



Bergen County Veteran Services (DVS)  
COVID-19 Newsletter

---

*Message from Director Luna:*  
Useful information regarding COVID-19 and veterans!

Dear Veteran Community and Supporters,

As Bergen County continues to deal with the peak of the novel coronavirus pandemic, social distancing is more important than ever to ensure the safety of you and your loved ones and to help continue the downward trend of new cases in general. This has been an adjustment for everyone and we want to let you know that you can still reach out to us if you have any questions or need referrals to community resources. This situation is changing every day and we are adapting to it in order for us to respond to the needs of the community. The Division of Veteran Services has compiled a list of Veteran Affairs resources for you to share with veterans and their family members to get them through this.

For this reason, the [U.S. Department of Veteran Affairs \(VA\)](#) has boosted its [telehealth](#) offerings. Further, the VA is encouraging Veterans who have non-critical needs to consider scheduling a video visit or utilizing one of its other distance services. Some of the telehealth resources that are available to Veterans right now include: [My HealthVet](#) the VA's online patient portal, where Veterans can ask non-urgent questions to their VA healthcare team, schedule appointments for [VA Video Connect](#), and fill prescriptions. [VA Video Connect](#) allows Veterans to talk to their VA healthcare providers through private and secure video messaging using their phones and computers. To arrange an appointment, please call (877) 877-9267.

If veterans are having difficulty getting their medication there are services for that as well. The [Rx Refill](#) mobile app is another option for Veterans to refill prescriptions and have them delivered to their homes. [Annie's Coronavirus Precautions Protocol App](#) lets Veterans receive texts with updated COVID-19 information. It can also help Veterans monitor symptoms if they need to contact their local facility for care. For a full list of telehealth services and to learn how to obtain remote access to your doctor for appointments and non-urgent needs, please visit VA's [Connected Care website](#).

If you are a **Veteran** who has not applied for VA healthcare and/or who has seen your income change due to the crisis, then you can learn whether you qualify for VA healthcare by visiting the [VA healthcare eligibility page](#) or calling 1-877-222-VETS (8387). You can submit an application to the local CBOC (Community Based Outpatient Clinic) in Hackensack but make sure you call ahead at 201-342-4536. If you want to put in for a disability claim, please call NJ DMAVA VSO, Mr. Joseph Restivo at 201-996-8050 or e-mail him at [Joseph.Restivo@dmava.nj.gov](mailto:Joseph.Restivo@dmava.nj.gov). I have also included info regarding our Meals on Wheels program, which is administered by our Division of Senior Services.

I want to wish you and your loved ones continued health and safety during this trying time. We will all get through this and I want to commend our American Legions, VFWs, and other service organizations for stepping up big to assist the community at large during this pandemic.

All the best,

A.J. Luna  
Director of Veteran Services for Bergen County