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*If Veterans don't help Veterans, who will?*

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VA MID-ATLANTIC HEALTH CARE NETWORK - VISN SIX

Vol. 3, No. 1

“Excellent Care – Earned by Veterans – Delivered Here”

# Voices of VISN 6

Official news from around *your* VISN

October 31, 2012

## Salisbury VAMC Unveils Showplace Living Facilities

By Carol Waters  
Salisbury VAMC public affairs

Salisbury VAMC officials held ribbon-cutting ceremonies Oct. 24 for two projects associated with its Community Living Center and conducted a guided walk through of an already completed third project. Medical center officials cut ribbons on a renovated “Main Street” area and a new hospice unit, and showed off the “hoptel,” temporary lodging facility.

Dr. Mark Heuser, associate chief of staff, Geriatrics and Extended Care, presided over the event that featured remarks by newly appointed Salisbury VAMC Director Kaye Green; Mid-Atlantic Health Care Network Director Daniel F. Hoffmann; U.S. Rep. Virginia Foxx;

and Salisbury Mayor Paul Woodson.

Also on hand were aides representing U.S. Sens. Kay Hagan and Richard Burr and Reps. Howard Coble and Sue Myrick.

The ribbon-cuttings served as Green’s introduction to the community, medical center staff and area Veterans. She remarked she was “overwhelmed” by the vision that created the Building 42 projects and “privileged” to participate in the ribbon cutting ceremonies although she couldn’t take the credit as it was only was her third day on the job.

“This is personal for me,” said Green. “My father spent the last two-and-a-half years of

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**Luke Thompson**

Network Director Daniel Hoffmann (ctr), Rep. Virginia Foxx (3rd from right), Salisbury Mayor Paul Woodson (2nd from right) and Salisbury VAMC Director Kaye Green (4th from right) assist other VAMC officials with the ribbon cutting on the ‘Main Street’ atrium area Oct. 24.

## State Opens Veterans Home In Black Mtn

RALEIGH – Gov. Bev Perdue joined local officials at the opening of the new N.C. State Veterans Home in Black Mountain Oct. 25. The facility provides long-term health care for Veterans.

“We always like to say that North Carolina is the most military-friendly state in the nation and it really shows with the opening of the new N.C. State Veterans Home in Black Mountain,” said Gov. Perdue. “This is how we show appreciation to those who served and sacrificed to make our state and country a better, safer place to live and prosper.”

The 100-bed Black Mountain facility provides residents single rooms with private bath and features “neighborhoods” of 12-14 clients who share a common area with large-screen TV, dining room and a courtyard.

The facility also provides skilled-nursing care and is



**Courtesy Photo**

Gov. Bev Purdue along with, from left, Tim Wipperman, Moses Carey, Charlie Smith, Britt Cobb, Jimmy Woodard, Bill Stanley and Darrell Holt cut the ribbon opening North Carolina’s newest state Veterans home.

outfitted with a state-of-the-art therapy center, including a therapy pool. Additionally, this 111,000-square-foot home features a Memory Support Unit for Alzheimer’s patients, as well as comprehensive therapy

services.

Other speakers included Administration Secretary Moses Carey; Tim Wipperman, assistant secretary for Veteran

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## From the Director

For many years, I've talked about the great support Veterans receive in our region. North Carolina, Virginia and West Virginia rightfully pride themselves on the many Veteran-centered programs they have.

Each state hosts a wide-range of programs covering issues ranging from health care and housing, to education and training, and even final interment. However, the best programs have little value without people to operationalize them.

Many people, some you might encounter and others you'll never see, give this region the right to claim that it is the most Veteran friendly in the nation.

On Page 7, it's my pleasure to recognize three of our senior Veteran Service Officers. Harold Hunt, Bill Pack and James Luther have a passion for serving others. All have spent years, in and out of uniform, working to ensure their fellow Veterans are well served. While we recognize them for their selection to represent Veterans at the national level, I'd like to take this opportunity to recognize the many people supporting Veterans in this region.

Between VHA, VBA and NCA, there are more than 14,000 VA employees working for Veterans within our boundaries. From those providing basic services, to our researchers working on tomorrow's solutions, this dedicated workforce provides the foundation of services most Veterans encounter. I'd like to diverge from my normal focus on VISN 6 employees and express my recognition for the many people who, while not on VA's payroll, play such a pivotal role in the overall success of Veterans' programs in our area.

I'll begin by recognizing all the caregivers who provide support day-in and day-out, and sometimes round-the-clock for those in need. Also on Page 7, you'll read about DAV members who have spent thousands of hours and driven hundreds of thousands of miles transporting sick and disabled Veterans to and from our medical centers and clinics.

Once inside our facilities, Veterans are assisted by an army of more than 5,300 volunteers who contributed 644,780 hours last year and do so much to keep the medical centers and clinics operating smoothly. Add to that the donations of money and items totaling more than \$4.6 million last year and it is easy to see that people throughout this region truly care about Veterans.

Outside the confines of our facilities exist hundreds of Veteran Service Officers working at the state and local levels assisting with claims and working issues which directly impact Veterans in their communities.

So far, I've mentioned the people you are most likely to encounter, but there are many, many more. Each state has a Division or Department of Veterans Affairs staffed with great people dedicated to ensuring Veteran-centered state programs are properly administered. Additionally, another workforce of civilian committees and organizations, such as the North Carolina State Health Coordinating Council and the Virginia Wounded Warrior



program, work local, state and national policy and legislation issues behind the scenes.

Of note is our positive relationship with our elected representatives and their staffs who advocate for Veterans, and local media who help us communicate our messages and bring some issues needing further review to our attention.

Finally, I'd be remiss without mentioning what's going on behind the scenes with the collaboration between agencies and companies from North Carolina to California, which for example, are working to deliver the transition to an electronic record that will enhance health care by providing both VA and civilian providers seamless access to health records. Their work will eliminate redundancy, save time and money, and in some cases save lives.

When you step back and look at the entire community working for Veterans throughout this region, you see a truly amazing support network of tremendous size and scope. As actions speak louder than words, the 1.5 million Veterans residing within our boundaries can take comfort in knowing that this region's claim to being the most Veteran friendly is more than just talk.

I'm very pleased and proud to be associated with this outstanding group of people.

Sincerely,  
Dan Hoffmann



### Network Seeks Health Care Providers

The VA Mid-Atlantic Health Care Network is looking for highly qualified health care providers. If you or someone you know is looking for a challenging and rewarding opportunity, please contact Harold "Keith" Liles Jr., Mid-Atlantic Region's National Healthcare Recruitment Consultant, for additional information. Liles can be reached via email at [Harold.Liles@va.gov](mailto:Harold.Liles@va.gov) or by phone at 919-408-4741.

#### Current Vacancies

**Emergency Medicine, Psychiatrist, Hospitalist, Chief of Medicine, Chief of Surgery:** Fayetteville, N.C.

**Hospitalist, Geriatrician:** Salisbury, N.C.

**Chief of Medicine, Associate Chief of Staff for Geriatrics/Rehab/Extended Care, Primary Care Physician:** Hampton, Va.

**Emergency Medicine, Physician Assistant (cardio-thoracic):** Richmond, Va.

**Urologist, Gastroenterologist, Dermatologist:** Salem, Va.

**Emergency Medicine, Gastroenterologist, Primary Care Physician, Psychiatrist, Pulmonologist:** Beckley, W. Va.

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Daniel F. Hoffmann, Network Director  
Augustin Davila, Deputy Network Director  
Mark Shelhorse M.D., Chief Medical Officer  
Bruce Sprecher, Director, Public Affairs  
Steve Wilkins, Network Public Affairs  
Jeffery Melvin, Network Public Affairs  
Patrick W. Schuetz, Newsletter Layout

**Questions or comments about the newsletter, e-mail Bruce. Sprecher@va.gov or call 919-956-5541.**

# Under Secretary For Health Visits Asheville VAMC

Dr. Robert A. Petzel, VA's Under Secretary for Health visited the Asheville VAMC Oct. 24 following his visit to the VA medical center in Mountain Home, Tenn. Petzel oversees the health care needs of 8 million Veterans enrolled in VA health care.

Medical Center Director Cynthia Breyfogle said the visit was a great success. "It was an honor to have him visit. He was extremely impressed by the staff, this facility and the excellent care we provide to our Veterans," she said. Petzel remarked, "What a marvelous place!"

Petzel's visit began with meetings with members of local members of AMVETS, Veterans of Foreign Wars, Disabled American Veterans, the VA Volunteer Service and the local president of the American Federation of Government Employees union. After the meetings Petzel toured the medical center with Breyfogle and Chief of Staff Dr. James Wells.

Following the tour Petzel enjoyed lunch with staff members and spoke with them about the question he hears most often, "What's most important today?" Petzel's list included ending Veteran homelessness by 2015, ensuring VA services are accessible to eligible Veterans, the Patient Aligned Care Team concept, mental health services and making sure that specialty care is provided in a timely manner.

Breyfogle said the Under Secretary expressed pleasure with a number of things he saw, such as how well the clinical programs are working, the cleanliness and upkeep of the facility, the care



*Scott Pittillo*

*VA's Under Secretary for Health Dr. Robert A. Petzel speaks to Asheville staff while medical center director Cynthia Breyfogle looks on.*

that is provided to Veterans and the respect patients get from the staff.

## N.C. DVA Sounds Alarm, Scammers Targeting Veterans

By Jeff Melvin  
VISN 6 public affairs

NC Assistant Secretary for Veterans Affairs Tim Wiperman is "teed off." The object of his ire – a rising tide of 'consultants,' dubious investment advisers and con artists taking advantage of Veterans under the guise of providing help.

"No Veteran should ever pay a fee to file a claim or pay a fee for help with one," Wiperman said emphatically, pointing out VA, state departments of Veterans Affairs, Veterans services officers and Veterans advocacy groups like the American Legion, VFW and DAV "do this all the time for free."

He is particularly incensed about unscrupulous characters preying on elderly Veterans through two increasingly popular schemes related to VA pensions. One scheme takes a variety of forms revolving around a special monthly pension benefit called aid and attendance; the other involves a practice called 'pension poaching.'

Aid and attendance provides financial support to wartime Veterans and surviving spouses of deceased wartime

Veterans with limited income who have in-home care or who live in nursing homes or assisted-living facilities.

Many elderly Veterans and surviving spouses whose incomes are above the congressionally mandated legal limit for a VA pension may still be eligible for the monthly Aid and Attendance benefit if they have large unreimbursed medical expenses, including nursing home expenses.

Wiperman relates a number of instances of 'consultants' charging fees to Veterans or their families to file or assist with filing VA claims. He also cites occasions when agents or scammers convince these Veterans or their surviving spouses prematurely to move into nursing homes or assisted living facilities based on assurances that the facilities will wait until the claims are validated before requiring payment.

In some instances, the claims are filed late or incorrectly or have been denied. Sometimes the agents never file the claims. Down the line, the Veteran or family member find themselves incurring charges that may not be recoverable even if their claim is validated and they may face

collection action on the facility's behalf.

In most cases, people must be accredited by VA to represent Veterans seeking benefits, and they aren't allowed to charge any money for their services unless they're helping to appeal a VA decision.

'Pension poaching' is similar to the aid & attendance scam; its targets are typically World War II and Korean War Veterans.

Holding seminars or meetings at venues like community centers, nursing homes and assisted living facilities, unscrupulous investment advisers make appealing pitches to older Veterans.

"They say, 'Here's what we can do to make Dad eligible,'" Wiperman said. "They say, 'If you purchase financial products through us, we'll make you eligible for VA pensions and other benefits. All it takes is a quick overhaul of your investments.'"

The 'quick overhaul' usually involves getting a Veteran to transfer retirement assets into an irrevocable trust so that the family appears destitute. This helps it meet eligibility requirements for a VA pension and related programs such as aid and attendance.

The pitchmen explain that VA doesn't "look back" to examine Veterans' asset histories to determine eligibility for a pension.

What they don't tell them, Wiperman says, is "Medicaid does look back and when they see assets transferred in this manner, eligibility for those benefits could be in jeopardy."

More troubling is that the new trust usually contains annuities, long-term investments that are often considered inappropriate for older retirees. The seniors cannot touch these financial products for months or years without paying a huge penalty and despite assurances, there is no guarantee that the seniors will eventually qualify for aid and attendance.

The 'investment advisers or financial planners' then extract fees or commissions for selling these tools or for helping apply for the A&A benefit.

He said he's received staunch support for the effort to combat these scams from Sen. Kay Hagan's Veterans Affairs liaison Jean Reaves.

Wiperman said Reaves, who like him is a Veteran, was able to "pull us – Department of Insurance, Office of the At-

[Continued on Pg 4](#)

## Pension Poaching continued from Pg 3

torney General, Division of Aging and Secretary of State – all into a room and say, ‘Tim and I are really concerned about this and it appears to be drifting in your lanes.’... We started to develop a strategy, consumer protection sent out scam alerts, Insurance and SecState is looking at pulling licenses. We’re starting to get some momentum.”

The end game for Wipperman is that Congress enacts legislation to make people who run these and similar scams against Veterans pay hefty penalties. In the interim, he wants, to spread the word to Veterans about the scams, “forewarned is forearmed,” he says.

Ideally, I want it to stop across the board but as a minimum, I want them out of North Carolina. I want these guys to stop going after, and targeting, NC Veterans and their families. To be blunt, that really tees me off.”

Information and assistance in applying for the aid and attendance benefit may be obtained by calling 1-800-827-1000. Applications may be submitted on-line at <http://vabenefits.vba.va.gov/vonapp/main.asp>.

In addition, you can search for accredited help on the VA’s website ([www.va.gov/ogc/apps/accreditation/index.asp](http://www.va.gov/ogc/apps/accreditation/index.asp)) or contact an accredited Veterans Service Organization ([www.va.gov/ogc/apps/accreditation/accredvso.asp](http://www.va.gov/ogc/apps/accreditation/accredvso.asp)) like the NC Division of Veterans Affairs ([www.ncveterans.com](http://www.ncveterans.com)) for free help. If you suspect a Veteran is being scammed, report it to your state Attorney General’s Consumer Protection Division. In North Carolina, call 1-877-5-NO-SCAM or file a complaint online at [www.ncdoj.gov](http://www.ncdoj.gov).

A MESSAGE FROM THE N.C. DIVISION OF VETERANS AFFAIRS AND YOUR LOCAL VETERANS SERVICE OFFICER

# VETERANS

AID &  
ATTENDANCE

## DON'T PAY FOR FREE SERVICES

*Aid and attendance is a special federal veterans benefit program providing financial support to veterans who have a limited income and who are considered to be in need of regular in-home or nursing home care.*

**BENEFITS HELP IS AVAILABLE FROM THE TRUSTED EXPERTS**

**FREE  
BENEFIT HELP**

### DON'T PAY FOR SERVICES THAT YOU HAVE EARNED.

Navigating the complexities of veterans benefits can be difficult and sometimes it can be hard to know who you can trust. Let the experts in veterans benefits explain your options and help you determine what benefits you qualify for and are entitled to.

The North Carolina Division of Veterans Affairs and local Veteran Service Officers are experts in veterans benefits. Since 1928, we have assisted veterans in obtaining the benefits that you have earned and we do it free of charge, *always*.

Please visit our web site to learn more about this valuable benefit, find your local Veteran Service Officer, or to request free information on various veterans benefits.

**NORTH CAROLINA DIVISION OF VETERANS AFFAIRS**

[www.ncveterans.com](http://www.ncveterans.com)

(919) 807-4250

## Happy 237th USMC “Semper Fidelis”

Nov. 10, 1775 – Nov. 10, 2012

The United States Marine Corps traces its institutional roots to the Continental Marines of the American Revolutionary War, formed by Captain Samuel Nicholas by a resolution of the Second Continental Congress on Nov. 10, 1775. When the Revolutionary War ended in 1783, the Continental Navy was disestablished, and with it, the Continental Marines. The Corps was re-established on Jul. 11, 1798, when President John Adams signed the “act for establishing and organizing a Marine Corps.” The practice of celebrating the Marines’ original birthday of Nov. 10 as a holiday throughout the Corps became tradition when Commandant Maj. Gen. John A. Lejeune issued Marine Corps Order 47 on Nov. 1, 1921.



# Salisbury's New Living Facilities Anything But Institutional

continued from Pg 1

his life in a VA nursing home and spent his last days in VA hospice care. ... I would not have had him anywhere else."

"This is a beautiful facility," said Salisbury Mayor Paul Woodson. "The architects and designers did a wonderful job."

Rep. Foxx said she wanted to thank everyone who had a part in making the renovation possible. "This facility is all about treating our Veterans with respect and giving them the care and services they deserve."

Hoffmann pointed out medicine continues down a path toward more outpatient clinics and tele-medicine options for Veterans. In just over 10 years, VISN 6 has grown from eight medical centers and two outpatient clinics to more than 30 access points for primary care and mental health care. What the Salisbury ribbon cuttings show is that VA "has not forgotten those Veterans who stay with us," he said.

Unlike the institutional setting prevalent when Building 42 opened in the early 1990s, the renovations unveiled Oct. 24 represented a "true evolution" in the healthcare environment.

"Look around you," Hoffmann said. "I'm sure you'll agree that there is little hint of the institutional setting of old. We worked hard to make this a warm, comfortable and pleasing environment more conducive to health care for those

who stay with us."

After the ceremony on Main Street, the ribbon was cut on the new hospice. Guests then took part in guided tours through the hospice and hoptel.

The three projects, representing the first phase of the Long-term Care Center of Excellence Renovations initiative, cost \$8 million. They are aimed at improving quality of life and care for Veterans, families and staff.

Here's a brief description of the new facilities:

- The Main Street area is a reconfiguration of the Building 42 atrium and features a general store, sidewalk café, theater, town hall meeting room, kiosks, barber shop, wellness center and other shops with benches – all in a park-like setting with professional landscaping, a pond and waterfall.

- The hospice unit includes 12 beds with private rooms and baths. The facility includes meditation, family and game rooms, a parlor with a piano and fireplace, a dining area, a separate kitchen area for families, a family suite for overnight stays and outside porches to the rooms, overlooking a pond.

- The six-bed hoptel provides temporary lodging as a courtesy to Veterans who live more than 50 miles away and are on the campus receiving tests and procedures, Compensation and Pension exams or related procedures.



*Luke Thompson*  
Exterior shot of hoptel (left side) and hospice (right side).



*Luke Thompson*  
Main Street atrium area.



*Luke Thompson*  
Hospice private room with bath.



*Luke Thompson*  
Network Director Daniel Hoffmann speaks to the guests, staff and Veterans attending the Main Street ribbon cutting

**EXCELLENT SERVICE**

**Earned by Veterans. Delivered Here.**

VA Mid-Atlantic Health Care Network VISN 6



## Nov. 11: Veterans Day Honors Veterans From All Wars

The origins of ‘Veterans Day’ began with Raymond Weeks of Birmingham, Ala., who organized a Veterans Day parade for that city on Nov. 11, 1947, to honor all of America’s Veterans for their loyal service. Later, U.S. Representative Edward H. Rees of Kansas proposed legislation changing the name of Armistice Day to Veterans Day to honor all who have served in America’s Armed Forces.

In 1954, President Dwight D. Eisenhower signed a bill proclaiming Nov. 11 as Veterans Day and called upon Americans everywhere to rededicate themselves to the cause of peace. He issued a Presidential Order directing the head of the Veterans Administration, now the Department of Veterans Affairs, to form a Veterans Day National Committee to organize and oversee the national observance of Veterans Day. In addition to fulfilling that mission, the committee oversees the production and distribution of the annual

Veterans Day poster.

In 1968, Congress moved Veterans Day to the fourth Monday in October. However, it became apparent that the Nov. 11 date was historically significant to a great many Americans. As a result, Congress formally returned the observance of Veterans Day to its traditional date in 1978.

The Veterans Day National Ceremony is held each year on Nov. 11 at Arlington National Cemetery. At 11 a.m., a color guard, made up of members from each of the military services, renders honors to America’s war dead during a tradition-rich ceremony at the Tomb of the Unknowns.

The President or his representative places a wreath at the Tomb and a bugler sounds “Taps.” The balance of the ceremony, including a “Parade of Flags” by numerous Veterans service organizations, takes place inside the Memorial Amphitheater, adjacent to the Tomb.

### Veterans Day Offers and Discounts

This Veterans Day, many business show their gratitude to America’s Veterans by offering special discounts, deals and free meals. This list is not all encompassing and not all deals are available at all locations, so Veterans should ask their local business before ordering or checking out. Some of the offers are for Sunday while others are for Monday. Verification of military service is typically required. Types of verification vary but may include forms of identification such as your Veteran Identification Card (VIC), VFW card, American Legion card, U.S. Uniform Services ID card, U.S. Uniform Services Retired ID card, current Leave and Earnings statement, DD form 214, etc.

#### Restaurants

**Applebees** – Veterans receive a free signature entree Nov. 11 at participating locations

**Chili’s** – Veterans receive their choice of one of seven meals Nov. 11 from 11a.m. – 5p.m. Dine-in from limited menu only; beverages and gratuity not included.

**Denny’s** – Veterans, active duty and reservists and national guardsmen receive all you can eat pancakes Nov. 12.

**Golden Corral** – Veterans and current active duty service members receive a free meal Nov. 11 from 4 p.m. to 9 p.m.

**Hooters** – Veterans receive a free meal and 10 free boneless wings anytime Nov. 11. A drink purchase is required. Dine in only.

**Krispy Kreme** – All active-duty, retirees & veterans receive a free doughnut and coffee at participating Krispy Kreme stores Nov. 11.

**McCormick & Schmick’s** – Veterans receive a free lunch or dinner entree from a limited menu meal at participating McCormick & Schmick’s Nov. 11. Reservations are recommended.

**Olive Garden** – Veterans receive a free meal Nov. 11. Veterans can choose from Seafood Alfredo, Chicken Parmigiana, Soup, Salad, & Bread sticks, Braised Beef & Tortellini, Cheese Ravioli, or Spaghetti & Meatballs.

**Outback Steakhouse** – Veterans as well as active duty military receive a free Bloomin’ Onion and Coca-Cola product Nov. 11.

**Texas Roadhouse** – Veterans receive a free meal Nov. 11, from 11 a.m. to 2 p.m. Free entrees include choice of steak, country fried chicken, country fried sirloin, pulled pork, pork chop, cheeseburger, BBQ chicken sandwich, pulled pork sandwich, grilled chicken salad, or chicken critter salad plus your choice of sides. Meals come with a free coca-cola product, tea, or coffee. Dine-in only.

**T.G.I. Friday’s** – Veterans and active military receive a free lunch Nov. 12.

#### Retail Stores

**Big Lots** – Get a 10% discount on purchases for veterans, active duty, retired and reserve military personnel and their immediate family members with valid ID.

**Build-A-Bear Workshop** – Get 20% off a purchase when guests present a valid military ID.

**Home Depot** – Veterans receive a 10% discount on Veteran’s day.

**Lowe’s** – Veterans receive a 10% discount on Veteran’s Day up to \$5,000 on in-stock and special-order purchases. The offer can’t be used online, on previous sales or on sales of services or gift cards.

**Old Navy** – Every Monday, including Nov. 12, Veterans and active military personnel with ID cards receive 10% off their purchases.

*This list is for informative purposes only, and does not constitute an endorsement or recommendation by the Department of Veterans Affairs. VA does not warrant or guarantee the products, services, or information provided. Please call or visit the website or the restaurant or retailer you plan on visiting before you leave home to make sure they are taking part.*

# Local Service Officers Named To VA Advisory Board

Three North Carolina Veterans advocates have been appointed members of VA national bodies. Harold Hunt has been named to VA's Advisory Committee on Minority Veterans; Bill Pack has been appointed to VA's Post-Deployment Health Veterans Community Board; and James Luther has been appointed to VA's Voluntary Service National Advisory Committee.



*Harold Hunt*



*Bill Pack*

Hunt, a Native American who currently serves as the Director of Veterans Affairs for the Lumbee tribe of North Carolina will participate in an 11-member committee consisting of Veterans who represent respective minority groups and are recognized authorities in fields pertinent to the needs of the minority group they embody.

Pack, a Paralyzed Veterans of America national service officer located at the VA Regional Office in Winston Salem, has



been selected for a two-year term to the 15-member board established by VHA's Office of Public Health to represent Veterans of the Vietnam War, Gulf War, and post-9-11 conflicts. The Office of Public Health created the Veterans Board to solicit individual Veteran feedback on the effectiveness of the Post-Deployment Health Group's outreach and educational efforts such as newsletters, pamphlets, and web site.

Luther, a national service officer with the Marine Corps League will be part of the 20 member executive committee of the VAVS National Advisory Committee. The Committee provides advice to the Secretary of Veterans Affairs on the coordination and promotion of volunteer activities within VA health care facilities, and on other matters relating to volunteerism; and keeps the officers and members of participating organizations informed of volunteer needs and accomplishments.



*James Luther*

# DAV Transports Vets To VA Sites Of Care For Treatment

By Jeff Melvin  
VISN 6 public affairs

Some Veterans do not have reliable ways to get to VA medical facilities for needed treatment. Thankfully, the Disabled Americans Veterans organization has stepped forward to serve these men and women just as they answered our nation's call in times of war.

Through its transportation network, DAV and Auxiliary volunteers drive sick and disabled veterans to and from VA hospitals and clinics. Beckley VAMC is home to one of the most successful transportation programs within VISN 6's borders.

West Virginia DAV Commander Mike Dawson oversees the state DAV transportation program, a network of 100 to 130 drivers. Dawson knows firsthand about the caliber of volunteer drivers in the program. Along with overseeing the state program, he's one of Beckley VAMC's most experienced drivers. Over the past 12 years, the medically discharged Army Veteran has contributed about 15,000 volunteer hours, driving nearly 250,000 miles.

"Our drivers are second to none," said the medically discharged Army Veteran. "Most of the vans leave at 4 or 5 a.m., operating in the most rural por-

tions of the state."

He clearly sees the value of the service he and his fellow volunteer drivers provide. "The best hospital in the world isn't any good, if you can't get to it," he states emphatically.

Driving also helps him stay engaged. "If it wasn't for our services, I might as well stay at home and die," he quipped.

"The DAV Transportation Network is critical to our operations here at the Beckley VAMC and we are thankful for the volunteer drivers," said Brian Nimmo, associate director. "These drivers can be counted on even during incredibly challenging circumstances as many times during the winter and spring months they brave the snow and icy West Virginia roads to assist our rural Veterans with transportation.

For many Veterans these volunteers are a lifeline. One case that comes to mind is a 93-year-old Veteran who participates daily in the medical center's Adult Day Health Care program; without DAV transportation he would not be able to receive this important benefit."

According to DAV's National Director of Voluntary Services Ron Minter, last year the transportation network at Beckley provided rides to 5,641 Veterans, driving



*Debbie Voloski*

*West Virginia DAV Commander Mike Dawson and Veteran James Flinchum arrive at Beckley VAMC for a scheduled appointment.*

321,590 miles. Statewide West Virginia volunteers provided rides to 37,470 Veterans and drove nearly 1.8 million miles.

"Collectively, our program provided rides to 709,582 Veterans around the nation, driving around 26.8 million miles during the 2011 program year," said Minter. Along with leading DAV and Auxiliary volunteers who donate more than 2.3 million hours of service each year at VA medical facilities, he also supervises the National Transportation Network. "This is no small feat, but made pos-

sible by the men and women who graciously volunteer their time to provide this much needed service, which totaled 1,565,477 volunteer hours.

The DAV Transportation Network serves Veterans at VA medical centers and outpatient clinics around the nation. DAV van drivers are volunteers and do not receive payment for the services they provide. The DAV has also donated vans, where needed, for use in the transportation network. For more information, visit [www.dav.org](http://www.dav.org).



# Paralympian Guest Speaker At Asheville Clinic Reopening

By Dennis Mehring  
Asheville VAMC public affairs

The Asheville VAMC held its first women Veterans conference Oct. 26. In conjunction with the conference, the medical center marked the reopening of its renovated women's health clinic with a ribbon cutting ceremony.

The theme for the conference was "Achieving Wellness Together." The conference covered advances in women's healthcare, aging, food choices for the holidays and featured keynote speaker Laura Schwanger, an Army veteran and winner of multiple medals in the Paralympic Games.

Schwanger, who was the Super-G Wheelchair Slalom winner at the Richmond 2012 National Veterans Wheelchair Games, competed at 1988, 1992 and 1996 Paralympics, earning 11 medals.

Also speaking at the conference were VISN 6 Lead Women Veterans Program Manager Shenekia Williams-Johnson and Carol Shimberg, clinical dietician, Asheville VAMC.

Schwanger spoke to the attendees about being diagnosed with multiple sclerosis while on active duty and being medically retired from the military at 24.

She was also diagnosed with breast cancer at age 46. She said she received "incredible medical care" from the VA, and she has been cancer-free for six years.

Prior to the renovation, women Veterans could only enter the 1,200-square foot clinic by walking through an existing primary care clinic. The old clinic had one procedure room with a private toilet, one exam room with no toilet facilities, and the women Veterans shared a waiting room with the primary care clinic.

The clinic renovation added 720 square feet which includes a conference room and a separate entrance to a private waiting room, a dedicated receptionist, two renovated exam rooms, both



**Scott Pittillo**

(L-R) Women Veterans Program manager Sharon West, Asheville Mayor Terry Bellamy, Paralympic athlete Laura Schwanger, Medical Center Director Cynthia Breyfogle and Chief of Primary Care Dr. Martin Greever cut the ribbon on the renovated Women's Health Clinic.

with private toilet facilities. The exam rooms are on a private corridor accessible only from the women's clinic. All of the staff assigned to the women veterans clinic are located within the clinic. The clinic also has new artwork, furniture, and an interior design that provides aesthetics specifically intended for Woman Veterans. The renovation cost \$325,000.

## Agent Orange Effects On 2nd, 3rd Generations Research Funded

VA has funded the Institute of Medicine to review scientific studies on Agent Orange/dioxins and health since the early 1990s. IOM looks at studies of exposed adults, and also outcomes in their offspring such as birth defects and childhood cancers. IOM found some evidence in its 1996 review of a possible link between exposure to AO and spina bifida (a birth defect where the spine fails to close around the spinal cord) which became the basis for VA to provide health care and other benefits to children of Vietnam Veterans who have spina bifida.

IOM has not found a link between AO exposure and reproductive problems such as infertility, miscarriage, or stillbirth, and IOM has not found Agent Orange to be associated with birth defects, other than spina bifida. Their reviews have not found a link with childhood cancers, or with diseases in adult children or later generations. The next IOM update will review scientific studies published since 2010, and the public report will be available in early 2013.

Veterans and family members wishing to provide input to the

IOM Committee on Agent Orange can do so at the next public meeting in New Orleans in late November and for those who cannot travel, IOM typically provides the opportunity to call in.

Sources for more information include:

- Diseases associated with Agent Orange at [www.publichealth.va.gov/exposures/agentorange/diseases.asp](http://www.publichealth.va.gov/exposures/agentorange/diseases.asp)
- Review of the Health Effects in Vietnam Veterans of Exposure to Herbicides at [www.iom.edu/Activities/Veterans/AgentOrangeNinthUpdate/2012-AUG-09.aspx](http://www.iom.edu/Activities/Veterans/AgentOrangeNinthUpdate/2012-AUG-09.aspx)
- IOM Agent Orange reports at [www.publichealth.va.gov/exposures/agentorange/institute-of-medicine.asp](http://www.publichealth.va.gov/exposures/agentorange/institute-of-medicine.asp)
- Fact sheet on Paternal Exposures and Pregnancy, [www.otis-pregnancy.org/otis-fact-sheets-sl3037](http://www.otis-pregnancy.org/otis-fact-sheets-sl3037)
- CDC/NCI on childhood cancers at [www.cdc.gov/Features/dsCancerInChildren/index.html](http://www.cdc.gov/Features/dsCancerInChildren/index.html) and [www.cancer.gov/cancertopics/factsheet/Sites-Types/childhood](http://www.cancer.gov/cancertopics/factsheet/Sites-Types/childhood)
- CDC on birth defects [www.cdc.gov/ncbddd/birthdefects/index.html](http://www.cdc.gov/ncbddd/birthdefects/index.html)

## Black Mountain continued from Pg 1

Affairs; John M. Garcia, assistant deputy secretary for Intergovernmental Affairs, Asheville VAMC Director Cynthia Breyfogle and other state and local officials.

N.C. State Veterans Homes provides skilled care to qualified North Carolina Veterans. About 765,900 Veterans reside in North Carolina and approximately 100,000 veterans in Western N.C. are served by the Asheville VAMC.

The State Veterans Home program is a fully receipt-based operation. Homes operate on funds from private pay, Medicaid/Medicare, Veterans Affairs pension and/or per diem, and other

sources such as gifts and donations.

The N.C. Division of Veterans Affairs, which is part of the N.C. Department of Administration, employs a private provider to manage each facility. North Carolina currently operates two other facilities, a 150-bed facility in Fayetteville, and a 99-bed in Salisbury. A fourth facility in Kinston is scheduled to open in early 2013.

For additional information about the State Veterans Home program, visit the N.C. Division of Veterans Affairs website at [www.ncveterans.net](http://www.ncveterans.net).

**Input from OIF/OEF/OND Veterans needed**

VA is seeking volunteers for a research study examining coping mechanisms of newly separated Veterans. The study involves five telephone interviews over the course of one year. Veterans can receive up to \$250 for participation in this study. All calls are confidential.

This research study is a joint collaboration between VA hospitals in West Haven, Conn., Canandaigua, N.Y., and Yale University. The principal investigator is Rani Hoff, PhD. There are no medications or medical treatment involved in the project. Participation is entirely voluntary and may help future Veterans.

To be eligible you must be:

- ▶ Separated from any branch of the U.S. military (preferably, but not necessarily, within the past 24 months)
- ▶ A Veteran of Iraq, Afghanistan, or surrounding waters
- ▶ English-speaker

For more information:

- Call us at (203) 932-5711 extension 2563 or 3730
- Email us at [SERVStudy1@gmail.com](mailto:SERVStudy1@gmail.com)
- Visit our website: [www.mirecc.va.gov/visn1/serv](http://www.mirecc.va.gov/visn1/serv)  
IRB# RD 0010, Yale HIC# 1107008741



**Free Legal Information Workshop for Veterans and Reynolda House Museum of American Art's Outreach to Veterans**

Do you have legal questions or concerns?

Come to the **Legal Information Workshop for Veterans** and their **families** on November 10, 2012

At the  
Reynolda House Museum of American Art  
2250 Reynolda Road, Winston-Salem NC 27106  
1:00 p.m. to 3:00 p.m.

Information will be available in the following areas:

- Landlord/Tenant Issues
- Wills and Powers of Attorney
- Rights upon Police Encounters
- Veterans Benefits

**The Warrior's Return**

Join us for the free tour of the dazzling exhibition of the works by North Carolina veteran and artist **Romare Bearden** which convey the central themes of epic wars, longing, struggle, and perseverance. Free Art activities will be offered to veterans and their families.

For information and to register, contact Professor Beth Hopkins at (336) 758-4268 or [bhopkinm@wfu.edu](mailto:bhopkinm@wfu.edu)

Spaces are LIMITED so register today!



(Deadline November 7, 2012)



**VA Changed to Better Meet Your Needs**

**A New and Improved VA Prescription Label**

We have changed the format of your VA prescription label to make the most important information more visible. If you have any questions about your medications, please contact your local VA pharmacist at any time.

Important information is now highlighted.

Your name has been moved to the top of the label.

Directions on how to take your medication are now larger and bolded.



The date the prescription can no longer be refilled is clearly stated.

**We Need Your Feedback...**

**Dear Veteran,**

Thank you for providing feedback on the new VA prescription label. We value your opinion. Please do not identify yourself on this form. This survey may also be completed online at [www.surveymonkey.com/s/Rxlabel](http://www.surveymonkey.com/s/Rxlabel)

Please indicate your level of agreement with the following information on your NEW prescription label compared to your OLD prescription label:	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
I can easily find and read my name on the new label.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The name of the drug/medicine is clearly displayed on the new label.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading the new label, I understand how to take the medication correctly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily see how many refills are remaining on the new label.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the new label is better than the old label.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please return the form to your VA Pharmacy.





**Brad Garner**

*Elizabeth Goolsby, Fayetteville VAMC director and Joyce Alexander-Hines, associate director, Patient Care Services, lead the Breast Cancer Awareness Walk at the medical center walking trail Oct. 12. More than 200 Veterans, staff and guests participated in the walk.*

## VA Leads Breast Cancer Screening

WASHINGTON – VA leads the nation in breast cancer screening rates and has outperformed non-VA health care systems in breast cancer screenings for more than 15 years, with 87 percent of eligible women receiving mammograms in the VA health care system in fiscal year 2010.

In comparison, in 2010, the private sector screened 71 percent of eligible women, Medicare screened 69 percent and Medicaid screened 51 percent, according to Healthcare Effectiveness Data and Information Set, a tool used by more than 90 percent of U.S. health plans to measure performance on important dimensions of care and service.

Since 2000, the number of female Veterans using VA health care has more than doubled, from nearly 160,000 to more than 337,000 in fiscal year 2011. As the number of women Veterans increases rapidly, VA not only focuses on improving access to breast screenings and coordination of care, but also trains providers in the latest breast exam techniques.

VA provides mammograms for all Veterans, with 45 facilities providing services on-site utilizing digital mammography. Some facilities offer mammograms to walk-in patients and same-day ultra-

sounds.

VA also offers mobile mammography in some areas of the country. This mammogram technology-on-wheels allows women Veterans in rural areas to get screening mammograms and have their mammograms read by a VA breast radiologist, without traveling far from home. All this improves access for more than 337,000 women VA health care users.

“VA is different from other health care systems in that we serve a female population that is spread across the continental United States, located in both rural and urban areas,” said Dr. Patricia Hayes, chief consultant for VA’s Women’s Health Services. “Because of that we have to be creative and innovative about the way we provide screenings, track a woman’s mammogram results and breast cancer care, and train our providers in the latest diagnostic techniques and breast cancer treatments.”

In many cases, VA is using technology to bridge the distance between providers at facilities in its 21 regions throughout the nation. VA uses simulation technology to train VA providers in the latest breast exam techniques.

VA is also developing a breast cancer clinical case registry to track when a pro-

## New Tool Helps Prevent Diabetes

WASHINGTON – VA announced Oct. 5 the implementation of a pilot version of the Diabetes Prevention Program, a program being promoted nationally by the Centers for Disease Control and Prevention, aimed at reducing the number of Veterans who develop diabetes.

The DPP was a major multi-center clinical research study aimed at discovering whether modest weight loss through dietary change and increased physical activity or treatment with the oral diabetes drug metformin could prevent or delay the onset of Type 2 diabetes.

The study enrolled participants who were prediabetic—overweight and with blood glucose (blood sugar) levels higher than normal, but not high enough for a diagnosis of diabetes. Results showed those who lost a modest amount of weight through dietary changes and increased physical activity sharply reduced their chances of developing diabetes.

“Approximately 24 percent of Veterans have Type 2 diabetes,” said Dr. Linda Kinsinger, VA’s chief consultant for preventive medicine. “We’ve monitored the DPP’s results and we feel that it could be another tool to make a difference for Veterans.”

Through VA’s pilot DPP, which will be offered on a strictly voluntary basis, some Veterans who are at risk for, but

not diagnosed with, diabetes will attend a series of group sessions and will be given predetermined weight loss and physical activity goals. Research has shown that, while many Veterans benefit by establishing their own health goals, others show positive improvement working towards goals determined by the program.

Other Veterans at risk for diabetes will receive weight management care through MOVE! - VA’s current weight management program. The program targets a broad range of patients who are obese or overweight with obesity-related conditions, whereas the DPP specifically targets those obese individuals who have laboratory evidence of prediabetes.

Because VA is eager to try new approaches to promoting health and preventing disease, it is implementing a pilot VA version of the DPP. A limited number of Veterans with prediabetes will be able to participate in this pilot clinical program at the medical centers in Minneapolis, Baltimore, and Greater Los Angeles with VA Ann Arbor serving as the coordinating center.

For more information on this program, contact Jay Shiffler ([jay.shiffler@va.gov](mailto:jay.shiffler@va.gov)) at the VA National Center for Health Promotion and Disease Prevention. To learn more about the VA’s prevention program, visit [www.prevention.va.gov/index.asp](http://www.prevention.va.gov/index.asp).

vider orders a mammogram, the results of the test, and the follow-up care provided. The system will improve care coordination and help VA track and study breast care outcomes throughout VA. It is expected to be available in 2013.

These efforts in breast cancer diagnosis and treatment are part of a larger VA initiative to enhance all health care services for women Veterans.

Women make up six percent of Veterans who use VA health care, but they are expected to make up a larger segment of all VA health care users in the future. VA is preparing for this increase by expanding

access to care, enhancing facilities, training staff, and improving services for women.

Expanded outreach to women Veterans is another goal in the initiative, and VA’s Women’s Health Services regularly creates posters and messages to educate women Veterans about key women’s health issues. In celebration of Breast Cancer Awareness Month in October, VA reminds patients and providers about the importance of early detection.

For more information about VA programs and services for women Veterans, visit [www.va.gov/womenvet](http://www.va.gov/womenvet) and [www.womenshealth.va.gov](http://www.womenshealth.va.gov).



## Online Toolkit Aims To Support Community Mental Health Providers

WASHINGTON – VA has developed a new online Community Provider Toolkit ([www.mentalhealth.va.gov/communityproviders](http://www.mentalhealth.va.gov/communityproviders)) aimed at delivering support, therapeutic tools, and resources to community providers treating Veterans for mental health concerns.

The goal of the Community Provider Toolkit is to further enhance the delivery of mental health services to Veterans through increased communication and coordination of care between community providers and VA. It not only provides information about accessing, communicating with, and, if needed, making referrals to VA, but also provides effective tools to assist Veterans who are dealing with a variety of mental health challenges. The Community Provider Toolkit also includes sections intended to increase providers' knowledge about military culture.

On Aug. 31, President Obama issued his historic Executive Order to improve mental health services for Veterans, Servicemembers and military families. As directed in the Executive Order, VA is hiring 1,600 new mental health

professionals and 300 support staff. The Executive Order also directed a 50 percent increase in the staff of the Veterans Crisis line.

Last year, VA provided quality, specialty mental health services to 1.3 million Veterans. Since 2009, VA has increased the mental health care budget by 39 percent. Since 2007, VA has seen a 35 percent increase in the number of Veterans receiving mental health services, and a 41 percent increase in mental health staff.

VA provides a comprehensive continuum of effective treatments and conducts extensive research on the assessment and treatment of PTSD and other mental health problems.

Those interested in further information can go to [www.mentalhealth.va.gov](http://www.mentalhealth.va.gov) or [www.ptsd.va.gov](http://www.ptsd.va.gov) to find educational materials including courses for providers and best practices in mental health treatment. They can also learn more about the award-winning VA/DoD PTSD Coach Mobile App, which provides education, resources, and symptom monitoring and management strategies.

## VA Home Loan Program Guarantees 20 Millionth Loan

WASHINGTON – VA officials announced its home loan program reached a another milestone Oct. 26 – guaranteeing 20 million home loans since its home loan program was established in 1944 as part of the original GI Bill of Rights for returning World War II Veterans.

The 20 millionth loan was guaranteed for a home in Woodbridge, Va., purchased by the surviving spouse of an Iraq War Veteran who passed away in 2010.

Given the current low interest rates, the program has grown significantly in the past five years, with 71 percent more purchases and 20 times as many refinances processed in fiscal year 2012 than in FY 2007. Currently, there are 1.7 million VA guaranteed home

loans in existence with a total value of \$284 billion. VA has guaranteed 540,000 mortgages in 2012.

“The 20 millionth VA home loan is a major milestone and a testament to VA’s commitment to support and enhance the lives of Veterans, Servicemembers, their families and survivors,” said Allison A. Hickey, VA’s undersecretary for benefits. “As a result of their service and sacrifice, as a group, they prove to be disciplined, reliable, and honorable—traits that are ideal for this kind of national investment.”

The program makes home ownership more affordable for eligible Veterans, Servicemembers, and surviving spouses by providing access to lower cost financing. VA loans are also attractive within the mortgage

## VA Awards \$47.5 Million For State, Tribal Veterans Cemeteries

WASHINGTON –VA recently announced the award of 18 grants totaling \$47,462,135 to 15 states and one tribal government to establish new Veterans cemeteries and to expand or improve others.

VA provides grants to states and tribal governments to establish, expand or improve Veterans cemeteries, and for operations and maintenance projects.

Two of the larger grants for more than \$14 million went to establish new state and tribal Veterans cemeteries in Louisiana and South Dakota. Louisiana received \$8.3 million to build a new cemetery in Slidell, La., and the Oglala Sioux tribe received \$6.5 million to establish a new tribal Veterans cemetery in Pine Ridge, S.D. This will be the third state Veterans cemetery in Louisiana and the fourth tribal Veterans cemetery grant VA has awarded.

VA also provided 10 other expansion and improvement grants totaling more than \$28 million to the following states: Sierra Vista, Ariz. - \$1.7M; Missoula, Mont. - \$506K; North Little Rock, Ark. - \$410K; Little Falls, Minn. - \$1.4M; Kauai, Hawaii - \$1.2M; Wrightstown, N.J. - \$10.8M; Boise, Idaho - \$2.4M; Amelia, Va. - \$1.6M; Boulder City, Nev. - \$5.1M; and Suffolk, Va. - \$3.3M.

In addition, VA awarded six operations and maintenance grants for more than \$3 million to six states. The grants were

disbursed as follows: North Little Rock, Ark. - \$728K; Sandusky, Ohio - \$798K; Bear, Del. - \$679K; Exeter, R.I. - \$1.1M; Milledgeville, Ga. - \$121K and Evansville, Wyo. - \$406K.

The Veterans Cemetery Grants Program is designed to complement VA’s 131 national cemeteries across the country. Since 1980, the program has awarded grants totaling more than \$483 million to establish, expand, improve, operate and maintain 88 Veterans cemeteries in 43 states and territories including tribal trust lands, Guam, and Saipan. These cemeteries provided more than 29,000 burials in 2011.

Veterans with a discharge issued under conditions other than dishonorable, who die while on active duty or who serve a period of active duty service as required by law, their spouses, and eligible dependent children may be buried in a state Veterans cemetery. States, territories or tribal governments may impose residency requirements and other limitations to eligibility in addition to those imposed by federal law. State eligibility requirements, however, may not be less stringent than Federal requirements.

Information on VA burial benefits can be obtained from national cemetery offices, by calling VA regional offices toll-free at 800-827-1000 or from the Internet at [www.cem.va.gov](http://www.cem.va.gov).

industry because they protect lenders from loss if the borrower fails to repay the loan.

Mortgages guaranteed by VA have had the lowest foreclosure rate for the last 17 quarters and the lowest delinquency rate for the last 14 quarters compared to all other types of home loans in the nation, including prime loans, according to a report by the Mortgage Bankers Association.

Much of the strength of VA’s home loan program stems from the efforts of VA employees and its industry partners nationwide to ensure Veterans

receive every possible opportunity to remain in their homes and avoid foreclosure. Since 2009, VA’s efforts have resulted in over \$8 billion in savings to taxpayers in foreclosure avoidance.

Veterans may obtain a certificate of eligibility for a VA-guaranteed home loan through the joint Department of Defense—VA web portal eBenefits at [www.ebenefits.va.gov](http://www.ebenefits.va.gov).

To obtain more information about the VA Home Loan Program, visit the program’s home page at [www.benefits.va.gov/homeloans](http://www.benefits.va.gov/homeloans).

# VISN 6 Sites of Care

**Albemarle POC**  
1845 W City Drive  
Elizabeth City, NC  
252-331-2191

**Asheville VAMC**  
1100 Tunnel Road  
Asheville, NC 28805  
828-298-7911, 800-932-6408  
[www.asheville.va.gov/](http://www.asheville.va.gov/)

**Beckley VAMC**  
200 Veterans Avenue  
Beckley, WV 25801  
304-255-2121, 877-902-5142  
[www.beckley.va.gov/](http://www.beckley.va.gov/)

**Beckley Vet Center**  
1000 Johnstown Road  
Beckley, WV 25801  
304-252-8220

**Brunswick Outreach Clinic**  
20 Medical Campus Drive  
Supply, NC 28462  
910-754-6141

**Charlotte Vet Center**  
2114 Ben Craig Dr.  
Charlotte, NC 28262  
704-549-8025

**Charlotte CBOC**  
8601 University East Drive  
Charlotte, NC 28213  
704-597-3500

**Charlottesville CBOC**  
650 Peter Jefferson Pkwy  
Charlottesville, VA 22911  
434-293-3890

**Danville CBOC**  
705 Piney Forest Rd.  
Danville, VA 24540  
434-710-4210

**Durham VAMC**  
508 Fulton St.  
Durham, NC 27705  
919-286-0411, 888-878-6890  
[www.durham.va.gov/](http://www.durham.va.gov/)

**Emporia CBOC**  
1746 East Atlantic Street  
Emporia, VA 23847  
434-348-1500

**Fayetteville VAMC**  
2300 Ramsey St.  
Fayetteville, NC 28301  
910-488-2120, 800-771-6106  
[www.fayettevillenc.va.gov](http://www.fayettevillenc.va.gov)

**Fayetteville Vet Center**  
4140 Ramsey St.  
Fayetteville, NC 28311  
910-488-6252

**Franklin CBOC**  
647 Wayah St.  
Franklin, NC 28734-3390  
828-369-1781

**Fredricksburg CBOC**  
130 Executive Center Pkwy  
Fredericksburg, VA 22401  
540-370-4468

**Greensboro Vet Center**  
2009 S. Elm-Eugene St.  
Greensboro, NC 27406  
336-333-5366

**Greenbrier County CBOC**  
804 Industrial Park Rd.  
Maxwelton, WV 24957  
304-497-3900

**Greenville CBOC**  
800 Moye Blvd.  
Greenville, NC 27858  
252-830-2149

**Greenville Vet Center**  
1021 W.H. Smith Blvd.  
Greenville, NC 27834  
252-355-7920

**Hamlet CBOC**  
100 Jefferson Street  
Hamlet, NC 28345  
910-582-3536

**Hampton VAMC**  
100 Emancipation Dr.  
Hampton, VA 23667  
757-722-9961, 866-544-9961  
[www.hampton.va.gov/](http://www.hampton.va.gov/)

**Hickory CBOC**  
2440 Century Place, SE  
Hickory, NC 28602  
828-431-5600

**Hillandale Rd. Annex**  
1824 Hillandale Road  
Durham, North Carolina 27705  
919-383-6107

**Jacksonville CBOC**  
241 Freedom Way  
Midway Park, NC 28544  
910-353-6406, 910-353-6406

**Jacksonville, N.C. Vet Center**  
110-A Branchwood Drive  
Jacksonville, NC 28546  
910-577-1100

**Lynchburg CBOC**  
1600 Lakeside Drive  
Lynchburg, VA 24501  
434-316-5000

**Morehead City CBOC**  
5420 U.S. 70  
Morehead City, NC 28557  
252-240-2349

**Norfolk Vet Center**  
1711 Church Street  
Norfolk, VA 23504  
757-623-7584

**Princeton Vet Center**  
905 Mercer Street  
Princeton, WV 24740  
304-425-5653

**Raleigh CBOC**  
3305 Sungate Blvd.  
Raleigh, NC 27610  
919-212-0129

**Raleigh II Annex**  
3040 Hammond Business Place  
Raleigh, NC 27603  
919-899-6259

**Raleigh Vet Center**  
1649 Old Louisburg Rd.  
Raleigh, NC 27604  
919-856-4616

**Richmond VAMC**  
1201 Broad Rock Blvd.  
Richmond, VA 23249  
804-675-5000, 800-784-8381  
[www.richmond.va.gov/](http://www.richmond.va.gov/)

**Roanoke Vet Center**  
350 Albemarle Ave., SW  
Roanoke, VA 24016  
540-342-9726

**Robeson County CBOC**  
139 Three Hunts Drive  
Pembroke, NC 28372  
910-521-8452

**Rutherford County CBOC**  
374 Charlotte Rd.  
Rutherfordton, NC 28139  
828-288-2780

**Salem VAMC**  
1970 Roanoke Blvd.  
Salem, VA 24153  
540-982-2463, 888-982-2463  
[www.salem.va.gov/](http://www.salem.va.gov/)

**Salisbury VAMC**  
1601 Brenner Ave.  
Salisbury, NC 28144  
704-638-9000, 800-469-8262  
[www.salisbury.va.gov/](http://www.salisbury.va.gov/)

**Staunton CBOC**  
102 Business Way  
Staunton, VA 24401  
540-886-5777

**Tazewell CBOC**  
123 Ben Bolt Ave.  
Tazewell, VA 24651  
276-988-2526

**Virginia Beach CBOC**  
244 Clearfield Avenue  
Virginia Beach, VA  
757-722-9961, ext. 1900

**Virginia Beach Vet Center**  
324 Southport Circle, Suite 102  
Virginia Beach, VA, 23452  
757-248-3665

**Wilmington CBOC**  
736 Medical Center Drive  
Wilmington, NC 28401  
910-763-5979

**Winston-Salem CBOC**  
190 Kimel Park Drive  
Winston-Salem, NC 27103  
336-768-3296

**Winston-Salem Annex**  
2101 Peters Creek Parkway  
Winston-Salem, NC 27127  
336-761-5300

**Wytheville CBOC**  
165 Peppers Ferry Rd.  
Wytheville, VA 24382-2363  
276-223-5400