



VEBA Advocacy Your Dedicated Guide



Navigating the healthcare system can be challenging, but the VEBA Advocacy Team is here to support you every step of the way. VEBA members can reach out to the Advocacy Team when you experience an issue with your insurance carrier or health care provider, want to learn more about your benefits, or need help selecting a new provider.

Guidance Navigating the Health Care System:

Access to Care:

If you have trouble scheduling treatment or a doctor's appointment.

Claim Denial:

If you receive an incorrect bill or are billed for covered services.

Second Opinion:

If you would like a second opinion from a different provider after receiving a diagnosis or treatment plan.

Prescription Issues:

If you receive a denial, have issues with copays, prior prescription authorization, etc.

Referral/Prior Authorization:

If you have questions about or issues obtaining a referral/authorization.

Questions about what your VEBA benefits can do for you and your family?

Call 888-276-0250 or visit vebaonline.com/contact to contact the VEBA Advocacy Team.



Learn How to Maximize your Benefits:

Open Enrollment:

Support you with information about new plans and benefit options during Open Enrollment.

Find a High-Quality Provider:

Connect you with the highest quality medical groups available through the plans offered by your districts.

VEBA Resource Center (VRC):

Connect with a wide range of on-demand and virtual resources like fitness classes, nutrition, yoga, and more!

Mental Well-Being:

Learn about your available benefits like Optum Emotional Well-Being Services (EWS) or MindPath (formerly Psychiatric Centers of San Diego).

Teladoc Medical Experts

Help coordinate a second opinion with over 50,000 world-renowned physicians.

Pharmacy Discount:

You may be eligible for reduced or \$0 copays on mail order specialty or generic hypertension, hypoglycemia, or cholesterol prescriptions.