

HOW TO CONTACT US

VA Ann Arbor Healthcare System
2215 Fuller Road Ann Arbor, MI 48105
(734) 769-7100 / (800) 361-8387
www.annarbor.va.gov

CONTACT US BY PHONE

8:00 a.m. - 4:00 p.m. Monday-Friday
(734) 769-7100 / (800) 361-8387
.....Ext. 55473
.....Ext. 53402
.....Ext. 27948

CONTACT US IN PERSON (WALK IN)

8:30 a.m. - 3:30 p.m. Monday - Friday

CONTACT US BY MAIL

VA Ann Arbor Healthcare System
ATTN: Patient Advocate
2215 Fuller Road
Ann Arbor, Michigan 48105



Contact

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Ann Arbor, Michigan 48105
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TOLL FREE 1-800-361-8387
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PAO Approved: 5/16; Revised: 11/17



VA
HEALTH
CARE

VA Ann Arbor
Healthcare System

PATIENT ADVOCATE PROGRAM



*Patient Advocates are here to assist you when
your questions have not been answered elsewhere*



★★★★★
VA ANN ARBOR HEALTHCARE SYSTEM
1-800-361-8387 • www.annarbor.va.gov

OUR ROLE

Patient Advocates act as a bridge between Veterans, their families and/or representatives, and all medical center staff. We act on your behalf to review complaints, questions, and needs. We advocate for your rights, promote great customer service, and help ensure quality patient care.

WHEN YOU HAVE A CONCERN

There may come a time when you do not agree with your provider about your care. If this happens, take the following steps in order:

1. Discuss your concern with your provider and your treatment team.
2. Ask to speak to the PAL (Patient Advocate Liaison) assigned to that area. PALs are specifically trained to help resolve issues.
3. Ask to speak to the supervisor or Service Chief of that area.
4. If you feel your concern is still not being addressed, contact a Patient Advocate. Our office will hear your concern in a private setting.
5. Sometimes the resolution may not satisfy you. If that happens, you can file an appeal to have an official second review.

WHAT YOU CAN EXPECT

- We will share or refer your concern or request to the correct staff for review and consideration. These staff may contact you directly about your concern or request.
- We will help you navigate the VA Healthcare System.
- We will help you understand your rights and responsibilities as a patient.
- Contacting our office will **not** stop the care you receive from us, now or in the future.
- We will accept both written and verbal concerns. We also accept compliments.
- You will be treated with dignity and respect in our office.
- Visitors and callers are helped on a first-come, first-serve basis.



COMMON QUESTIONS

For these common questions, please contact the following departments:

Q: Enrolling for care or questions about your eligibility?

A: Eligibility: (800) 361-8387
ext. 55275 or (734) 845-5275

Q: Need a copy of your medical record or forms filled out by your provider?

A: Release of Information: (734) 845-5331

Q: Questions about bills for care received from non-VA providers?

A: Non-VA Care: (734) 845-3065

Q: Questions about a VA bill?

A: Billing: (734) 845-3386

Q: Filing a claim or checking on the status of a claim?

A: VA Regional Office: 1-800- 827-1000

Q: Questions about travel?

A: Travel: (734) 845-5280