



**Battle Creek VA Medical Center**  
5500 Armstrong Road  
Battle Creek, MI 49037  
(269) 966-5600  
[www.battlecreek.va.gov](http://www.battlecreek.va.gov)

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## How VA Health Care Works for You

### Choose a Facility

You have a choice of facilities where you can receive primary care:

**Battle Creek VA Medical Center**  
Toll Free 888-214-1247  
or 269-966-5600

**Grand Rapids VA Community Based Outpatient Clinic**  
Toll Free 888-841-4572  
or 616-365-9485

**Muskegon VA Community Based Outpatient Clinic**  
231-725-4105

**Lansing VA Community Based Outpatient Clinic**  
517-267-3925

**Benton Harbor VA Community Based Outpatient Clinic**  
269-934-9123

Choose the facility that is most convenient for you. Once you choose a facility, go there for your care so you will get to know your provider and primary care team, and they will get to know you.

### Get a Primary Care Provider

Primary Care is your gateway to VA health care. Your primary care provider can take care of most of your health care needs or refer you for specialty care.

You will be assigned a primary care provider—a physician, nurse practitioner, or physician's assistant—who is part of a team. Your team may also include pharmacists, social workers, nurses, other health professionals, and support staff.

The team will:

- build a partnership with you to promote your health and well-being
- provide or arrange for preventive health services, such as immunizations and screenings

- give you medical care, and coordinate your care with other providers
- educate you about healthy living habits, your health problems, and any treatment you may need.

## **If You Need to See a Specialist**

Your primary care provider will coordinate all care for you. If you need to see a specialist, your primary care provider will request a consult for you. Then the specialty care area will contact you about an appointment or the next step in your care.

## **If You Live in More Than One Location or Travel a Lot**

Once you are enrolled in VA health care, you are eligible for care at any VA facility. We encourage you to receive the majority of your care through your preferred facility and your primary care provider.

If you travel a lot or live in more than one location, you may need to arrange for care at more than one VA facility. When you plan extended travel outside your usual VA care area, please give your primary care clinic and pharmacy:

- a temporary address and phone number
- the starting date and the expected date of return.

Routine prescription refills can be sent to you at your temporary address. Be sure to allow time (approximately 2 weeks) for the refills to arrive at your temporary address by mail.

## **Fee Basis Care**

In certain circumstances, your VA Medical Center may pay for care you receive from a non-VA provider. This can happen if:

- the services you need are not available in VA
- the services are available in VA, but at a great distance from your home.

Services provided by community vendors at VA expense must meet the VA's quality standards and must be authorized in advance.