

HEALTHCARE 2024★2025



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VISIT US @ MILVETS.NC.GOV



“

The cost of freedom is always high, but Americans have always paid it. And one path we shall never choose, and that is the path of surrender, or submission.

John F. Kennedy



BASIC ELIGIBILITY AND MINIMUM SERVICE REQUIREMENTS

Veteran's health care eligibility is offered to former service personnel who served, were honorably discharged (or released under conditions other than dishonorable) and have been classified as a veteran by the Veterans Affairs department. Any veteran that enlisted after September 7, 1980 (or entered active duty after October 16, 1981) is required to have served 24 continuous months (or the full period of active duty they were called to served) in order to be eligible. Many veterans believe that they will not qualify to meet veteran's health benefits eligibility if they did not incur a service-related disability designation. However, this belief is unfounded. Veteran eligibility for health care enrollment is determined based on many factors, but health care eligibility is extended even to veterans who did not serve in a war zone. Veteran eligibility for health care enrollment is based on factors such as service dates, where the service member was deployed, and other qualifying factors.

ENHANCED ELIGIBILITY PROGRAMS

Certain veterans are qualified to enroll to receive veteran's health care benefits based on an enhanced eligibility status. Veterans who were at one time a POW, veterans who received the Purple Heart or Medal of Honor, and veterans who receive a VA Pension will be considered under this enhanced program. Additionally, veteran's health care eligibility is offered to those who were discharged early due to a disability or hardship, those who served on active duty in a theater of combat operations, and those who served in any war zone for a full tour.

ENROLLMENT FOR VA HEALTH CARE

Unlike civilian health care programs, veterans health care remains in effect from one year to the next. Once the eligibility requirements for veterans health care benefits have been verified, the veteran will receive a Veteran Health Identification card, which allows the holder access to VA medical facilities as proof of service in lieu of a military ID card.



QUALIFYING FOR 5 YEAR POST DEPLOYMENT VA HEALTH CARE

Effective Jan. 28, 2008, veterans discharged from active duty on or after Jan. 28, 2003, are eligible for enhanced enrollment placement into Priority Group 6 (unless eligible for higher Priority Group placement) for 5 years post discharge. Veterans with combat service after Nov. 11, 1998, who were discharged from active duty before Jan. 28, 2003, and who apply for enrollment on or after Jan. 28, 2008, are eligible for this enhanced enrollment benefit through Jan. 27, 2011.

Activated reservists and members of the National Guard are eligible if they served on active duty in a theater of combat operations after Nov. 11, 1998, and, have been discharged under other than dishonorable conditions.

Veterans who enroll with VA under this "Combat Veteran" authority will retain enrollment eligibility even after their five-year post discharge period ends. At the end of their post discharge period, VA will reassess the veteran's information (including all applicable eligibility factors) and make a new enrollment decision.

For additional information, call:
(877) 222-VETS (8387)
www.va.gov/health-care/how-to-apply/

STANDARD BENEFITS

VA's medical benefits package provides the following health care services to all enrolled veterans:

- Preventive Care Services
- Ambulatory (Outpatient) Diagnostic and Treatment Services
- Hospital (Inpatient) Diagnostic Treatment
- VA prescribed Medications and Supplies

ACUTE CARE SERVICES

These services may have limitations and special eligibility criteria:

- Ambulance service
- Dental Care
- Durable Medical equipment
- Eyeglasses
- Hearing Aids
- Home Health Care Services
- Non-VA Health Care Services
- Orthopedic, Prosthetic, and Rehabilitative Devices
- Rehabilitative Services
- Readjustment Counseling
- Sexual Trauma Counseling

MILITARY SEXUAL TRAUMA

Military Sexual Trauma (MST) is the term that the U.S. Department of Veterans Affairs uses to refer to sexual harassment that occurred while the veteran was in the military. It includes any sexual activity where someone is involved against his or her will—he or she may have been pressured into sexual activities (for example, with threats of negative consequences for refusing to be sexually cooperative, implied faster promotions, or better treatment in exchange for sex), may have been unable to consent to sexual activities (for example, when intoxicated), or may have been physically forced into sexual activities.

Both women and men can experience MST. Veterans seen at Veterans Health Administrations facilities are screened for sexual experiences. They know that trauma can affect a person's physical and mental health, even many years later. People can recover from trauma and the VA has free services to help veterans do this. You do not need to have a VA disability (service connected) rating to receive these services and may be able to receive services even if you are not eligible for other VA care. You do not need to have reported the incident(s) when they happened.

For more information, veterans can speak with a VA healthcare provider, contact the MST Coordinator at their nearest VA Medical Center, or contact their local Vet Center.

MST information can be found at :

- [mentalhealth.va.gov](https://www.mentalhealth.va.gov)
- www.ptsd.va.gov/public/types/violence/military-sexual-trauma-general.asp

WOMEN VETERANS HEALTH CARE

1-855-VA-WOMEN [1-855-829-6636]

www.womenshealth.va.gov

Women veterans are eligible for the same VA benefits as male veterans. Comprehensive health services are available to women veterans including primary care, mental health care and reproductive health care services. VA provides management of acute and chronic illnesses, preventive care, contraceptive services, menopause management, screenings, including pap smear, and gynecology.

- **Maternity care** is covered in the medical benefits package to include care for newborn children of women veterans for up to 7 days after birth. VA is also mandated to implement pilot programs to provide child care to women veterans receiving medical care, and to provide readjustment services to women veterans. Infertility evaluation and limited treatments also are available.
- **Women Veterans Program Managers** are available at all VA facilities to help veterans seeking treatment and benefits.



The image is a promotional graphic for Vaya Health. At the top is the Vaya Health logo, which consists of three stylized mountain peaks in shades of blue. Below the logo, the text reads "VAYAHEALTH" in a bold, blue, sans-serif font. Underneath that, in a smaller, blue, sans-serif font, are the words "MENTAL HEALTH | SUBSTANCE USE DISORDER" and "INTELLECTUAL/DEVELOPMENTAL DISABILITIES". The next line of text is "Access to Care Line • 24/7 • Confidential" in a smaller, blue, sans-serif font. The most prominent text is the phone number "1-800-849-6127" in a large, bold, blue, sans-serif font. Below the phone number, in a smaller, blue, sans-serif font, is the text "Treatment information and crisis assistance in WNC". At the bottom of the graphic, the website "www.vayahealth.com" is written in a blue, sans-serif font. The background of the graphic is a light blue gradient with a silhouette of a mountain range at the bottom.

▶ **VISIT** www.va.gov **to learn more**

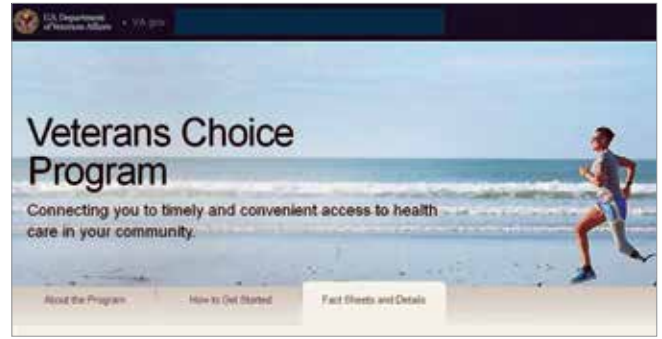
VETERANS COMMUNITY CARE PROGRAM

Learn more about the VA's Veterans Community Care Program by visiting their website at:

www.va.gov/COMMUNITYCARE/programs/veterans/VCP/index.asp

Veterans may be eligible to receive care through the Veterans Community Care Program based on one or more of the following conditions:

- Veteran needs a service not available at a VA Medical Facility
- Veteran lives in a state or U.S. territory without a full service VA Medical Facility
- Veteran qualifies under “Grandfather” provision, 40 miles (driving distance) from the nearest VA medical facility with a full-time primary care physician
- It is in the veterans best medical interest
 - The doctor and patient agree that this treatment should be provided by the community medical facility.
- VA is unable to schedule an appointment that is within both average driving time standards and wait time standards.



- 30-minute average drive time for primary care, mental health, and non-institutional extended care services (including adult day health care)
- 60-minute average drive time for specialty care
- 20 days for primary care, mental health care, and non-institutional extended care services.
- Care at the local VA medical facility is not providing care that meets VA's standards for quality

VA will work with the veteran to determine eligibility based on the above conditions and the veteran's specific circumstances.

- Community Care Call Center: **(877) 881-7618**

Call for additional information or to speak to one of our service agents on standby to assist you.

- VA Adverse Credit Helpline: **(877) 881-7618**

VA will help you resolve adverse credit reporting and debt collection issues because of using Veterans Choice

**VETERANS
LIFE CENTER
NORTH CAROLINA**


★

*A Facility
Like No
Other*

★

WEBSITE
VLCNC.ORG

EMAIL US
INFO@VLCNC.ORG



- | Residential facility for at-risk male and female 21st Century veterans. Located in Butner, NC.
- | Coordinated Care Program includes Mental and Behavioral Health Therapy, Life Skills Training, Spiritual and Family Counseling, Vocational Education, Mentorship. Services provided by our expert staff and community partners.
- | Full kitchen and dining facilities, computer room, fitness center, chapel, library, meditation garden which fosters wellness—a hallmark of our program

OUR GOAL IS SELF-RELIANCE FOR EACH OF THE HEROES WE SERVE. OUR PROGRAMS WILL HELP THEM FIND A CONSTRUCTIVE AND PERSONALLY-SATISFYING ROLE IN CIVIL SOCIETY.

It's your Duty to Sound Off about Hearing Loss!

You may be one of the 60% of returning combat veterans experiencing hearing loss or tinnitus if:

- You have difficulty hearing on the phone
- People ask you to turn the television down
- You often ask people to repeat themselves
- You have ringing in your ears

Contact us for consultation, training and specialized equipment. Make hearing health your next **mission**.

Your teammates, family and friends are counting on you to
Lead the Way!

There is no charge for our services.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Services for the
Deaf and Hard of Hearing

Veterans Liaison:
(919) 527-6930 (v)
800-851-6099 (v/tty)



VA MEDICAL FACILITIES SERVING NORTH CAROLINA

ASHEVILLE VA MEDICAL CENTER

CHARLES GEORGE
DEPARTMENT OF VETERANS
AFFAIRS MEDICAL CENTER
1100 Tunnel Road
Asheville, NC 28805
(828) 298-7911
www.asheville.va.gov

COMMUNITY CLINICS

FRANKLIN VA CLINIC
647 Wayah St.
Franklin, NC 28734-3390
(828) 369-1781

HICKORY VA CLINIC
2440 Century Place, SE
Hickory, NC 28602
(828) 431-5600

**MASTER SERGEANT
JERRY K. CRUMP VA CLINIC**
(formerly Rutherford
County VA)
2270 College Avenue,
Suite 145
Forest City, NC 28043
(828) 202-2735

SALISBURY VA MEDICAL CENTER

W.G. (BILL) HEFFNER
SALISBURY DEPARTMENT
OF VETERANS AFFAIRS
MEDICAL CENTER
1601 Brenner Avenue
Salisbury, NC 28144
(704) 638-9000
www.salisbury.va.gov

COMMUNITY CLINICS

SOUTH CHARLOTTE VA CLINIC
3506 W. Tyvola Rd.
Charlotte, NC 28208
(704) 329-1300

NORTH CHARLOTTE VA CLINIC
8601 University East Drive
Charlotte, NC 28213
(704) 597-3500

KERNERSVILLE VA CLINIC
1695 Kernersville
Medical Pkwy
Kernersville, NC 27284
(336) 515-5000

DURHAM VA MEDICAL CENTER

508 Fulton Street
Durham, NC 27705
(919) 286-0411
www.durham.va.gov

COMMUNITY CLINICS

BRIER CREEK VA CLINIC
8081 Arco Corporate Drive,
Suite 103
Raleigh, NC 27617
(919) 286-5220

CLAYTON-EAST

RALEIGH VA CLINIC
11618 US 70 Business
Highway West, Suites 100
and 200
Clayton, NC 27520
(919) 359-6810

GREENVILLE HCC

401 Moye Blvd.
Greenville, NC 27834
(252) 830-2149

HILLDALE RD. ANNEX

1824 Hilldale Road
Durham, NC 27705
(919) 383-6107

MOREHEAD CITY VA CBOC

5420 U.S. 70
Morehead City, NC 28557
(252) 240-2349

RALEIGH VA CBOC

3305 Sungate Blvd.
Raleigh, NC 27610
(919) 212-0129

RALEIGH II ANNEX

3040 Hammond
Business Place
Raleigh, NC 27603
(919) 899-6259

RALEIGH III VA CBOC

2600 Atlantic Ave, Ste 200
Raleigh, NC 27604
(919) 286-0411

FAYETTEVILLE VA MEDICAL CENTER

2300 Ramsey Street
Fayetteville, NC 28301
(910) 488-2120
(800) 771-6106
www.fayettevillenc.va.gov

COMMUNITY CLINICS

**BRUNSWICK COUNTY
VA CLINIC**
18 Doctors Circle Suite 2
Supply, NC 28462
(910) 754-6141

CUMBERLAND COUNTY VA CLINIC

7300 South Raeford Road
Fayetteville NC 28304
(910) 488-2120
(800) 771-6106

GOLDSBORO VA CLINIC

2610 Hospital Road
Goldsboro, NC 27909
(919) 731-4809

HAMLET VA CLINIC

100 Jefferson Street
Hamlet, NC 28345
(910) 582-3536

JACKSONVILLE VA CLINIC

4006 Henderson Drive
Jacksonville, NC 28546
(910) 353-6406

JACKSONVILLE 2 VA CLINIC

306 Brynn Marr Road
Jacksonville, NC 28546
(910) 353-6406

JACKSONVILLE 3 VA CLINIC

4 Josh Court
Jacksonville, NC 28546
(910) 353-6406

JACKSONVILLE 4 VA CLINIC

2580 Henderson Drive
Jacksonville, NC 28546
(910) 353-6406

JOHNSON AIR FORCE BASE VA CLINIC

1055 Jabara Avenue,
Building 2803
Goldsboro, NC 27531
(919) 722-1933

LEE COUNTY VA CLINIC

3112 Tramway Road
Sanford, NC 27332
(919) 775-6160

ROBESON COUNTY VA CLINIC

139 Three Hunts Drive
Pembroke, NC 28372
(910) 272-3220

ROBESON STREET VA CLINIC

2301 Robeson Street
Fayetteville, NC 28305
(910) 483-9727

WILMINGTON VA CLINIC

1705 Gardner Rd.
Wilmington, NC 28405
(910) 343-5300

HAMPTON VIRGINIA VA MEDICAL CENTER

100 Emancipation Dr.
Hampton, VA 23667
(757) 722-9961
www.hampton.va.gov



COMMUNITY CLINICS

ALBEMARLE VA CLINIC
1845 W City Drive
Elizabeth City, NC 27909
(252) 331-2191

CHESAPEAKE VA CLINIC
1987 S. Military HWY
Chesapeake, VA 23320
(757) 722-9961

PORTSMOUTH VA CLINIC
600 Crawford Street
The Crawford Building
Suites 300 and 400
Portsmouth, VA 23704

VIRGINIA BEACH VA CLINIC
244 Clearfield Ave
Suite 401
Virginia Beach, VA 23462
(757) 722-9961

WOMEN'S HEALTH

Woman veterans who are interested in receiving care at VA should contact the nearest VA Medical Center and ask for the Women Veterans Program Manager.

www.womenshealth.va.gov/WOMENSHEALTH/healthcare.asp

NORTH CAROLINA VA MEDICAL CENTERS

ASHEVILLE VAMC
1100 Tunnel Road
Asheville, NC 28805
(828) 298-7911

 **Women's Health Clinic**

DURHAM VAMC
508 Fulton Street
Durham, NC 27705
(919) 286-0411
(888) 878-6890

 **Women's Health Clinic**

FAYETTEVILLE VAMC
2300 Ramsey Street
Fayetteville, NC 28301
(910) 488-2120
(800) 771-6106

 **Women's Health Clinic**

KERNERSVILLE VAMC
1695 Kernersville Medical Pkwy
Kernersville, NC 27284

 **Women's Health Clinic**

SALISBURY VAMC
1601 Brenner Avenue
Salisbury, NC 28144
(704) 638-9000
(800) 469-8262

 **Women's Health Clinic**



TRAVEL REIMBURSEMENT

The VA is authorized to provide eligible veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail etc.), or when medically indicated “special mode” (ambulance, wheelchair van) transport for travel to and from VA, or VA authorized non-VA health care for which the veteran is eligible. Veterans qualify for travel benefits if:

- Veteran has a service-connected (SC) disability of 30% or more.
- Travel is in connection with care for SC disability
- Previous year income does not exceed maximum VA pension rate
- Projected income in travel year does not exceed maximum VA pension rate
- Travel is for a C&P exam
- Travel is to obtain a service dog
- Travel is in relation to VA transplant care

Generally beneficiaries may apply for travel orally or in writing generally at the facility where care was provided however, in some cases there may be an alternate process. For more information, go to the Beneficiary Travel Office at the treating facility or call (877) 222-8387 or visit: <https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>

NON-VA MEDICAL CENTER EMERGENCY CARE

Veterans are eligible for emergency care at non-VA facilities under certain circumstances. The 2010 Veterans

Emergency Care Protective Act enabled VA to reimburse veterans enrolled in VA health care for the remaining cost of emergency treatment if the veteran has outside insurance that only covers part of the cost.

If the non-VA emergency care is received, notification to the nearest VA health care facility must be made within 72 hours of hospitalization. VA payment is limited up to the point that veteran’s condition is stable for transport to a VA Facility.

The VA can also provide retroactive reimbursements for emergency care received or after July, 19, 2001, if considered appropriate under the circumstances.

DAV TRANSPORTATION NETWORK

Because many veterans lack transportation to and from VA medical facilities for needed treatment, the Disabled American Veterans (DAV) operates a nationwide Transportation Network to meet this need. Through the Transportation Network, DAV volunteers drive veterans to and from VA medical facilities for treatment. To request a ride, visit:

www.dav.org/veterans/i-need-a-ride/

VOLUNTEER DRIVERS NEEDED:

The DAV is always looking for volunteer drivers. If you are interested in volunteering in the DAV Transportation Network please visit:

www.dav.org/help-dav/volunteer/drive-a-van.

NC DISABLED AMERICAN VETERANS (DAV) TRANSPORTATION PROGRAM POCS

CALVIN E. TURNER
DURHAM VAMC
 508 Fulton St.
 Durham, NC 27705
 (919) 286-0411 EXT. 7810

RUPERT BENNETT
FAYETTEVILLE VAMC
 2300 Ramsey St., Rm. 58
 Fayetteville, NC 28301
 (910) 488-2120 EXT. 7302



JAMES A. MARTIN
SALISBURY VAMC
 1601 Brenner Ave.
 Bldg. 6 Rm. 1004
 Salisbury, NC 28144
 (704) 638-9000 EXT. 13904

ASHEVILLE VAMC
 1100 Tunnel Road, Room B421
 Asheville, NC 28805
 (828) 298-7911

HAMPTON, VA VAMC
 100 Emancipation Dr.
 Bldg. 135, Rm. 28
 Hampton, VA 23667
 (757) 722-9961

VA HOSPITAL TRANSPORTATION SERVICE PROGRAM

The Veterans Health Administration has a transportation program for non-ambulatory and remote VA patients. The Veterans Transportation Service (VTS) provides transport for veterans to VA Medical Centers (VAMCs). These services include vehicle routing and scheduling software for VA Medical Facilities.

While all veterans with VA funded medical appointments are eligible to ride VTS, a first priority is given to wheelchair-bound patients who have no other transportation alternatives. VTS is establishing a network of community and volunteer transportation services to improve access to VA health care, including the Durham VAMC.

RESERVATIONS ARE REQUIRED

Reservations are needed for transportation at least four full business days before the date of transport is needed. Specific information about the veteran is also required.

To see if services are available in your area, call:

- Asheville: (828) 298-7911 EXT. 2916
DAV: (828) 299-2569
- Durham: (919) 286-0411 EXT. 4793
DAV: (919) 286-0411 EXT. 7810
- Hampton, VA: (866) 544-9961 EXT. 3148
DAV: (757) 728-3148
- Fayetteville: (910) 488-2120 EXT. 5225
DAV: (910) 488-2120 EXT. 7302
- Salisbury: (704) 638-9000 EXT. 14439
DAV: (704) 638-9000 EXT. 13904

SCHEDULED VERSUS UNSCHEDULED APPOINTMENTS

Scheduled appointments qualify for round-trip mileage. Unscheduled visits may be limited to return mileage only.

In order to be eligible for travel benefits when transporting to VA care or treatment, a veteran must actually be incurring an expense. Should one or more veterans travel together in a private vehicle, only the owner of the vehicle is actually incurring expenses and therefore is the only person entitled to travel reimbursement. However, should multiple veterans share a vehicle where passengers must pay for their transport such as a taxi or where one veteran pays another for transportation, then all are entitled to travel reimbursement either at the mileage reimbursement rate or actual expense, whichever is less. Such persons must provide a receipt to indicate an incurred expense and to receive reimbursement. Find your local medical center for reimbursement rates.

CHAMPVA AND TRICARE

The Civilian Health and Medical Program of the U.S. Department of Veterans Affairs (CHAMPVA) is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The program is administered by Health Administration Center.

Due to the similarity between CHAMPVA and the Department of Defense (DOD) TRICARE program (sometimes referred to by its old name, CHAMPUS) the two are often mistaken for each other. CHAMPVA is a U.S. Department of Veterans Affairs (VA) program whereas TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. In some cases a veteran may look to be eligible for both/either program on paper. However, if you are a military retiree or the spouse of a veteran who was killed in action, you are and will always be a TRICARE beneficiary.

CHAMPA Customer Service: (800) 733-8387

Tricare Customer Service East Region: (800) 444-5445

▶ VISIT www.va.gov to learn more



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Mental Health,
Developmental Disabilities,
and Substance Abuse Services

NC RESOURCE CENTERS

Brain Injury Resource Offices are located throughout the state and are available to help you.



Statewide Family Helpline
(800) 377-1464



Online Help
www.bianc.net

TRAUMATIC BRAIN INJURY [TBI]

Major advancements in protective and medical technology have vastly increased survivability rates among wounded U.S. service members. They have also introduced new challenges to care for increasing numbers of veterans and service members with extremely complex injuries, particularly polytrauma and traumatic brain injury.

A Traumatic Brain Injury (TBI) happens when something outside the body hits the head with significant force. This could happen when the head hits a windshield during a car accident, when a piece of shrapnel enters the brain, or during an explosion of an improvised explosive device (IED).

Individuals who sustain a TBI may experience a variety of effects, such as an inability to concentrate, an alteration of the senses (hearing, vision, smell, taste, and touch), difficulty speaking, and emotional and behavioral changes.

If you experienced head trauma during your service, please contact the VA to schedule an examination. To learn more about TBI, visit www.polytrauma.va.gov

Each service member will have their own experiences. However, almost all service members will need time to readjust after being in a war zone.

TRAUMA AND PTSD

Post Traumatic Stress Disorder (PTSD) is a mental health issue that can occur after someone goes through a traumatic event such as war, assault, disaster, or a car accident. Most people have some stress reactions after a trauma.

Each service member will have their own experiences. However, understand that almost all service members will need time to readjust after being in a war zone. This can be especially intense during the first months at home. Common stress reactions are a normal part of readjustment.

The stigma of mental health issues can be a huge barrier for people who need help, but knowing when and how to get help is actually part of military training.

Visit your local Vet Center if you would like to talk to someone about what you are experiencing.

You can also learn more about PTSD at ptsd.va.gov

ASHEVILLE VAMC

(828) 299-2519 EXT: 2519

DURHAM VAMC

(919) 286-0411 EXT: 176073
(888) 878-6890

FAYETTEVILLE VAMC

(910) 488-2120 EXT: 5483

SALISBURY VAMC

VAMC PTSD RESOURCES
OUTPATIENT THERAPY UNIT
INPATIENT THERAPY UNIT

KERNERSVILLE HCC

(336) 515-5000 EXT: 21232

FAYETTEVILLE HCC

(910) 488-2120 / 800-771-6106

GREENVILLE HCC

(252) 830-2149

CHARLOTTE HCC

(704) 329-1300



ONLINE MANAGEMENT

Managing your health information appointments, prescriptions, labs, blood tests, and even exchanging messages with your health care team has never been easier.

My HealthVet, your online Personal Health Record, helps you gain a better understanding of your health status and allows you to explore a variety of ways to monitor and improve your health, 24 hours a day/7days a week.

To get the most out of My HealthVet, veterans are urged to visit their local VA health care facility to get an upgraded account, known as In-Person Authentication (IPA). This simple process allows you to use My HealthVet to:

- View your VA appointments
- Access VA wellness reminders
- Communicate online through secure messaging
- View laboratory results and more

To begin using My HealthVet, register today at www.myhealth.va.gov.



PTSD MOBILE APP

**FREE PTSD COACH DOWNLOAD FROM:
ITUNES (IOS)* AND GOOGLE PLAY (ANDROID)***

PTSD Coach has now been downloaded over 100,000 times in 74 countries around the world. The PTSD Coach app can help you learn about and manage symptoms that commonly occur after trauma. Features include: Reliable information on PTSD and treatments that work; tools for screening and tracking your symptoms; Convenient, easy-to-use skills to help you handle stress symptoms; direct links to support and help; always with you when you need it.

Together with professional medical treatment, PTSD Coach provides you dependable resources you can trust. If you have, or think you might have PTSD, this app is for you. Family and friends can also learn from this app.

DOWNLOAD THE MOBILE APP

Free PTSD Coach download from: iTunes (iOS)* and Google Play (Android)*. Also see PTSD Coach ONLINE: 17 tools to choose from available for desktop. PTSD Coach was created by the VA's National Center for PTSD and the DoD's National Center for Telehealth and Technology.

NOTE: PTSD is a serious mental health condition that often requires professional evaluation and treatment. PTSD Coach is not intended to replace needed professional care.



High-quality, confidential **mental health care** for veterans, service members, and their families.



📍 Visit a clinic in **Fayetteville** or **Jacksonville**, or via CVN Telehealth, available statewide.

LEARN MORE: cohenveteransnetwork.org



We know you've pushed yourself to the limits to support the mission. Now, we believe it's time to put your health and wellness first.

NORTH CAROLINA'S LEADING HEALTH AND WELLNESS COMMUNITY FOR VETERANS

Team RWB offers events, training, and programming to build a healthy lifestyle no matter where you are on your journey.

WORKOUT ON YOUR TIME

Get your fit on! Wherever and whenever you want with the Team RWB App.

FIND YOUR SQUAD

Join activity groups and connect with veterans and service members of all branches and eras.

TRAIN WITH EXPERTS

Complete training plans and programming developed with you in mind.

ATTEND EVENTS

Attend local events across North Carolina with Team RWB members. We're not all talk and no sweat.

PUSH YOURSELF

Earn badges, bragging rights, and so much more.



@teamrwb



Alliance Health

The Alliance Health Veterans Point of Contact oversees and enhances the Local Management Entity/Managed Care Organization's efforts to effectively meet the behavioral health needs of military personnel, veterans and their families.

The Veterans Point of Contact assists Alliance Health in:

- Identifying Service Members, Veterans and their families in the Alliance Health region (Wake, Durham, Johnston and Cumberland counties) who are in need of and/or seeking behavioral health services.
- Advocating for this target population in the Alliance needs assessment process to help ensure that any unique behavioral healthcare needs are understood and addressed.
- Educating community partners throughout the Alliance region about the behavioral healthcare services available to qualifying service members, veterans and their families.

Alliance Health is the managed care organization for public behavioral healthcare for the citizens of Durham, Wake, Cumberland and Johnston counties in North Carolina.

You can reach Alliance via our Access and Information Line 24/7 at 1-800-510-9132

AllianceHealthPlan.org



Returning Veterans and Possible Behavioral Health Issues

“Although the majority of veterans who return from deployment do not have a behavioral health condition and have not experienced a traumatic brain injury (TBI) all service members, veterans, and family members experience a period of readjustment as they reintegrate into life with family, friends and community. Behaviors needed to survive in war zone, such as maintaining a constant state of alertness, may initially translate into troublesome behaviors in civilian life.” ~SAMHSA, 2012.

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (MH/DD/SA) with its **Local Management Entities-Managed Care Organizations (LME-MCOs)** provides mental health, developmental disabilities, including TBI and substance use services through a network of community-based agencies in all of the state’s 100 counties.

Services and supports are available to address the full continuum of care including crisis intervention, prevention, treatment, and recovery supports for both adults and children. Program services are accessed by contacting the LME/MCO contracted to provide services in your county. To find out which LME/MCO your county is assigned to please visit the DMH/DD/SAS website at ncdhhs.gov/mhddsas/lmeonblue.htm or you can call the customer service and community rights call center at (855) 262-1946. The LME/MCO can also assist individuals needing to access the services provided by the Division of State Operated Health Facilities (DSOHF). Applications for care at the state psychiatric hospitals, the Alcohol and Drug Treatment Centers and the Developmental Centers can be made through your local LME/MCO, or see page 90.



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Mental Health,
Developmental Disabilities,
and Substance Abuse Services

Other Programs that Might Be of Interest:

The TASC (Treatment Alternatives for Safe Communities) Program works with individuals involved in the criminal justice system. TASC will work with individuals, families, and probation officers to arrange for treatment and other support services. For more information about TASC services in your community please see the contact information here: www.nctasc.net/main/providermap-t.php

Driving While Impaired Services (DWI) works with those individuals who have been convicted of Driving While Impaired to arrange interventions or treatment so that driving privileges can be restored. Contact the program by calling (919) 733-0566. For more information about DWI-related services in your community please see the contact information here: www.ncdhhs.gov/mhddsas/services/dwi/locateservices.htm

North Carolina Peer Support Specialist Program – Veterans interested in becoming a certified Peer Support Specialist can contact the Peer Support Specialist Program managed by the University of North Carolina School of Social Work. For more information, go to pss.unc.edu/

How to Access Services Locally:

Accessing services begins with a phone call to the LMEMCO; additional information is also available on the LME/ MCO’s website. Each LME/MCO has a trained Veteran Point of Contact as well as a specific TBI Point of Contact who can assist service members, veterans, and their families seeking services. Refer to page 65 for a list of 24/7 access numbers, the LME/ MCO website address and the **Veteran Point of Contact**.

MH/DD/SA is a member of the Governor's Working Group on veterans, service members, and their families. This group is comprised of federal, state, and local agencies who meet regularly to identify the needs and to develop strategies to meet the needs of our military-connected citizens. The North Carolina MH/DD/SA is proud to serve those who have served.

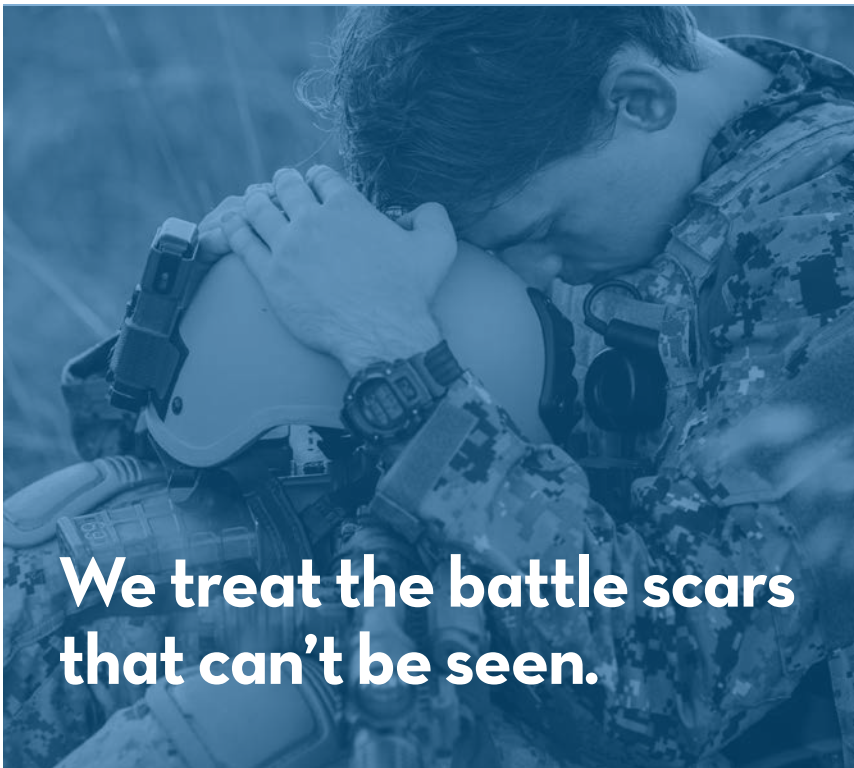
THE DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICE

North Carolina's Division of Mental Health, Developmental Disabilities, and Substance Abuse Services offers behavioral health services to those who have served in the active or reserve components of the U.S. Armed Forces, are a veteran or a family member.

ACCESS SERVICES LOCALLY

Accessing services begins with a phone call to the LME/MCO; additional information is also available on the LME/MCO's website.

Each LME/MCO (Local Management Entity/Managed Care Organization) has a trained Veteran Point of Contact as well as a specific TBI Point of Contact who can assist service members, veterans, and their families seeking services. DMH/DD/SAS is a member of the Governor's Working Group on veterans, service members, and their families. This group is comprised of federal, state, and local agencies who meet regularly to identify the needs and to develop strategies to meet the needs of our military-connected citizens. The North Carolina DMH/DD/SAS is proud to assist those who have served our country. Refer to map on page 90.



We treat the battle scars that can't be seen.



Intensive, evidence-based PTSD & mental health treatment within HopeWay's integrated, holistic model of care



[HopeWay.org/veterans-program](https://www.HopeWay.org/veterans-program)

1-844-HOPEWAY

1717 Sharon Road West
Charlotte, NC 28210

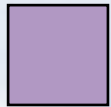
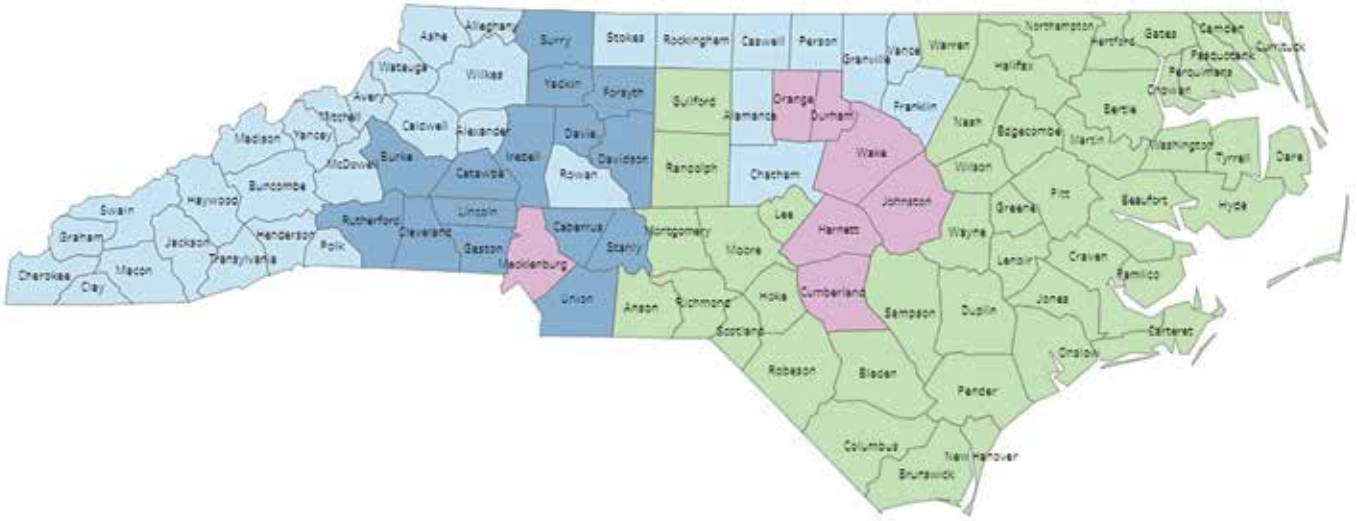
HopeWay is a 501(c)3 organization.



LOCAL MANAGEMENT ENTITY/MANAGED CARE ORGANIZATIONS (LME/MCOS)

NCDHHS CURRENTLY HAS 4 LME/MCOS OPERATING UNDER THE MEDICAID 1915 B/C WAIVER

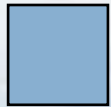
LME-MCO MILITARY AND VETERANS CONTACTS



ALLIANCE HEALTH OFFICE
www.alliancehealthplan.org
 Phone: (919) 651-8401
 Crisis Line: (800) 510-9132



TRILLIUM HEALTH RESOURCES OFFICE
www.trilliumhealthresources.org
 Phone: (866) 998-2597
 Crisis Line: (877) 685-2415



PARTNERS BEHAVIORAL HEALTH MANAGEMENT OFFICE
www.partnersbhm.org
 Phone: (704) 884-2501
 Crisis Line: (888) 238-4673



VAYA HEALTH
www.vayahealth.com
 Phone: (828) 225-2785
 Crisis Line: (800) 849-6127



▶ VISIT www.ncdhhs.gov to learn more

DIVISION OF SOCIAL SERVICES

The North Carolina Division of Social Services (DSS) provides guidance and technical assistance to agencies that provide services that address issues associated with poverty, family violence, exploitation, and more. Our goal is to ensure proper quality of life and prevent other problems in vulnerable individuals and populations. We promote self-reliance and self-sufficiency. Services offered include:

Adoption	Independent Living Services for Foster Children (LINKS)
Child Protective Services	Low-Income Energy Assistance
Child Support Enforcement	Pregnancy Services
Emergency Assistance	Refugee Services
Short-Term Financial Assistance	Safe Surrender (Newborn Surrender)
Food & Nutrition Services	Work First Cash Assistance
Foster Care	County Social Services Directory

Applications for benefits can be taken at all 100 DSS offices across the state.

Contact your county DSS for information about the types of documents you must provide when you apply. Staff at the county DSS will assist you with this process, or call DHHS Customer Service Center at (800) 662-7030. A list of County Departments of Social Service Offices can be found at:

www.ncdhhs.gov/dss/

VAMC MENTAL HEALTH POINTS OF CONTACT

FACILITY: Asheville
CONTACT: (828) 298-7911, Ext. 2009

FACILITY: Durham
CONTACT: (919) 286-0411, Ext. 176073/176074
(888) 878-6890 x6073/6074

FACILITY: Fayetteville
CONTACT: (910) 488-2120
(800) 771-6106

FACILITY: Salisbury
CONTACT: (704) 638-9000, Ext. 14190



Residential Substance Abuse Treatment

TROSA's multi-year residential program provides stable housing in a supportive community at no cost to all residents. Program graduates also have the option of utilizing our additional housing and continuing care services.

The Veterans Administration (VA) works closely with TROSA to ensure graduates leave with permanent housing and long-term employment.

TROSA is free of charge to anyone with a substance abuse problem who wants to change their life.

Learn more about how we can help
(919) 419-1059 www.trosainc.org



Services we provide:

Supportive housing, meals, clothing, medical, education, vocational training, life skills, mental health, employment services, continuing care

Honesty • Courage • Commitment • Community

(919) 419-1059 www.trosainc.org



Red Cross Resources

You serve our nation. We are honored to serve you.

Linking Military Families during an Emergency

Red Cross workers use advanced communications technologies to link service members with their families. Our Emergency Communications Center quickly and efficiently obtains the required information and sends emergency communication messages to service members of every branch of service wherever in the world they happen to be. **For assistance call (877) 272-7337**

Board of Veteran's Affairs

The Red Cross assists claimants who seek to appeal to the Board of Veterans' Appeals (BVA). This work is done by Red Cross staff at the BVA as well as a network of State Work-Share Representatives who are accredited by the Department of Veterans Affairs to work on behalf of the Red Cross. Call 1-800-RedCross (1-800-733-2767) or your local chapter for more information. Find your local chapter at RedCross.org/Local

Providing Resiliency Training

Families back home count on the Red Cross to provide training that promotes resiliency and preparedness to help them cope with the challenges of military life. The Red Cross also provides a variety of preparedness and job skill training. Contact your local chapter for more information. RedCross.org/Local

Connecting Families with Local Community Resources

Building on its trusted presence in communities across the nation and on military installations around the world, the Red Cross links military families to local resources and support services. Contact your local chapter for more information.

Find your local chapter

RedCross.org/Local

Find more about our services to military families

RedCross.org/SAF




▶ VISIT ncdhhs.gov to learn more



American Red Cross

Supporting America's Military Families

Get Immediate Assistance 

If your military family has an emergency need for communication, please call the American Red Cross at (877) 272-7337.

Region	Local Office Phone Number	Counties Covered By This Location
Triangle Area Chapter	(919) 231-1602 Raleigh, NC	Chatham, Wake, Warren, Johnston, Lee, Franklin
Central NC Chapter	(919)-489-6541 Durham, NC	Durham, Orange, Person, Granville, Vance
Cape Fear Area Chapter	(910) 762-2683 Wilmington, NC	Brunswick, Carteret, Columbus, Craven, Duplin, Greene, Jones, Lenoir, New Hanover, Onslow, Pamlico, Pender, Wayne
North East NC Chapter	(252)-977-1720 Rocky Mount, NC	Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Halifax, Hertford, Hyde, Martin, Nash, North Hampton, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wilson
Sandhills Area Chapter	(910)-867-8151 Fayetteville, NC	Bladen, Cumberland, Harnett, Hoke, Moore, Richmond, Robeson, Sampson, Scotland
Charlotte Metro Chapter	(704) 376-1661 Charlotte, NC	Iredell, Mecklenburg
Southern Piedmont Chapter	(704) 283-7402 Concord, NC	Anson, Cabarrus, Montgomery, Rowan, Stanly, Union
Piedmont Triad Chapter	(336) 333-2111 Greensboro, NC	Alamance, Caswell, Davidson, Randolph, Rockingham, Stokes, Surry, Yadkin
Blue Ridge Piedmont Chapter	(828) 322-4151 Hickory, NC	Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Gaston, Lincoln, Watauga, Wilkes
Asheville-Mountain Area Chapter	(828) 258-3888 Asheville, NC	Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

American Red Cross
Emergency Communication Services
Call Toll-Free (877) 272-7337

They serve our nation.
We are honored to serve them.

▶ VISIT www.va.gov to learn more



IT'S YOUR CALL

© VHA/2011

1-800-273-8255 PRESS 1

**Veterans
Crisis Line**



• • • Confidential chat at VeteransCrisisLine.net or text 838255 • • •

Do you feel this way?

- I'm lost in a health care system
- I just don't care anymore
- I feel like hurting myself or others
- People keep telling me I've changed
- I have a short fuse
- I seem to be drinking more
- I can't sleep
- I don't have the patience I need with my kids

VOLUNTARY, CONFIDENTIAL, FREE and PROFESSIONALLY STAFFED

NORTH CAROLINA NATIONAL GUARD HELP LINE
1-855-322-3848

CURRENT NC NATIONAL GUARD MEMBERS AND FAMILIES

► VISIT challenge.ncgwg.org to learn more

THE NORTH CAROLINA GOVERNOR'S CHALLENGE

TO PREVENT SUICIDE AMONG SERVICE MEMBERS, VETERANS AND THEIR FAMILIES (SMVF)



NC Governor's Challenge Team

THE CHALLENGE

The Governor's Challenge is a call to action, asking state military and civilian interagency teams to embark on a process of collaborating, planning, and implementing suicide prevention best practices and policies for Service Members, Veterans, and their Families (SMVF) statewide.



What Are We Doing in NC

North Carolina's three priority areas based on the Veterans Administration National Suicide Prevention Strategy: Identify SMVF and screen for suicide risk, promote connectedness and

improve care transitions. Educate the public about limiting access to lethal means and improve safety planning.

What We Know About Suicide in the U.S.

Someone dies from suicide every minutes—and over the past two decades, suicide rates have increased in every state across the country. For the first time in recent generations, life expectancy is decreasing due to suicide.

According to the latest research:

- There were **1.4 million attempts** and more than **47,000 deaths** from suicide.
- Suicide is at its **highest level** and is **still rising**.
- Rural counties are being hit the hardest with **suicide rates double** the rate in urban counties.
- There has been an alarming **50% increase of suicide rates** among women.

Suicide touches whole communities. Each person who dies by suicide leaves behind 135 people who knew that person.



► VISIT ncdhhs.gov to learn more

DIVISION OF AGING AND ADULT SERVICES

In support of the mission, vision, and values of the NC Department of Health and Human Services, the Division of Aging and Adult Services (DAAS) works to promote independence and enhance the dignity of North Carolina's older adults, persons with disabilities, and their families through a community-based system of opportunities, services, benefits, and protections; to ready younger generations to enjoy their later years; and to help society and government plan and prepare for the changing demographics of the population.

Services available for adults of all ages are provided by a variety of auspices such as agencies serving primarily older adults, licensed home care agencies, and county departments of social services. The services span a wide spectrum of care listed below. www.ncdhhs.gov/divisions/daas

Adult Day Care	Housing and Home Improvement
Adult Day Health Car	Individual & Family Adjustment Services
Adult Placement Services	In-home Aide
Adult Protective Services	Legal
At-Risk Case Management	Mental Health Counseling
Care Management	Options Counseling
Congregate Nutrition	Personal and Family Counseling
Consumer Directed	Project Care
Family Caregiver Support	Respite – Group / Institution
Foster Care Services for Adults	Senior Centers
Guardianship Services	Senior Companion
Health Promotion Disease Prevention	State-County Special Assistance for-adults
Health Screening	State-County Special Assistance for-adults In-Home program
Health Support Services	Transportation General Medical
Home Delivered Meals	Veterans Affairs NC Division of Veterans Affairs US Department of Veterans Affairs

DIVISION OF SERVICES FOR THE BLIND (DSB)

“Welcoming our veterans with disabilities adapting to employment and independent living”

Since 1935, the North Carolina Division of Services for the Blind (DSB) has provided services to people who are visually impaired, blind and deaf-blind to assist them with reaching their goals of independence and employment. DSB has vocational rehabilitation, independent living, medical eye care and Business Enterprises programs. DSB partners with the Veterans Administration VIST Programs that provide services to veterans who have severe visual impairments.

- A veteran does not need to be legally blind to receive services from DSB. Some of DSB's services include:
- Assistive Technology Assessments and Training
- Vocational/Career Training
- Transition-Age Services
- Supported Employment Services
- Career Counseling and Job Placement Assistance
- Rehabilitation Center Instruction
- In-Home & Community-Based Independent Living Skills Training
- Counseling & Guidance
- Information and Referral
- Low Vision Assessments and Adaptive Aids
- In-Home Labeling of Appliances
- Safe Travel Training (Orientation & Mobility)

Contact DSB at 1-866-222-1546 or contact your closest local office at the number below. You can also contact a DSB Social Worker for the Blind at your local Department of Social Services office.

Asheville (800) 422-1881

Raleigh (800) 422-1871

Charlotte (800) 422-1895

Greenville (800) 422-1877

Wilmington (800) 422-1884

Fayetteville (800) 422-1897

Winston-Salem (800) 422-0373

Elizabeth City (252) 338-2126 Ext. 179

NORTH CAROLINA ASSISTIVE TECHNOLOGY PROGRAM (NCATP)

The North Carolina Assistive Technology Program (NCATP) is a state program under the Division of Vocational Rehabilitation Services that can assist veterans with disabilities in transitioning smoothly back to civilian life. NCATP provides assistive technology device demonstrations, short-term device loans, assessments, training, public awareness and technical assistance to individuals, family members and organizations needing assistive technology services. NCATP has offices across the state providing services to all N.C. citizens regardless of age and/or disability. For a full listing, please visit the NCATP website at:

www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program

(919) 855-3500 Administrative Number
(919) 715-1776 Fax
NCATP
2801 Mail Service Center
Raleigh, NC 27699-2801

NON-AMBULATORY TRANSPORTATION SERVICES



OWL, Inc. provides non-ambulatory transportation services for veterans who require mobility assistance and who have been authorized by the Veterans Health Administration to receive transportation services. Transportation services are available to all VA Medical Facilities in the DURVAMC Catchment area-including CBOCs, Dialysis Centers and HCCs. Services are available 24/7.

Please call four days in advance to arrange transportation.

Offices Servicing the Durham VAMC Network:

Durham Office	Raleigh Office
3310 Croasdaile Drive	4801 Glenwood Ave.
Ste. 301	Ste. 200
Durham, N.C. 27705	Raleigh, N.C. 27612
Office (919) 864-8461	Office (919) 864-8461

DIVISION OF VOCATIONAL REHABILITATION SERVICES

“Welcoming our veterans with disabilities adapting to employment and independent living”



The Division of Vocational Rehabilitation Services (DVRS) can assist veterans with disabilities in transitioning smoothly back to civilian life. DVRS offers counseling, training, education, transportation, job placement, assistive technology and other support services to people with the following disabilities:

- Physical
- Psychiatric
- Intellectual and/or developmental
- Substance abuse
- Deaf or hard of hearing or have other communicative disorders
- Any other disability that affects a person’s ability to work or live independently.

These services help people with disabilities live and work independently in their community.

DVRS (known to many simply as “VR”) has local field offices and facilities that serve every county in North Carolina. DVRS also directly serves businesses and other organizations by linking them to individuals who are well-matched for jobs with these entities. Contact DVRS at:

www.ncdhhs.gov/dvrs

1-800-689-9090
TTY (919) 855-3579
VP (919) 324-1500
Fax (919) 733-7968

Mailing Address:
NCDVRS
2801 Mail Service Center
Raleigh, NC 27699-2801

We Connect. We Educate. We Advocate.



Alcohol / Drug Council of North Carolina

Substance Use & Mental Health Recovery Support Resources

We Care. Let's Connect.

1.800.688.4232

ALCOHOL DRUG HELP .ORG



The Alcohol / Drug Council of North Carolina is partially supported by the Division of Mental Health, Developmental Disabilities and Substance Abuse through a Substance Abuse and Mental Health Services Administration Grant.



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES Division of Mental Health, Developmental Disabilities and Substance Abuse Services

NC STATE-OPERATED HEALTHCARE FACILITIES

Purpose of the Division of State Operated Healthcare Facilities:

We are a system of state operated healthcare facilities that respects the dignity of individuals. We provide individualized, compassionate, efficient, quality care to citizens of North Carolina with developmental disabilities, substance use disorders and psychiatric illnesses and whose needs exceed the level of care available in the community.

ALCOHOL AND DRUG ABUSE TREATMENT CENTERS

Julian F. Keith ADATC
201 Tabernacle Road
Black Mountain, NC 28711
Phone: (828) 257-6200
Fax: (828) 257-6300

R. J. Blackley ADATC
100 H Street
Butner, NC 27509
Phone: (919) 575-7928
Fax: (919) 575-7260

Walter B. Jones ADATC
2577 West 5th Street
Greenville, NC 27834
Phone: (252) 830-3426
Fax: (252) 707-5274

DEVELOPMENTAL CENTERS

Caswell
2415 West Vernon Ave.
Kinston, NC 28504-3321
Phone: (252) 208-4000
Fax: (252) 208-4238

J. Iverson Riddle
300 Enola Road
Morganton, NC 28655
Phone: (828) 433-2731
Fax: (828) 433-2820

Murdoch
PO Box 3000
1600 East C Street
Butner, NC 27509
Phone: (919) 575-1000
Fax: (919) 575-1007

NEURO-MEDICAL TREATMENT CENTERS

Black Mountain
932 Old US 70
Black Mountain, NC 28711
Phone: (828) 259-6700
Fax: (828) 669-3177

O'Berry
400 Old Smithfield Rd
Goldsboro, NC 27530
Phone: (919) 581-4001
Fax: (919) 581-4005

Longleaf
4761 Ward Boulevard
Wilson, NC 27893
Phone: (252) 399-2112
Fax: (252) 399-2137

PSYCHIATRIC HOSPITALS

Cherry
1401 W. Ash St.
Goldsboro, NC 27530
(919) 947-7000

Central Regional
300 Veazey Road
Butner, NC 27509
Phone: (919) 764-2000
Fax: (919) 764-7338

Broughton
1000 South Sterling St.
Morganton, NC 28655
Phone: (828) 433-2111
Fax: (828) 433-2292

RESIDENTIAL PROGRAMS FOR CHILDREN

Whitaker Psychiatric Residential Treatment Facility
1003 12th Street
Butner, NC 27509
Phone: (919) 575-7927
Fax: (919) 575-7895

Wright School
3132 North Roxboro St.
Durham, NC 27704
Phone: (919) 560-5790
Fax: (919) 560-5795



The NC Department of Military and

Veterans Affairs issued 7389 scholarships across the state between Fiscal Years 2020-2021, 2021-2022, and 2022-2023.



The Division of Services for the Deaf and Hard of Hearing (DSDHH)

serves individuals who are **Deaf, Hard of Hearing, Deafblind**, along with **their families** and the **communities** they live in, helping to achieve **equal access, effective communication** and a **better quality** of life for all North Carolinians.

DSDHH has seven Regional Centers across the state serving more than 1.2 million North Carolinians impacted by hearing loss.

Everyone is eligible and there is **no cost** for our services.

Veterans Liaison:
(919) 527-6930 (v)
(800) 851-6099 (v/tty)
ncdhhs.gov/dsdhh



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services

Struggling with Alcohol / Drug use?

Let us help.

Confidential counseling
at no cost to
NC Air & Army
National Guard Members



Contact us for
referrals to a licensed
counselor in your area

919.909.1317

bmonforti@alcoholdrughelp.org
www.alcoholdrughelp.org



Brenda Monforti

Director, NCNG SBIRT Voucher Program
Alcohol/Drug Council of NC

SBIRT

Screening, Brief
Intervention, and
Referral to Treatment

Partnership for
Early Intervention
Support Services



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services

The Alcohol / Drug Council of North Carolina is partially supported by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services through a Substance Abuse and Mental Health Services Administration Grant.

YOU SERVED YOUR COUNTRY NOW LET US SERVE YOU

Skilled Nursing Care



NC State Veterans Homes



BLACK MOUNTAIN



KINSTON



KERNERSVILLE



SALISBURY

FUTURE PROPOSED LOCATION

FAYETTEVILLE

FUTURE PROPOSED LOCATION

WAKE COUNTY

NORTH CAROLINA STATE VETERANS HOMES

The N.C. Department of Military and Veterans Affairs runs 5 State Veterans Homes with 449 skilled care beds, employing over 750 North Carolinians.



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HEALTHCARE 2024 2025

The State of North Carolina is proud to offer four full-service State Veterans Homes. The W.G Hefner Medical Center campus in Salisbury, with other locations in Kinston, Black Mountain, and Kernersville.

Please call our office at (844) 624-8387 for further information. Our primary mission is to provide high quality care to veterans, which will improve their quality of life. At the North Carolina State Veterans Homes, we know how to meet the special needs of our veterans.

MISSION

“To provide quality health care services in a professional and ethical manner, ensuring the trust, confidence and respect of our veteran residents, their families, employees, and the communities we serve”

The NC State Veterans Homes provide skilled nursing care to all eligible veterans. All of the NC State Veterans Homes are certified by VA Medical Centers of jurisdiction, Medicaid, Medicare, and the Joint Commission. In addition to our existing, NC State Veteran Homes, we have two future proposed homes in both Forsyth and Wake counties.

Our professional staff and volunteers are committed to providing quality, comprehensive, short term or long term care with an extra warm and personal touch. It is important each veteran feels we are not just a skilled nursing facility, but an actual “home” in every sense of the word. Every individual is of vital interest to us and we ensure that our focus is the total needs of the resident. Through quality care and constant companionship, we strive to make every day an experience worth living.

We encourage veterans and family members to arrange a pre-admission tour and meeting at your convenience. This will let you see first-hand the care and warmth of our homes as well as give you the opportunity to ask questions about the facility, or visit www.Milvets.NC.Gov for a link to a virtual tour.



LONG-TERM CARE ELIGIBILITY

We serve all qualified North Carolina veterans. The rate of payment is based on a daily per diem rate established by the NC Veterans Commission.

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2024-2025 HEALTHCARE

TO BE ELIGIBLE, A VETERAN MUST:

- **Have served** in the Armed Forces for other than training purposes.
- **Have been** discharged under honorable conditions from the United States Armed Forces.
- **Have resided** in North Carolina at least 24 months prior to the date of admission.
- **Be referred** by a licensed physician and be in need of skilled nursing care (physician orders).
- **Be disabled** by reason of age, disease, or other reasons determined through a physical exam. Our facility must be able to meet the need of the resident.

DEDICATED TO EXCELLENCE

Our highly skilled professional staff provides exceptional care and activities to enrich individuals.

- Comfort and security which encourages independence, meets individual needs and emphasizes personal choice.
- Comfortable, spacious accommodations in an attractive environment.

- Care provided by registered nurses, licensed practical nurses, and certified nursing assistants under the direction of licensed physicians.
- Registered dietician on staff.
- Experienced social workers to assist veterans and families.
- Veterans Service Officer to assist veterans and families in applying for VA Benefits.
- Licensed by the State of North Carolina and approved for Medicare, Medicaid, and third party insurance.
- Complete team of therapists provide physical, occupational, and speech therapy within the facility.
- Specially designed therapeutic recreational programs directed by activity personnel on each unit.
- Full range of in-house activities, community outings, and programs involving local volunteer groups.
- Special programs throughout the year honoring veterans.
- Three of our homes are 5 star rated and we expect our forth home to earn that distinction as well.

Hospital care provided by either the VA Medical Centers or local hospitals.

BLACK MOUNTAIN

100-bed home for Veterans



Location:

62 Lake Eden Road
Black Mountain, NC
28711

Phone:

(828) 257-6800

Visiting hours:

8AM to 8PM

Certifications:

Medicaid
Medicare
Joint Commission

SERVICES OFFERED:

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, private chapel, counseling services, family support group meetings, laundry, volunteer services, medication management, psychiatry, MSW social worker, aquatic therapy, barber/beauty shop services.



KERNERSVILLE

120-bed home for Veterans



Location:

1795 Kernersville
Medical Pkwy
Kernersville, NC
27284

SERVICES OFFERED:

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical and aquatic therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, chapel and mediation rooms, counseling services, family support group meetings, laundry, volunteer services, medication management, MSW social worker, barber/beauty shop services.

Phone:

(743) 209-3042

Visiting hours:

9AM to 6PM

Certifications:

Medicaid
Medicare
Joint Commission



KINSTON

100-bed home for Veterans



Location:

2150 Hull Road
Kinston, NC 28504

Phone:

(252) 939-8000

SERVICES OFFERED:

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, private chapel, counseling services, family support group meetings, laundry, volunteer services, medication management, psychiatry, MSW social worker, aquatic therapy, barber/beauty shop services.

Visiting hours:

8AM to 8PM

Certifications:

Medicaid
Medicare
Joint Commission





SALISBURY

99-bed home for veterans

Location:
1601 Brenner Ave.
Building #10
Salisbury, NC 28144

Phone:
(704) 638-4200

Visiting hours:
8AM to 8PM

Certifications:
Medicaid
Medicare
Joint Commission

SERVICES OFFERED:
Semi-private rooms/private rooms (additional cost), 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, counseling services, family group meetings, laundry, volunteer services, management, psychiatry, MSW social worker, barber/beauty shop services.





≡ *Taking Care of Our Own* ≡

If You, your Family, your Airman,
your Soldier, your Wingman, or
your Battle Buddy need support....
call today!

Problem Gambling

Recovery is possible and treatment works.

If a veteran's gambling is causing problems in their relationships, finances or interferes with their work, they may be struggling with problem gambling. We call it problem gambling because it is meant to encompass anytime gambling causes problems.

- Have there ever been periods, lasting 2 weeks or longer, when you spent a lot of time thinking about your gambling experiences or planning out future gambling ventures or bets?
- Have you ever tried to stop, cut down or control your gambling?
- Have you ever lied to family members, friends or others about how much you gamble or how much money you lost gambling?

If someone answered yes to one or more questions above, a no cost treatment is available to them and to their loved ones.

call our 24/7 toll free helpline: 1-877-718-5543

text: morethanagamenc to 53342

visit: www.morethanagamenc.com



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



North Carolina Problem Gambling Program

1-877-718-5543

morethanagamenc.com

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