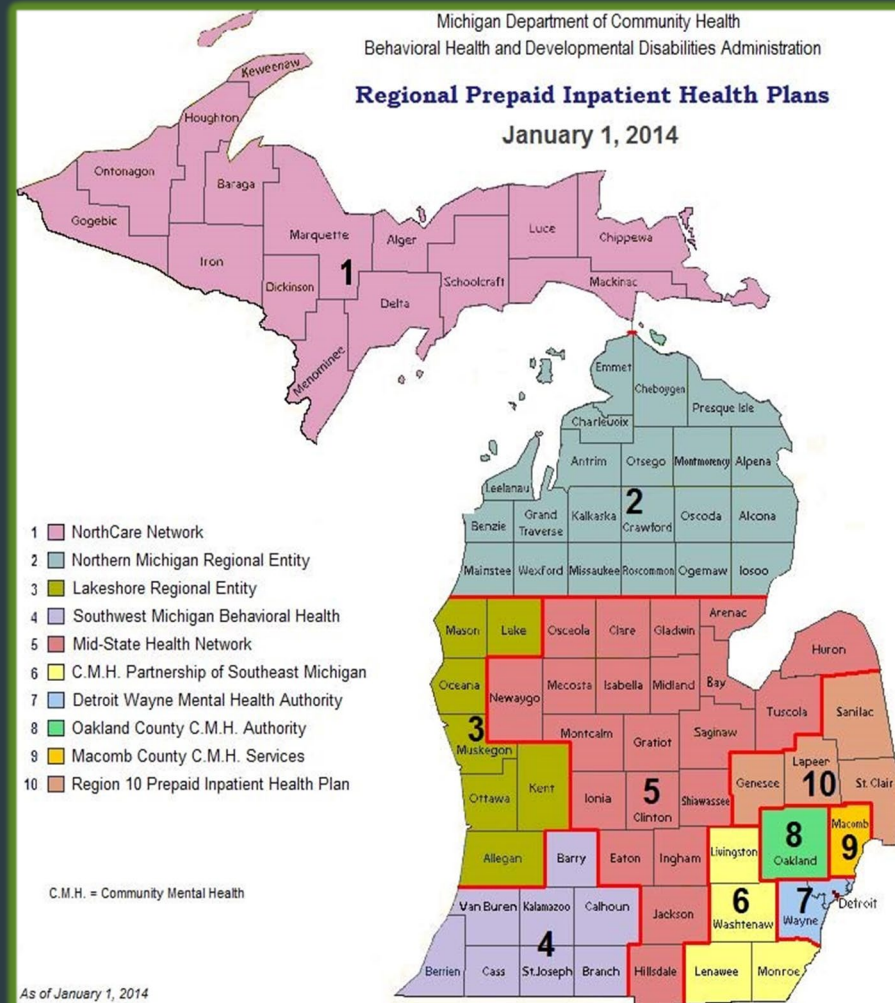
Pre-Paid Inpatient Health Plans (PIHP's)

Michigan operates several types of managed care programs to provide health services to Medicaid beneficiaries including ten regional Pre-paid Inpatient Health Plans (PIHP) to manage specialty mental health and substance use disorder treatment benefits. If you live outside of MSHN's region (Region 5) and need mental health or substance use disorder treatment services, please contact the appropriate PIHP based on your county of residence.

**Veteran Navigators
are available in
every PIHP region in
Michigan**

[Click here to find Veteran Navigators near
you](#)

[Click here to learn more about the
PIHP regions](#)



SUICIDE & CRISIS LINE

VETERANS CRISIS LINE

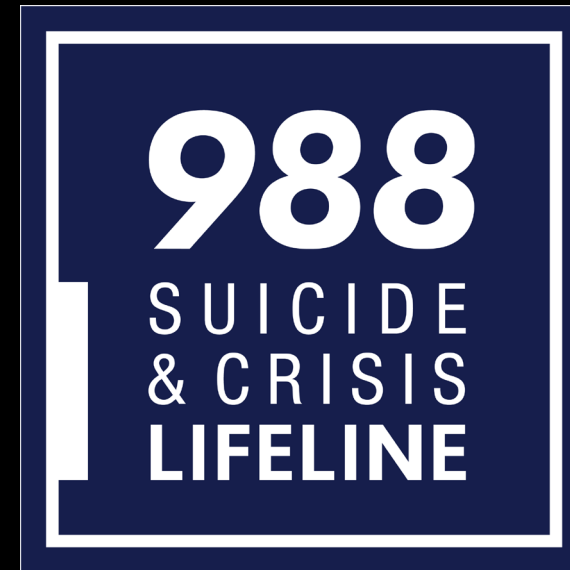
24/7 confidential crisis support

DIAL 988 then press 1 FOR VETERAN SUPPORT

TEXT 838255

CHAT (veteranscrisisline.net)

The Veterans Crisis Line is a free, confidential resource for all service members, including members of the National Guard and Reserve, and Veterans, even if they're not enrolled in VA benefits or health care.



VA COMPACT ACT

EMERGENCY SUICIDE CARE AND TREATMENT

Requires the Department of Veterans Affairs' (VA) to directly furnish, pay for, or reimburse for emergent suicide care (to include associated transportation costs) at VA and non-VA facilities for eligible individuals in acute suicide crisis.

Veteran does not have to previously have been enrolled in VA Healthcare.

What is available?

- Up to 30 days of inpatient or crisis residential care related to the acute suicide crisis (this period can be extended if deemed clinically necessary).
- Up to 90 days of outpatient care related to the acute suicide crisis, which includes both medical and mental health care (this period can be extended if deemed clinically necessary).
- Prescription medications that are related to your acute suicide crisis
- Emergency transportation (i.e. ambulance and air ambulance) required to receive Emergent suicide care.

What is available?

- Emergent suicide care and associated emergency transportation must be provided at no cost—there will not be copayments or bills for eligible individuals.
- VA will determine eligibility for other VA services and benefits if individuals receiving Emergent suicide care are not enrolled or registered with VA.
- VA will refer eligible individuals for appropriate services for which they are otherwise eligible, including social work.



Emergency Suicide Care and Treatment Provider Fact Sheet

Starting on January 17, Veterans in suicidal crises can go to any health care facility, at VA or in the community, for free emergency health care – including transportation costs, inpatient or crisis residential care for up to 30 days, and outpatient care for up to 90 days, including social work.

Regardless of VA enrollment status, COMPACT-eligible individuals are:

- Former members of the armed forces who were discharged or released from active duty after more than 24 months of active service under conditions other than dishonorable.
- Former members of the armed forces, including reserve service members, who served more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location who were discharged or released under a condition that is other than dishonorable.
- Former members of the armed forces who were the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment while serving in the armed forces.

VA will now:

- Provide or pay for treatment of eligible individuals' emergent suicide care, including transportation costs, at a VA or non-VA facility (up to 30 days of inpatient and 90 days of outpatient care, unless extended by VA).
- Make appropriate referrals for care following the period of emergent suicide care.
- Determine eligibility for other VA services and benefits.
- Refer eligible individuals for appropriate VA programs and benefits following the period of emergent suicide care.

Notification

Providers should report instances of a Veteran presenting to their community emergency department to VA's Emergency Care Centralized Notification Center using:

- VA's Emergency Care Reporting portal, <https://EmergencyCareReporting.CommunityCare.va.gov>,
- Or by calling 844-72HRVHA (844-724-7842)

Episodes of Veterans reporting to a community emergency department for treatment should be reported as soon as possible to establish the Veteran's health care eligibility and begin care coordination or transfer to a VA facility. Notification as soon as possible is imperative because VA must verify the Veteran's status if they are not already enrolled or registered with VHA.

Failure to report notification in a timely fashion may impact a Veteran's eligibility for VA to cover the cost of emergency treatment. VA's reporting procedures align with actions required by insurance industry standards.

VA is required to refer eligible Veterans for appropriate VA programs and benefits following the period of emergent suicide treatment.

Care Coordination and Transfer Activity

The local VAMC will engage with community providers who report notification through the centralized notification process. However, if you have an urgent or emergent need to coordinate care and/or transfer a Veteran to a VAMC, please make immediate contact with the nearest VAMC.

- Phone numbers and email addresses to coordinate care directly with a local VAMC are available at https://www.va.gov/COMMUNITYCARE/docs/providers/Care-Coordination_Facility-Contacts.pdf#.

Coordinating with VA prior to admitting the Veteran is key to improved care outcomes and improved patient satisfaction. VA will coordinate follow-on care or transportation to a VA facility when an inpatient bed is available.

Emergency Care Reporting Portal use

For security purposes, users will need to complete an email authentication process before being granted access to report emergency services on the portal. The Emergency Care Reporting portal enhances accuracy of information, allows for faster data processing and helps minimize vulnerabilities to Veterans' personal protected information.



Notification Requirements

The person notifying VA should be prepared to supply the following case-specific information for care coordination and eligibility determination:

Veteran Information
Name
Gender
Social Security Number
Date of Birth
Veteran Address
Date Presenting to Facility
Date of Discharge
Admitted? (Yes/No)
Chief Complaint/Admission DX and/or Discharge DX
Originating Location (address where the emergency event occurred)
Mode of Arrival
Other Health Insurance

VA will contact appropriate parties to attempt to collect the information if the caller is unable to supply it all.

Correspondence

Email and fax notification are no longer accepted to minimize vulnerabilities to Veterans' protected health information and streamline the process. Providers are required to include a valid email address for correspondence when reporting emergency treatment.

After notification processing, providers will receive authorization decision information via email. In-network providers seeking authorization numbers may also refer to their third-party administrator (TPA) portal, <https://vacommunitycare.com/provider> for Optum and <https://www.triwest.com/provider> for TriWest. Providers may also call the centralized call center at 844-72HRVHA (844-724-7842) to check the status of the notification.

VA no longer sends Veterans' personal information in outgoing correspondence. Providers will need the notification identification number, assigned during the online reporting process, to correlate authorization decisions to the reported emergency event.

Treating Facility Information

National Provider Identifier (NPI)
Name
Address
Point of Contact (POC) Name
POC Phone #
POC Email
Note: POC will receive VA authorization decision info

Mental Health

Resources below can be found in your own communities outside the VA with a variety of private insurances, Tricare, Medicaid, sliding scale fee and self pay options.

► **Community Mental Health in Region 5 listed by county**

<https://cmham.org/membership/cmhsp-directory/>

► **Vet Centers ~ 8 located in Michigan**

[Click here for Vet Center locations](#)

Vet centers are community-based counseling and outreach centers for veterans and their families, all services are free of charge.

► **Star Behavioral Health Providers**

Connecting military members and their families with military-aware therapists

<https://starproviders.org/>

Find a therapist in your area and that accepts the insurance you have

► **Psychology Today website**

<https://www.psychologytoday.com/us/therapists/michigan>

Find a therapist in your area and that accepts the insurance you have

PEER SUPPORT WITH VETS4 WARRIORS

You will immediately be connected to a peer who is a veteran or member of the military community

[CLICK TO CONNECT TO VETS4WARRIORS](#)

CALL

855-838-8255

100% confidential

National 24/7-peer support network for veteran and military communities 100% staffed by trained veterans and members of the military community, their families or caregivers.



Discover the power of connection

VA PACT ACT

The full name of the law is:

The Sergeant First Class (SFC) Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act.

The PACT Act is a law that expands VA health care and benefits for Veterans exposed to burn pits, Agent Orange, and other toxic substances. This law helps to provide generations of Veterans—and their survivors—with the care and benefits they’ve earned and deserve.

- [Click here to learn about the PACT ACT and how it may benefit you](#)



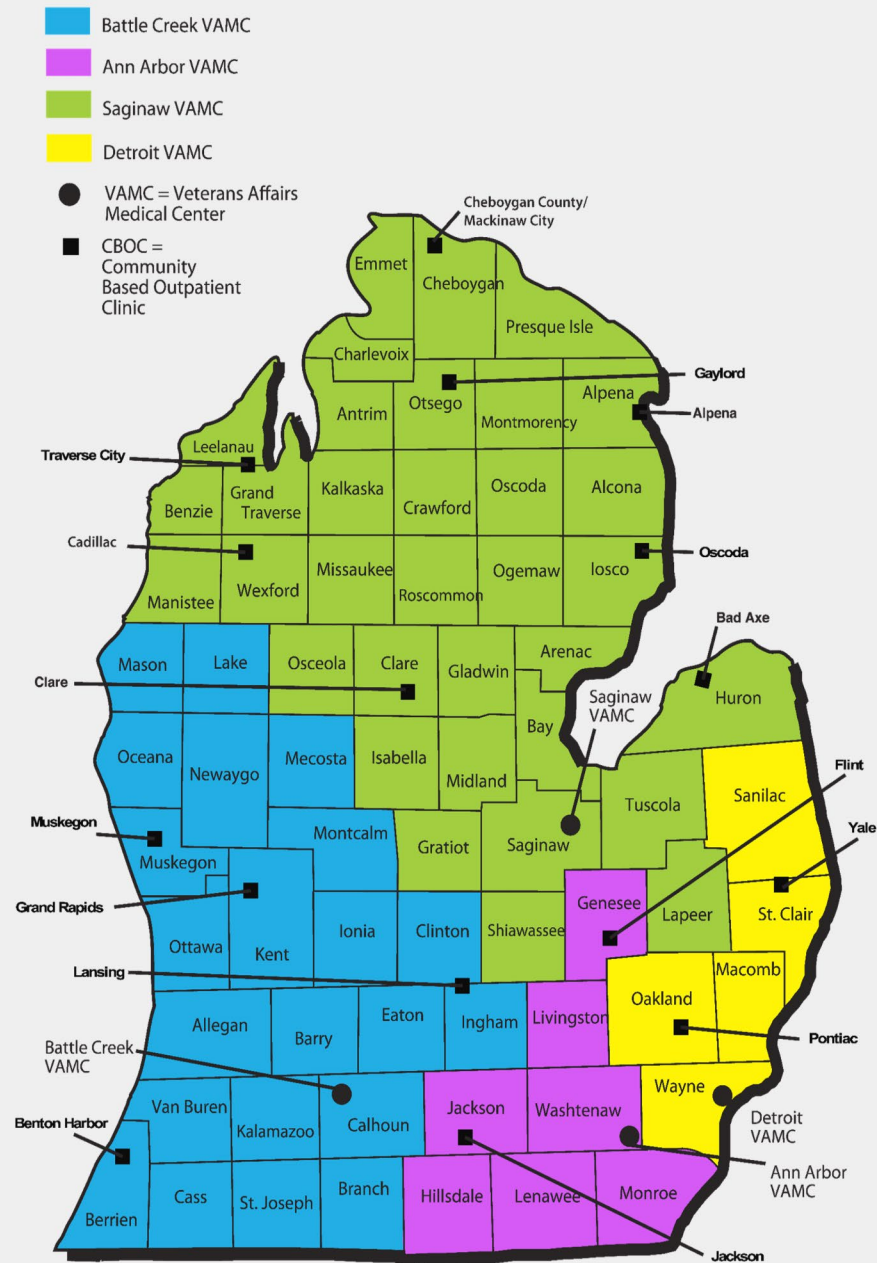
This Photo by Unknown Author is licensed under CC BY-SA

VA Health Care

► [Click here to apply](#)

Notification number for an ER visit 844-724-7842

- Enrolling in VA Healthcare can
- open opportunities for other resources and benefits
- VA healthcare is available as telehealth and home health visits
- VA Medical Centers and VA clinics located across Michigan



Women Veteran services

Women Veteran
Services at the VA

- [click here for VA Center for Women Veterans \(CWV\)](#)
- [click here for women health care resources](#)
- [click here for VA Transition Programs for women](#)

Information and services specific to women's health
Call (or text) 855-829-6636



LGBTQ+ care services available at the VA

- ▶ For more information, you can review these fact sheets
 - [Download our transgender male health care fact sheet \(PDF\)](#)
 - [Download our transgender female health care fact sheet \(PDF\)](#)
 - [Download our Male Veterans: Gay and bisexual health care fact sheet \(PDF\)](#)
 - [Download our Female Veterans: Lesbian and bisexual health care fact sheet \(PDF\)](#)
- ▶ Contact your local VA and ask for your LGBTQ+ Care Coordinator and/or Special Emphasis Program Manager for more resources





Native American Veterans

Native American Direct Loan (NADL) Program

This program helps eligible Native American veterans finance the purchase, construction, or improvement of homes on Federal Trust Land or Alaska Corporation-owned land. It can also help reduce the interest rate on a VA loan.

[click here for more information on NADL](#)

National Guard and Reserve

- ▶ [Summary of VA Benefits for National Guard and Reserve Members and Veterans](#)
- ▶ <https://www.benefits.va.gov/guardreserve/>

VA CAREGIVER SUPPORT PROGRAM

- ▶ CAREGIVER SUPPORT LINE 1-855-260-3274
- ▶ MONDAY-FRIDAY 8AM-10PM, SATURDAY 8-5 (ET)
- ▶ CALLING CGS LINKS THE CALLER TO LOCAL CAREGIVER SUPPORT TEAM
- ▶ OFFERS SUPPORTIVE COUNSELING WHEN NEEDED AND PROVIDES INFORMATION ABOUT ASSISTANCE THROUGH THE VA
- ▶ CAREGIVER SUPPORT WEBSITE: <https://www.caregiver.va.gov/>



HOMELESS VETERAN SERVICES



National Call Center
for Homeless Veterans
877-424-3838
va.gov/homeless

By calling the National Call Center the VA can put you in touch with programs such as:

- ▶ GRANT PER DIEM PROGRAM
- ▶ SSVF (SUPPORTIVE SERVICES FOR VETERAN FAMILIES)
- ▶ HUD VASH Voucher

VA BENEFITS [Click here for VA Benefits website](#)

VBA support number: 1-800-827-1000

VA Publications:

- ▶ [Summary of VA Benefits](#)
- ▶ [Planning Your Legacy: VA Survivors and Burials Benefits Kit](#)
- ▶ [Future of GI Bill Series Part One: A Guide to Choosing Your Education Pathway \(va.gov\)](#)
- ▶ [Future of GI Bill Series Part Two: A Guide to Understanding Your Benefits \(va.gov\)](#)
- ▶ [Future of GI Bill Series Part Three: A Guide to Furthering Your Career \(va.gov\)](#)
- ▶ [Summary of VA Benefits for Disabled Veterans](#)
- ▶ [Summary of VA Dependents' and Survivors' benefits](#)
- ▶ [Summary of VA Pension Benefits/Supplemental income for wartime vets](#)

Housing Resources

- VA home loan program:
 - <https://www.va.gov/housing-assistance/home-loans/loan-types/>
 - VA loan and eligibility information, website below walks the veteran through the steps and checklist to learn more about the VA home loan
- Home Modification grants:
 - www.va.gov/housing-assistance/disability-housing-grants/
 - This is for veterans with a service-connected disability to get information on how to apply for grant assistance to do modifications to their home such as adding a ramp
- Michigan Homeowner Assistance Fund (MIHAF):
 - <https://www.michigan.gov/mshda/homeownership/mihaf-homeowner-assistance>



Supportive Housing

- ▶ **VFW National Home for Children**

<https://vfwnationalhome.org>

Non-profit agency with a goal-oriented program for families located in Eaton Rapids, Michigan

- ▶ **Michigan Veteran Homes:**

www.michigan.gov/mvh/

3 veteran homes in Michigan for long and short-term nursing care, Rehabilitation, therapy, dementia & memory care, and palliative care. Check with intake staff to inquire about eligibility.

- ▶ **Silver Starr Apartments**

<https://medallionmgmt.com/silver-star-apartments/>

Silver Star Apartment Community in Battle Creek, MI for Veterans is specifically designed to assist homeless Veterans



Financial Resources

▶ Benefits counselors/Veteran Service Officers

<https://www.michigan.gov/mvaa/county-filter-search-locations#g=45.1996966|-85.2228083&o=Distance%2CAscending>

A VSO can process applications for disability claims

▶ Emergency financial assistance:

<https://www.michigan.gov/mvaa/other-benefits-and-resources/panel-state/emergency-assistance/panel-content>

A variety of financial assistance available to veterans and families

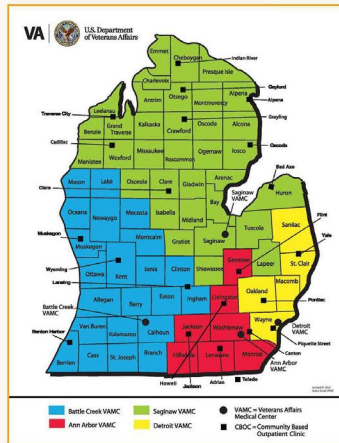
▶ MDHHS Bridges website

https://newmibridges.michigan.gov/s/isd-landing-page?language=en_US

Apply for medical, food, daycare, emergency assistance, cash assistance

Our Service Area

The Michigan Transportation Navigation Hub serves Veterans who receive care within any of the four VA Medical Centers and/or any of the VA Outpatient Clinics in the Lower Peninsula of Michigan



Hours of Operation
Monday-Friday
7:00am-5:00pm



Requesting a Ride



Call 877-838-5438
(877-VET-LIFT)

Hours of operation are Monday-Friday from 7:00am-5:00pm. Please hold the line and a Transportation Navigator will assist you.

PLEASE NOTE: Requests are to be made at least 3 business days prior to your appointment.



Next Step

After your ride is scheduled, you can expect to receive a call the business day prior to confirm your pick-up time.



On the Day of Your Ride

Your driver may arrive up to 15 minutes before or after your designated pick-up time.



Cancelling a Ride Request

If you need to cancel your ride, call the Transportation Navigation Hub at, **877-838-5438** (877-VET-LIFT)

About the Transportation Navigation Hub

The *Transportation Navigation Hub (TNH)* is a "one-stop-shop" for your VA transportation needs! The TNH aims to provide an easy and streamlined process through which Veterans can receive transportation for their care needs.



VA Transportation Services

Call 877-838-5438

Veterans' Employment Services



Priority of Service
for **Military Veterans**



Intensive Individualized Employment Services for Eligible Veterans and Spouses

Located within Michigan Works! One-Stop Service Centers, **Veterans Career Advisors (VCA)** provide intensive and individualized employment services to eligible veterans and spouses with significant barriers to employment. The VCA provides intensive one-on-one services designed to assist eligible veterans and spouses in reducing or eliminating barriers to employment. These services include, but are not limited to, resume development, interviewing skills, housing assistance, transportation assistance, additional education, training opportunities, networking and direct referral to other service providers.

Are you an eligible veteran or spouse with a significant barrier to employment?

- You served at least **181** consecutive days on active duty, to include federal mobilization of National Guard/Reserve service members?
- You were discharged or released from active duty due to a service-connected disability.
- You served during a period in which a Campaign Medal is authorized? (Vietnam Campaign, Iraq Campaign, Armed Force Expeditionary, Southwest Asia Campaign Medal, etc.)

Did you answer **YES** to one of the above?

If so, you may qualify for **individualized career services!**

Please visit your local Michigan Works!

One-Stop Service Center for more information.
To find a service center near you, visit michiganworks.org or call (800)285-9675(WORKS).

Our Mission:

To deliver intensive employment services to a targeted veteran population as an integrated partner with the Michigan Works! Agency, in accordance with the intent of the Jobs for Veterans State Grant Program.

Contact your local
Michigan Works!
1-800-285-WORKS

MICHIGAN WORKS

Veteran's career advisors work directly with veterans and spouses. Help with job search, career goals, employer outreach, interview skills, and resume building.

- ▶ 800-285-9675
- ▶ <https://www.michiganworks.org/michigan-works-network>

Additional Veteran Employment Services

► MVA

<https://www.michigan.gov/mvaa/employment-new/panel-veterans/find-a-job-a>

Michigan Veterans Affairs Agency has a veteran friendly employer program and assists matching veterans with private, state and federal jobs

Education Assistance

Michigan Veterans Affairs Agency

<https://www.michigan.gov/mvaa/education>

Several links to a variety of education assistance, programs, grants and scholarships available to veterans and dependents

Tuition Incentive Program/TIP

[TIP website](#) or call 888-447-2687

[Click here for TIP flyer](#)

FAFSA Free application for student aid

<https://studentaid.gov/h/apply-for-aid/fafsa>



<http://www.davenport.edu/veterans/helpful-resources/scholarship-resources>

<http://www.wmich.edu/military/benefits/scholarships>

<http://www.careeronestop.org/toolkit/training/find-scholarships.aspx>

GI Bill

- ▶ [Future of GI Bill Series Part One: A Guide to Choosing Your Education Pathway \(va.gov\)](#)
- ▶ [Future of GI Bill Series Part Two: A Guide to Understanding Your Benefits \(va.gov\)](#)
- ▶ [Future of GI Bill Series Part Three: A Guide to Furthering Your Career \(va.gov\)](#)