



DEPARTMENT OF VETERANS AFFAIRS
St. Cloud VA Health Care System
4801 Veterans Drive
St. Cloud, MN 56303-2099

8/14/2015

Dear [REDACTED]

Your VA provider Dr. Hayes, has ordered Home Care services that are not available at the St. Cloud VA. As a result, you can use the Veterans Choice Program to see a Non-VA provider.

We will send the needed information to Health Net Federal Services, who will help you get an appointment. Please wait 5-7 days for processing, and then you must call Health Net at 1-866-606-8198. Health Net will verify your eligibility, provide an authorization and make an appointment for you. Failure to get an authorization before receiving Non-VA care may result in personal financial liability.

~~Veterans Choice is an optional program. If you choose to not use the Veterans~~
Choice Program you may use your private insurance. Enclosed is a brochure that provides additional information about obtaining care through the Veterans Choice Program.

Please feel free to give me a call if you have any further questions or concerns.

Thank you for your service,

[Erica – Non-VA Scheduler
320-252-1670 ext.6581