





# Self-Service Options for Veterans

The VA Finger Lakes Healthcare System strives to meet your health care needs where and when you need them. We have several self-service resources that can help so you don't have to make extra telephone calls or come in to the medical center to have many of your questions answered.

Self Service Option	What is It?	Additional Information/Resources
VISN 2 Clinical Contact Center (CCC)	<ul style="list-style-type: none"> <li>• Around the Clock Support</li> <li>• No Co-Pays</li> <li>• Nurse Triage</li> <li>• Connect with a Provider</li> <li>• Pharmacy Refills</li> </ul>	<p>1-800-877-6976 1-800-877-6976</p> 
My HealtheVet (MHV)	<p>MHV allows you to manage your health care by providing access to your medical records, ability to refill VA prescriptions, view some of your VA appointments, and a link to Online Scheduling Manager to make some of your appointments. You can also use Secure Messages to connect with your health care team through a safe and secure email setting. A premium account gives you the highest level to access these MHV features.</p>	<p>Use this link to set up a basic MHV account: <a href="https://www.myhealth.va.gov/mhv-portal-web/user-registration">https://www.myhealth.va.gov/mhv-portal-web/user-registration</a> ----- To upgrade your basic account to premium visit the MHV Office at your local VA Medical Center.  Contact your local facility MHV Office for help or for more information.</p>
Appointment Email Reminders	<p>My HealtheVet allows users to receive appointments reminders in their personal email accounts (Yahoo, GMAIL, etc.)</p>	<p>MHV Frequently Asked Questions (FAQs): <a href="https://www.myhealth.va.gov/mhv-portal-web/faqs#Appointments">https://www.myhealth.va.gov/mhv-portal-web/faqs#Appointments</a></p>
VEText (Appointment Reminders)	<p>Appointment reminders sent as cellphone text messages. Confirm or Cancel by responding to the text. Veterans may also be offered an earlier appointment date/time through the system should an appointment become available.</p>	<p>Registration is automatic with an active cellphone on in your healthcare record. Users can opt out by replying "STOP" or to restart messaging reply "START"</p>




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VEText Appointment lists	By texting "APPT", "APPTS", or "Appointments" to any previously sent VEText message, Veterans will receive a list of appointments in a text response to their mobile device.	Appointment lists now have the ability to show those scheduled within the next 30, 60, or 90 days. This service is available 24 hours a day, 7 days a week. This additional benefit can help Veteran's plan for their future visits and <u>reduces the risk of them missing their appointment.</u>
Medication Refills/Renewals	<p>When you have available prescription refills remaining, you can refill medications using the automated telephone medication system. You can also request a renewal of a prescription that has no refills using this system. You do not need to speak to your healthcare team.</p> <p>My HealtheVet users can also refill any prescription with refills remaining. If no refills are left, you can contact your healthcare team via Secure Message to request a renewal of your prescription.</p>	<p>To refill or request a renewal of your VA medications with your prescription number, dial your local facility's main line and select the medication refill option.</p> <p>MHV FAQs: <a href="https://www.myhealth.va.gov/mhv-portal-web/faqs#PrescriptionRefill">https://www.myhealth.va.gov/mhv-portal-web/faqs#PrescriptionRefill</a></p>
VA Online Scheduling Manager (VAOS)	This allows you to view and cancel appointments. Schedule appointments with Primary Care, Mental Health, and some specialty clinics. You may also request appointments in Primary Care and/or Mental Health and select specialty clinics.	You can access the Online Scheduling Manager after logging in to <a href="#">My HealtheVet</a> .
Patient Check-in Tool	<p>Have an appointment? Check-in with your cellphone on the day of your appointment and in the clinic area.</p> <p>Wait until you get a text back with a link and start by clicking on the link.</p>	<p>Text check-in to 53079 or scan this QR code:</p> 



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Submit Beneficiary Travel Claims	<p>Eligible Veterans can submit mileage reimbursement claims using the Beneficiary Self Service System (BTSSS).</p> <p><a href="https://youtu.be/ai_LYF3al-s">https://youtu.be/ai_LYF3al-s</a></p>	<p><b>OPEN YOUR GOOGLE CHROME OR MICROSOFT EDGE WEB BROWSER</b> and type in <a href="https://eauth.va.gov/accessva/">https://eauth.va.gov/accessva/</a> or use the camera from your smart mobile device to scan the QR code below.</p> 
VA Benefits and Health app	<ul style="list-style-type: none"> <li>• Review and cancel appointments</li> <li>• Send and receive secure messages</li> <li>• Download letters</li> <li>• Check claims and appeals status</li> <li>• Get your VA vaccine records</li> <li>• Review your payment history</li> <li>• And more!</li> </ul>	<p>Learn more about the service already discovered by many Veterans. VA Health and Benefits is available via the <a href="#">Apple App Store</a> or <a href="#">Google Play Store</a>. Download today!</p>
VA.GOV	<p>Is your Residential Address updated? Used to determined Beneficiary Travel pay mileage for eligible Veterans, appointment reminder or prescription mailings, as well as, used for determining MISSION Act eligibility.</p>	<p>Update your residential address and other demographics on VA.GOV using the below web address: <a href="https://www.va.gov/change-address/">https://www.va.gov/change-address/</a></p>

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