**Transition Care Management Service**

It is our duty and privilege to provide veterans with the best available care. The VA has set up a special Service designed to meet the specific needs of veterans returning from Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF). It is called the Transition Care Management Service. Many of our veterans have suffered illness and injury related to the Global War on Terrorism. It is our goal to make sure these veterans receive the highest quality of care in a timely manner. Your North Florida/South Georgia Veterans Health System will continue to look at the needs of OIF/OEF veterans and provide services to meet those needs. We encourage you to let us know how we can improve our service to you, the deserving veteran.

**Available Health Care Services:**

- Hospital, outpatient medical, nursing home, and community-based residential care
- Dental, pharmacy, mental health and prosthetic services
- Sexual trauma counseling
- Specialized health care for women veterans
- Outreach programs for homeless veterans
- Readjustment counseling
- Alcohol and drug dependency treatment
- Medical evaluation for military service exposure, including Gulf War, Agent Orange, Ionizing Radiation, and certain other environmental hazards
- Traumatic Brain Injury/Blast Injury

**Eligibility**

The primary factor in determining basic eligibility for VA benefits is “veteran status.” Active duty in the Armed Forces with a discharge or release from active service under conditions other than dishonorable conditions establishes veteran status. Reservist or National Guard members can establish eligibility for VA healthcare benefits only if the President activated them for federal duty. Reservists who are never called to active duty may qualify for some benefits through the Veterans Benefits Administration (VBA)

**Online Enrollment**

To receive healthcare benefits all veterans must enroll. You may enroll online at [www.va.gov](http://www.va.gov). Click on the “Health” icon. Then click “Returning Service Members,” then locate “To apply for health benefits online.” This will open the electronic application for healthcare benefits (Form 10-10EZ). You may also pick up Form 10-10EZ in person at any VA Medical Center or clinic.

**Facilities & Points of Contact**

<table>
<thead>
<tr>
<th>TRANSITION CARE MANAGEMENT SERVICE CHIEF</th>
<th>Kathleen Yacovelli, RN, MSN</th>
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<tbody>
<tr>
<td>TRANSITION CARE MANAGEMENT CASE MANAGER</td>
<td>Paul Crouch, LCSW, CCM</td>
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<td>1-800-324-8387 x5510</td>
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<tr>
<td>TRANSITION CARE MANAGEMENT CASE MANAGER</td>
<td>Julie Ratley, LMSW</td>
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<td></td>
<td>1-800-324-8387 x4190</td>
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<tr>
<td>TRANSITION CARE MANAGEMENT CASE MANAGER</td>
<td>Dorothy Arias</td>
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<td>904-470-6900 x 1322</td>
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<tr>
<td>TRANSITION PATIENT ADVOCATE</td>
<td>Teresa Turner</td>
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<td>1-800-324-8387 x4797</td>
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Gainesville VAMC
Erin Sellers, LCSW / Tim O’Brien, MAS
1601 SW Archer Rd.
1-800-324-8387 x7586, or x7084

Lake City VAMC
Joivonna Thompson, LMSW, ACSW
619 S. Marion Avenue
1-800-308-8387 x2001

Jacksonville VA OPC
Linda Woodall, LCSW, ACSW, CAP
1833 Boulevard
904-470-6900 x1233

Lecanto VA CBOC
Iris Wilsek, LCSW / Dave Gilmer, AO
2804 W. Marc Knighton Ct. Suite. A
352-746-8067 x 1168 / 352-746-8000

Marianna VA CBOC
Mary Matthews, LCSW / Gloria Mullikin, PSA
4970 Highway 90
1-850-718-5620

Ocala VA CBOC
Mary McNeloms, LCSW/ Linda Morris, MAA
1515 E. Silver Springs Blvd. #226
352-369-3320

Palatka CBOC
Jennifer LaPorte, LCSW / Lisa Foerster, RN
400 North State Road 19 Suite 48
(386)329-8800

St. Augustine VA CBOC
Eugene Ünser., LCSW / Vonetta Duggan. MAA
1955 US 1 South Suite 200
904-494-2849 / 904-494-0620

St. Marys VA CBOC (Georgia)
Sharon Lamar, LMSW
205 Lake Shore Point
912-510-3420 x1223

Tallahassee VA OPC
Dynitia Brimm, LCSW / Joyce Madison, PSA
1607 St. James Court
850-878-0191 x2098, x2084

The Villages VA OPC
Margaret Seales, LCSW / Joan Plume, PSA
8900 SE 165 Mulberry Lane
352-674-5000

Valdosta VA CBOC (Georgia)
Sherri Willis, LMFT, LCSW / Stephine White, AO
2841 N. Patterson Street
229-316-2619 x1245, x1225

Waycross VA OUTREACH CLINIC (Georgia)
Anthony Walters, LCSW
515B City Blvd
912-729-4400
Information on the Internet
Visit the North Florida/South Georgia Veterans Health System web site at http://www.va.gov/visn8/nfsg/ for more patient education information and general information about your System. This site also includes valuable links to other sites covering subjects such as military records, jobs, veterans’ health issues, military web sites, veteran organizations and more. You are encouraged to also visit the national VA web site at http://www.va.gov. This site provides information on burial and memorial benefits, appeals, education benefits, home loans, and other services offered by the Department of Veterans Affairs.

Florida Department of Veterans Affairs
The representatives of the Florida Department of Veterans Affairs assist in filing for VA benefits. Office hours are 8:00 am - 4:30 pm, Monday-Friday.

Gainesville VAMC
Location: Room D-162, 1st floor (near the main lobby)
Phone: 1-800-324-8387 ext. 6029

Lake City VAMC
Location: Room A-163, 1st floor
Phone: 1-800-308-8387 ext. 2070

Disabled American Veterans
The D.A.V. service officer is available weekdays from 8:00 am - 4:30 pm

Gainesville VAMC
Location: D164-A, 1st floor
Phone: 1-800-324-8387 ext.
4148/6436

Lake City VAMC
Location: Building 38 Room 215
Phone: 1-800-308-8387 ext. 2649

For more information:
Department of Veterans Affairs
http://www.va.gov
Department of Veterans Affairs
for OIF/OEF veterans
http://www.vba.va.gov/EFIF
http://www.seamlesstransition.va.gov
Department of Defense
Web Portal for Military Transitioners
http://www.dodtransportal.org
Easing the Transition from Soldier to Civilian
http://www.acap.army.mil
Veteran’s online application
for VBA benefits website
http://vabenefits.vba.va.gov/vonapp

Vet Centers Information:
Gainesville
1-352-331-1408
Jacksonville
1-904-232-3621
Tallahassee
1-850-942-8810

North Florida/South Georgia Veterans Health System
Malcom Randall VA Medical Center
1601 SW Archer Road
Gainesville, Florida 32608
http://www.va.gov/visn8/nfsg/

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This is a special VA program to meet the needs of our Newest Veterans returning from combat in Iraq, Afghanistan and many other “hostile fire” areas.

The VA can provide you with health care and benefits assistance if you have served in a recent theater of combat operations. Please call one of the individuals listed above or ask for your VA Clinic OEF/OIF Point of Contact listed below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td>Gainesville VAMC</td>
<td>Erin Sellers, LCSW / Tim O’Brien, MA5</td>
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<td>(800) 314-8387 x7586 / x7084</td>
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<tr>
<td>Lake City VAMC</td>
<td>Jovenna Thompson, LCSW, AGSW</td>
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<td>1-800-305-8387 x2401</td>
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<tr>
<td>Jacksonville OPC</td>
<td>Linda Woodall, LCSW, AC5W, CAP</td>
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<td>904-479-6900 x 1123</td>
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<tr>
<td>Lecanto CBGC</td>
<td>Iris Wiles, LCSW / Dave Gilmour, AO</td>
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<td>352-746-8067 x 1108 / 352-746-3000</td>
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<tr>
<td>Marianna CBGC</td>
<td>Marilyn Matthews, LCSW / Gloria Malikin, PSA</td>
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<td>850-778-5520</td>
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<tr>
<td>Ocala CBGC</td>
<td>Mary McNeil, LCSW / Linda Morris, MAA</td>
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<td>352-360-5320</td>
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<td>Palatka CBGC</td>
<td>Jennifer LaPorta, LCSW / Liz Forrester, RN</td>
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<td>386-129-5560</td>
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<td>St. Augustine CBGC</td>
<td>Eugene Usher, LCSW / Venetta Duggan, MAA</td>
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<td>904-494-2849 / 904-494-0620</td>
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<td>St. Marys CBGC (Georgia)</td>
<td>Sharon Lamm, LCSW</td>
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<td>Tallahassee OPC</td>
<td>Dymni Britton, LCSW / Joyce Madison, PSA</td>
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<td>850-375-0191 x 2084 / x 2084</td>
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<td>The Villages OPC</td>
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