

10 ways to get the care and support you need from VA during COVID-19



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A coronavirus disease (COVID-19) resource for Veterans aged 65 years and older

We know that the risk of severe illness from COVID-19 increases with age. And adults aged 65 and older are at the highest risk of hospitalization and poor outcomes. We're here to connect you with the information and resources you need to stay healthy during this time.



Follow these 10 steps to get care and support from VA during this time:

- 1. If you're not enrolled in VA health care, find out if you're eligible and how to apply.** If you weren't eligible for VA health care in the past but you've had a decrease in income, you may be eligible now. Find out at www.va.gov/health-care/eligibility/.
- 2. Stay informed about how COVID-19 may impact your VA health care and other benefits.** Get the latest updates at www.va.gov/coronavirus-veteran-frequently-asked-questions/.
- 3. Get care when you need it.** Please don't delay routine health appointments. If you have a health concern, contact us. We're here and can provide you with safe care by phone, video, or in person. Call your provider, send a secure message, or schedule an appointment online.
- 4. Make sure you have enough of your prescription medicines.** Order your new prescription as soon as you can. Always order at least 10 days before you need more. Learn more about refilling VA prescriptions online at www.va.gov/health-care/refill-track-prescriptions/.
- 5. Get your flu shot.** Both the flu and COVID-19 can lead to serious illness and even death, especially in people over age 65. They may be even more dangerous if you get them at the same time. Getting a flu vaccine is an essential part of protecting your and your family's health this season. It's the best protection against flu available.

If you're enrolled in VA health care, you can get a no-cost flu shot safely at your nearest VA health care facility or many community locations. Learn more at www.publichealth.va.gov/flu/index.asp and www.va.gov/COMMUNITYCARE/flushot.asp. If you're not enrolled in VA health care, go to www.cdc.gov/flu/.

- 6. If you feel sick, call your provider within 24 hours.** Sign up for our Annie coronavirus precautions messages at www.mobile.va.gov/app/annie-app-veterans. You'll get text messages to help you monitor your COVID-19 symptoms and know when to contact your provider. You'll also get tips to help you stay healthy and prevent COVID-19.

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- 7. If you think you may have been exposed to the coronavirus, request a COVID-19 test.** We offer no-cost diagnostic testing for Veterans who are enrolled in VA health care and meet the CDC testing criteria. To get a test, you must have an appointment.

You can request an appointment in any of these 3 ways:

- Send a secure message your VA health care provider: www.va.gov/health-care/secure-messaging/
- Call your provider: www.va.gov/find-locations
- Or schedule an appointment online: www.va.gov/health-care/schedule-view-va-appointments/

For your safety, please don't go in person to a VA health care facility without an appointment.

Everyone who enters our facilities must wear a mask that covers their mouth and nose. They must also complete our COVID-19 screening.

- 8. Get support for stress and mental health.** It's normal to feel more stressed, anxious, or lonely during this time. We're here to help. Learn how to get started with VA mental health care services at www.va.gov/health-care/health-needs-conditions/mental-health. You can use some services even if you're not enrolled in VA health care.

You can also get helpful tools at www.mentalhealth.va.gov/coronavirus. These include our COVID-19 Coach app: www.mobile.va.gov/app/covid-coach.

If you need to talk to someone now, call our Veterans Crisis Line. You can call for confidential (private) help anytime, day or night. Many of our caring, qualified responders are Veterans themselves.

Call **800-273-8255** and **select 1**, or text **838255**. If you have hearing loss, call TTY: **800-799-4889**.

- 9. Get help traveling to VA appointments.** Ask your provider to connect you with your VA health facility's Veterans transportation service office. They can help you find free transportation services. You can also find out if you're eligible and how to file a claim for VA travel pay reimbursement at www.va.gov/health-care/get-reimbursed-for-travel-pay/.

- 10. Consider volunteering to help us find ways to prevent and treat COVID-19—for your family, your community, and others across the country.** As a research participant, you can help us make sure treatments are safe and effective in people of all ages, genders, races, and ethnicities. Learn more at www.va.gov/coronavirus-research/.

Get the latest advice for preventing COVID-19 at www.cdc.gov/coronavirus/2019-ncov/.