

# The Department of Veterans Affairs (VA) Operation Enduring Freedom/ Operation Iraqi Freedom/ Operation New Dawn (OEF/OIF/OND) Care Management Program



## RCC Fact Sheet

### **What is the VA OEF/OIF/OND Care Management Program?**

The Department of Veterans Affairs (VA) OEF/OIF/OND Care Management Program assists recent combat veterans with their VA care. This program addresses the needs of veterans who have served in Iraq or Afghanistan, and certain other countries such as Kuwait, Saudi Arabia, Turkey, Tajikistan, Uzbekistan, Kyrgyzstan, Pakistan, and the waters of the Persian Gulf. Service must be after September 11, 2001 and have occurred in one of the above combat zones. These veterans are considered priority patients, and access to care is emphasized. OEF/OIF/OND Care Management Program staff can assist in the following ways:

- Completing a one-time post-deployment health risk assessment
- Help with issues related to deployment injuries or illnesses
- Help navigating the VA system
- Perform courtesy visits with OEF-OIF inpatients admitted to their VA health facility
- Provide outreach activities to military units throughout their local regions
- Polytrauma patients and patients with traumatic brain injuries are of special concern

The program also makes referrals to VA regional offices regarding compensation and pension claims, vocational rehabilitation, and other benefits. Any recovering Service member discharged or retired who completed a tour in support of OEF/OIF/OND should contact their OEF/OIF/OND team to schedule a Post Deployment Clinic appointment.

### **Which population does this program serve?**

The program serves all veterans of the Afghanistan (OEF) and Iraq (OIF/OND) wars. More specifically, the OEF/OIF/OND Program is charged with service to the most severely injured OEF/OIF/OND combat veterans in need of special coordination of care. The program is also available to OEF/OIF/OND veterans in the community who need help with the transition to VA care, as well as all OEF/OIF/OND veterans who have special concerns and need for additional

advocacy within the system. VA care, as well as all OEF/OIF/OND veterans who have special concerns and need for additional advocacy within the system.

### **How can this program help wounded warriors and their families?**

All recovering Service members who served in OEF/OIF/OND should be seen by an OEF/OIF/OND care manager and a primary care physician. During these appointments the recovering Service member will be screened for multiple conditions, including TBI and PTSD, referred to specialty clinics, and assigned a primary care provider. The Transition Patient Advocate (TPA), also a member of the OEF/OIF/OND team, is available to assist in the navigation of the VA system, review the discharge process from the military, provide additional veteran benefits information, and assist with the transition from the military to the community.

### **How can this program help Recovery Care Coordinators?**

OEF/OIF/OND care managers assist with the transition of Service members from the military into the VA system for health care and coordination of benefits. They have developed specialized programs, clinics, counseling, and outreach activities to help reintegrate each Service member back into his or her community. The OEF/OIF/OND Care Management Program can assist in many areas, including primary care, dental care, vision care, polytrauma, social work, rehabilitation, behavioral health, psychological services, family benefits counseling, community counseling resources, and referral assistance.

### **Where can I find more information?**

[www.oefoif.va.gov](http://www.oefoif.va.gov)  
1-877-222-8387

Contact your local OEF/OIF/OND Care Management Team:  
<http://www.oefoif.va.gov/caremanagement.asp>