



**DEPARTMENT OF MENTAL HEALTH
POLICY/PROCEDURE**

SUBJECT PROCEDURES FOR SCREENING, TREATING, AND REFERRING VETERANS TO ENSURE APPROPRIATE SERVICES	POLICY NO. 103.02	EFFECTIVE DATE 10/06/2008	PAGE 1 of 2
APPROVED BY:  Director	SUPERSEDES 401.4 10/06/2008	ORIGINAL ISSUE DATE 04/01/1991	DISTRIBUTION LEVEL(S) 1, 2

PURPOSE

- 1.1 To establish policy and procedures for screening, treating, and referring veterans to appropriate services including county veteran's service offices and other veteran services organizations as well as public mental health and to assist them in determining eligibility for Federal Veterans Administration (VA) benefits.

BACKGROUND

- 2.1 Veterans with a service connected disability and registered with the U.S. Department of Veteran Affairs are eligible for VA mental health services.
- 2.2 Veterans who do not have a service connected disability or are in the process of determining eligibility are not entitled to VA mental health services (with few exceptions).

POLICY

- 3.1 No eligible veteran shall be denied mental health services, to the extent resources are available, based on his or her status as a veteran.
 - 3.1.1 Nor shall a veteran be denied mental health services based on ability to obtain services through another entity provided the mental health needs of the veteran are not currently being met.

PROCEDURE

- 4.1 Determine if client is a veteran:
 - 4.1.1 During client interview
 - 4.1.2 From relative/responsible person interview



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- 4.1.3 From income sources (VA pension)
- 4.2 All veterans are to be referred to veteran services organizations (See Attachment I) to assist them in determining eligibility for VA benefits with the following exception:
 - 4.2.1 Emergency care (See 4.3)
 - 4.2.2 Forensic inpatient care (See 4.4)
 - 4.2.3 Veterans who have a service connected disability.
- 4.3 For emergency care reimbursement, contact the VA's Fee Basis Claim Department at (818) 891-7711 extension 9100. Be prepared to provide client's name, SSN, and any other Veteran Affairs related information available. (A recorder will take after-hours, weekend, and holiday calls.)
- 4.4 For forensic inpatient care reimbursement, contact the VA's Fee Basis Claim Department at (818) 891-7711 extension 9100. Be prepared to provide client's name, SSN, and any other Veterans Affairs related information available. (A recorder will take after-hours, weekend, and holiday calls.)

ATTACHMENT

Attachment I Veteran Services Organizations

REVIEW DATE

This policy shall be reviewed five (5) years following the initial date of approval.

RESPONSIBLE PARTY

Emergency Outreach Bureau