

Field Guide to OEF / OIF Resources



Department of Veterans Affairs New Jersey Health Care System

East Orange Campus
385 Tremont Avenue
East Orange, NJ 07018
(973) 676-1000

Lyons Campus
151 Knollcroft Road
Lyons, NJ 07939
(908) 647-0180



**DEPARTMENT OF VETERANS AFFAIRS
NEW JERSEY HEALTH CARE SYSTEM**

■ **VA Medical Centers**

East Orange Campus
385 Tremont Avenue
East Orange, NJ 07018
(973) 676-1000

Lyons Campus
151 Knollcroft Road
Lyons, NJ 07939
(908) 647-0180

■ **VA Community Based
Outpatient Clinics
(CBOCs)**

James J. Howard CBOC
970 Route 70
Brick, NJ 08724
(732) 206-8900

Elizabeth CBOC
654 East Jersey Street
Suite 2A
Elizabeth, NJ 07206
(908) 994-0120

Fort Monmouth CBOC
Patterson Army Health
Clinic, Building 1075
Stephenson Avenue
Fort Monmouth, NJ 07703
732-532-4500

Hackensack CBOC
385 Prospect Avenue
Hackensack, NJ 07601
(201) 487-1390

Jersey City CBOC
115 Christopher
Columbus Drive
Jersey City, NJ 07302
(201) 435-3055

Morristown CBOC
340 West Hanover Ave.
Morristown, NJ 07960
(973) 539-9791

Newark CBOC
20 Washington Place
Newark, NJ 07102
(973) 645-1441

New Brunswick CBOC
317 George Street
New Brunswick, NJ 08901
(732) 729-0646

Paterson CBOC
275 Getty Avenue
Paterson, NJ 07503
(973) 247-1666

Trenton CBOC
171 Jersey Street
Building 36
Trenton, NJ 08611
(609) 989-2355

Dear Operations Iraqi Freedom/Enduring Freedom Veteran,

Welcome home! On behalf of the employees at the Department of Veterans Affairs New Jersey Health Care System, please accept my heart felt thanks for your service to our country. The Department of Veterans Affairs and the Department of Defense are working as partners to meet the needs of our newest veterans—the men and women who served in Operation Iraqi Freedom and Operation Enduring freedom—by creating a seamless transition from active duty to civilian life.

I would like to take this opportunity to welcome you to access the many services available at the Department of Veterans Affairs, including a variety of benefits, health care services, and counseling. This booklet is provided to serve as a resource guide and includes many telephone numbers, web sites, and descriptions of various federal, state, and local programs concerning veterans' issues.

If at any time you have questions or need clarification about any of the information provided, please do not hesitate to contact Michelle D. Stefanelli, DCSW, LCSW, DBA, our Iraqi Freedom Coordinator at (973) 676-1000, extension 1727.

Again, thank you for your service to our nation.

Sincerely,

KENNETH H. MIZRACH
Director

Medical Services:

New Jersey VA Medical Centers:

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(973) 676-1000

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Women Veterans Health Care Program VA New Jersey Health Care System:

The Women Veterans Health Care Program provides accessible and comprehensive health care of the highest quality to meet the need of women veterans. The focus is on health promotion, disease prevention and management, and the emotional well-being of women veterans.

East Orange:

(973) 676-1000 ext. 2113

Lyons:

(908) 647-0180 ext. 4480

Women Veterans Program Manager:

(973) 395-7108

War-Related Illness and Injury Study Center (WRIISC) VA New Jersey Health Care System:

The WRIISC provides health care such as medical assessment of post-deployment health including environmental exposures and physical fitness evaluations and screenings for Operation Enduring Freedom and Operation Iraqi Freedom veterans.

East Orange, NJ:

(800) 248-8005

www.wri.med.va.gov

Washington, DC:

(800) 722-8340

www.va.gov/WRIISC-DC

Feds Heal:

Feds Heal is a partnership combining the medical resources of Federal Occupational Health (FOH), the Veterans Health Administration (VHA), and a network of private providers to provide members of the ready reserves with improved access to readiness-related medical services.

(800) 666-2833

www.fedsheal.foh.dhhs.gov

Walter Reed Army Medical Center:

The Walter Reed Medical Center provides medical, personal, and family assistance. Presidents, senators, and other officials in the nation's capital get their check-ups at Walter Reed. Soldiers wounded in Operation Iraqi Freedom are treated at Walter Reed in the first "Stateside" stop of their recuperation.

(202) 782-3501

www.wramc.amedd.army.mil

6900 Georgia Ave., N.W.

Washington, DC 20307-0004

Mental Health Services:

TAPS (Tragedy Assistance Program for Survivors):

The Tragedy Assistance Program for Survivors is a non-profit Veterans Service Organization offering hope, healing, comfort, and care to thousands of American armed forces families facing the death of a loved one each year. TAPS receives absolutely no government funding, but through the Departments of Defense and Veterans Affairs, all families faced with a death of one serving in the Armed Forces receive information about TAPS and our military survivor programs.

(202) 588-TAPS (8277)

(800) 959-TAPS (8277)

www.taps.org

Military One Source:

Military One Source is a 24/7/365 information and referral service available via toll-free telephone and internet access. They provide referral for non-medical, short-term, solution-focused, and face-to-face counseling.

(800) 342-9647

www.militaryonesource.com

New Jersey Vet Centers:

Jersey City Vet Center:

115 Christopher Columbus Drive, Suite 200

Jersey City, NJ 07302

(201) 748-4467

Bloomfield Vet Center:

2 Broad St. Suite 703

Bloomfield, NJ 07003

(973) 748-0980

Trenton Vet Center:

934 Parkway Ave, 2nd Floor

Ewing, NJ 07618

(609) 882-5744

Claims and Benefits:

VA's Health Benefits Service Center:

(877) 222-VETS

NJNG (New Jersey National Guard) Family Programs:

New Jersey National Guard Family Programs provides an overview of military benefits and how to access them, identifies eligibility requirements associated with some entitlement, and most importantly, lets you know where you can obtain assistance when you have specific questions and problems.

(888) 859-0352

Amy Walder, State Family Program Director, Email: amy.walder@nj.ngb.army.mil
3650 Saylor's Pond Road, Fort Dix, NJ 08640-7600

New Jersey Family Care:

NJ Family Care is a federal and state funded health insurance program created to help New Jersey's uninsured children and certain low-income parents and guardians to have affordable health coverage. It is not a welfare program. NJ Family Care is for families who do not have available or affordable employer insurance and cannot afford to pay the high cost of private health insurance.

(800) 701-0710

www.njfamilycare.org

VA Life Insurance:

(800) 669-8477

Office of Service Members Group Life Insurance:

(800) 419-1473

CHAMPVA:

(800) 733-8387

TRICARE: (Health Net)

See Page 12

Social Security Administration:

(800) 772-1213

Education Benefits:

(888) 442-4551

Angel Flight Central:

Angel Flight Central's mission is to serve people in need by arranging charitable flights for access to health care and for other humanitarian purposes.

(816) 421-2300

(877) 621-7177 (If calling from MO, KS, IA, NE, ND, SD, MN, WI, IL, IN)

wings@angelflightcentral.org

Charles B. Wheeler Downtown Airport

500 Richards Road, Kansas City, MO 64116

Helpful Phone Numbers:

Operations Iraqi Freedom and Enduring Freedom:

The Department of Veteran Affairs and the Department of Defense are working together to meet the needs of our newest veterans by creating a seamless transition from active duty to civilian life. The Transition Unit at the New Jersey Health Care System provides a comprehensive resource for OEF/OIF veterans and their families. With facilities at both the East Orange and Lyons campuses, this unit has a full complement of services, including educational material and staff to help with available programs and services within VA and the community.

Points of Contact:

Michelle Stefanelli, Iraqi Freedom Program Manager/Point of Contact	(973) 676-1000 x1727
Carolyn Snyder, OEF/OIF, Case Manager	(973) 676-1000 x4398
Elizabeth Zirpoli, OEF/OIF, Case Manager	(973) 676-1000 x1463
Louise Wojnar, TBI Social Work Case Manager	(973) 676-1000 x 4788
Alba Lopez, TBI Social Work Case Manager	(973) 676-1000 x 1464
Francine Michaels, TBI SW Case Manager	(973) 676-1000 x 1447
June Mayer, Clinical Case Manager	(973) 676-1000 x 2369
Mary Jo McNulty, Administrative Support, Outpatient Clinics:	(973) 676-1000 x6105
Robin Baptiste, Transition Patient Advocate	(908) 229-0457
Tiffany Evens, Supervisory Program Support Clerk Enrollment Coordinator – East Orange	(973) 676-1000 x3044
Jackie Balbuena, Lead Clerk - Lyons Campus	(973) 676-1000 x5862/5882

VA Gulf War Information Helpline:

1-800-PGW-VETS (1-800-749-8387) www.va.gov/gulfwar

Local VA Medical Facilities and Vet Centers:

1-877-222-VETS (8387) www.va.gov/visns/visn03

VA New Jersey Regional Office: (800) 827-1000

National Cemeteries: (609) 877-5460 (NJ) / (631) 454-4949 (NY)

Hospitalization First: (973) 267-4763

Transitional Housing (women in need to call): (973) 267-4763

Newark—Family South Orange: (973) 484-4446

Safe House: (973) 759-2154

Employer Support for the Guard and Reserve (ESGR):

Employer Support for the Guard and Reserve (ESGR) is a Department of Defense organization within the Office of the Assistant Secretary of Defense for Reserve Affairs. Our Reserve forces will spend more time away from the workplace defending the nation and training to maintain their mission readiness. Civilian employers play a critical role in the defense of the nation by complying with existing employment laws protecting the rights of workers who serve in the Reserve component.

(800) 336-4590 www.esgr.com
1555 Wilson Blvd., Suite 200
Arlington, VA 22209-2405

Fisher House Foundation:

(301) 294-8560
Help with deployment-related travel.

National Committee for Employer Support of the Guard and Reserve:

(800) 336-4590
1555 Wilson Blvd., Suite 200
Arlington, VA 22209-2405

Hope for New Veterans:

(877) HOPE-VET (467-3838)
505 8th Avenue, 15th Floor
New York, NY 10016

National Coalition for Homeless Veterans:

(800) VET-Help (838-4357)

Traumatic Brain Injury Fund—Division of Disabled Services:

The purpose of the Traumatic Brain Injury Fund is to allow New Jersey residents who have an acquired brain injury to obtain the services and support they need to live in the community. The Fund is used when insurance, personal resources, and/or public programs are unavailable to meet the needs of the applicant. A portion of the Fund is also used to support public education, outreach, and prevention activities related to brain injury.

(888) 285-3036
(609) 292-7800 www.state.nj.us/humanservices/dds
222 South Warren Street
P.O. Box 700
Trenton, NJ 08625-0700

Polytrauma Rehabilitation Centers:

Polytrauma Rehabilitation Centers provide medical rehabilitation services, psychosocial support for both patient and family, and education and training to prepare patients and families for success after going home.

Physical Medicine and Rehabilitation Services (PM&RS) National Program Office Special Programs:

(813) 972-7688

Minneapolis:

(866) 414-5058 ext. 3235

www.visn23.med.va.gov/Service-Areas/Minneapolis-VAMC.asp

Palo Alto:

(800) 455-0057

www.palo-alto.med.va.gov/

Richmond:

(800) 784-8381 ext. 6444

www.va.gov/midatlantic/facilities/richmond.htm

Tampa:

(813) 972-7688

www.visn8.med.va.gov/tampa/

Polytrauma Rehabilitation and Seamless Transition:

VA and DoD have been working together for over ten years to care for active service duty service members with traumatic brain injuries. The Defense and Veterans Brain Injury Center is the program that is involved in research and coordination at all four VA sites as well as DoD.

Elizabeth Watson, MSW

(804) 675-5000 ext. 3509

Elizabeth.watson2@med.va.gov

Polytrauma Rehabilitation Center, VAMC Richmond

1201 Broad Rock Blvd.

Richmond, VA 23249

Internet Resources:

Department of Veterans Affairs:

Department of Veterans Affairs Home Page	www.va.gov
My Healthe Vet	www.myhealthvet.va.gov
Veterans Benefits Information	www.vba.va.gov
VA Sites in New Jersey and New York	www.va.gov/visns/visn03
Environmental Agents Service	www.va.gov/environagents
Afghanistan Service Information:	www.va.gov/environagents
VA Services for Veterans of Operation Iraqi Freedom and Operation Enduring Freedom	www.vethealth.cio.med.va.gov
Center for Women Veterans	www.va.gov/womenvet www.va.gov/wvhp
PTSD and Iraq Veterans	www.ncptsd.va.gov
Seamless Transition—Operations Enduring Freedom/Iraqi Freedom	www.seamlesstransition.va.gov

Department of the Army:

America Supports You Our Military Men and Women	www.americasupportsyou.mil
TRICARE Reserve Select (TRS)	www.tricare.osd.mil
Deployment Health Clinical Center (Army)	www.pdhealth.mil
U.S. Army Center for Health Promotion and Preventive Medicine (CHPPM)	www.apgea.army.mil
US Army Education Center	www.hrc.army.mil/site/education

New Jersey State Resources:

NJ Dept Military & Veterans Affairs

www.state.nj.us/military

NJ National Guard Family Programs

www.state.nj.us/military/familysupport

Division of Disability Services (DDS)

www.state.nj.us/humanservices/dds

Non-Profit and Miscellaneous Organizations:

American Red Cross

www.redcross.org

Better Business Bureau Military Line

www.military.bbb.org

Child Care Aware

www.childcareaware.org

Military Connection

www.militaryconnection.com

Military One Source

www.militaryonesource.com

My Army Life Too

www.myarmylifetoo.com

National Domestic Violence Hotline

www.ndvh.org

NGB Family Programs

www.guardfamily.org

NJ Friends

www.njfriends.org

NJ ESGR

www.njesgr.org

Our Military Kids

www.ourmilitarykids.org

Salvation Army

www.newjerseysalvationarmy.org

Wounded Warrior

www.woundedwarrior.org

TRICARE REGIONS AND MANAGED CARE SUPPORT

www.tricare.mil

TRICARE Northeast	(888) 999-5195
Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, Delaware, Maryland, New Jersey, New York, Pennsylvania, Washington DC, Northern Virginia and northeast corner of West Virginia	
TRICARE Mid Atlantic	(800) 931-9501
North Carolina and most of Virginia	
TRICARE Southeast	(800) 444-5445
South Carolina, Georgia, and Florida (excluding panhandle)	
TRICARE Gulf South	(800) 444-5445
Florida Panhandle, Alabama, Mississippi, Tennessee, and Eastern third of Louisiana	
TRICARE Heartland	(800) 941-4501
Michigan, Wisconsin, Illinois, Indiana, Ohio, Kentucky, and West Virginia (excluding northeast corner)	
TRICARE Southwest	(800) 406-2832
Oklahoma, Arkansas, western two thirds of Louisiana, Texas (excluding southwest corner)	
TRICARE Central	(888) 874-9378
New Mexico, Arizona (excluding Yuma), Nevada, Utah, Southwest corner of Texas (excluding El Paso), Colorado, Wyoming, Montana, Idaho (excluding northern Idaho), North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri and Minnesota	
TRICARE South California	(800) 242-6788
Southern California and Yuma, Arizona	
TRICARE Golden Gate	(800) 242-6788
Northern California	
TRICARE Northwest	(800) 404-0110
Washington, Oregon and northern Idaho	
TRICARE Pacific	
Hawaii and Alaska	(800) 242-6788
Pacific and WESTPAC	(888) 777-8343
TRICARE Latin America	(888) 777-8343
TRICARE Europe	(888) 777-8343

New Jersey National Guard
FAMILY ASSISTANCE CENTERS

Teaneck Armory

Teaneck & Liberty Roads
Teaneck, NJ 07666-3738
(201) 833-8356

Jersey City Armory

678 Montgomery Street
Jersey City, NJ 07306-2208
(201) 915-3589/3591

Lawrenceville Armory

151 Eggert Crossing Road
Lawrenceville, NJ 08648-2897
(609) 671-6681

Somerset Armory

1060 Hamilton Street
Somerset, NJ 08873
(732) 937-6290

Toms River Armory

1200 Whitesville Road
Toms River, NJ 08753
(732) 341-9102

Woodbury Armory

658 North Evergreen Avenue
Woodbury, NJ 08096
(856) 251-6893

Morristown Armory

430 Jockey Hollow Road
Morristown, NJ 07960-0499
(973) 656-3592

McGuire AFB

33-27 Charles Blvd.
McGuire AFB, NJ 08641
(609) 754-4479

Pomona AFB

400 Langley Road
Egg Harbor Twp, NJ 08234
Air and Army FAC
(609) 272-6546

New Jersey Department of Military and Veterans Affairs

The New Jersey Department of Military and Veterans Affairs offers information on family programs, education benefits, jobs, medical benefits, and counseling services, among others. With many links to both New Jersey and federal resources, the NJ DMVA web site is dedicated to helping New Jersey veterans. Below is summary of some of the services the NJ DMVA offers.

NJ Department of Military and Veterans Affairs

PO Box 340

1-800-624-0508

Trenton, NJ 08625-0340

www.state.nj.us/military

Family Programs: (888) 859-0352 www.state.nj.us/military/familysupport

Mental Health Services: (800) 382-6717 www.state.nj.us/humanservices/dmhs

Division of Veterans Services

(609) 530-7049

Memorial Cemetery

BG William C. Doyle Veterans

350 Proviline Road

Wrightstown, NJ 08562

Phone: (609) 758-7250

Fax: (609) 758-0169

Vietnam Veterans Memorial

Holmdel, NJ 07033

(800) 648-VETS

State Approving Agency *GI Bill Programs*

(609) 530-6849 / 6852

Veterans Haven

202 Spring Garden Road

Winslow, NJ 08095

(609) 561-0269

(609) 567-5806

Division of Veterans Healthcare Services

(609) 530-6766

(609) 530-6975

