



## After the Storm Recovery Guidance

### Hurricane Ian Resources

**If you are in a life-threatening emergency, call 9-1-1**

Hurricane Ian has caused significant damage to portions of Florida, especially in the areas of Lee and surrounding counties. To learn more about your local VA operations, please call the VISN 8 Clinical Contact Center at 1-877-741-3400.

Your health and wellbeing is important to us! Below are some resources to help you get back on your feet.

[VISN 8 Clinical Contact Center – Open 24/7 1-877-741-3400](#)

Veterans who receive care in the network can call **1-877-741-3400** around the clock to get their health questions or concerns answered from the comfort and convenience of their home, or wherever they may be. Services include general administrative support, nurse advice, and triage, virtual visits with a doctor or nurse practitioner via telephone, VA Video Connect, or VA Health Chat.

#### [VISN 8 Emergency Pharmacy Refills](#)

VA Veteran patients can go to any local retail pharmacy to obtain needed refills. Veteran patients must take an empty active VA prescription bottle (not older than 6 months and with refills available) or a new VA prescription on a VA form by an authorized VA provider to a retail pharmacy. This does not include controlled substances.

The Heritage Health Customer Care Line is available for both VA patients and Pharmacies for any billing questions or coverage at: 1-866-265-0124, option 1

Heritage Hours of Operations for Hurricane Coverage:

- Monday through Friday 7:00 am to 11:00 pm EST
- Saturday and Sunday 9:00 am to 5:30 pm EST

If a Veteran is displaced, has lost his or her medication, and no longer has a written prescription or bottle, they can contact their local VA Medical Center or the VISN 8 Clinical Contact Center at 1-877-741-3400.

## VBA Compensation or Benefits Checks

For information about compensation or pension benefit checks, please call the toll-free number 1-800-827-1000. The phone line is operational Monday – Friday, 8 am – 9 pm EST.

## Florida Department of Veterans Affairs Claims Examiners

Call 727-319-7440 and Claims Examiner will call you back. You can also email them at [VSO@fdva.state.fl.us](mailto:VSO@fdva.state.fl.us)

Veterans Crisis Line Dial 988, then press 1

24/7 confidential crisis support for Veterans and their loved ones.

## National Disaster Assistance Hotlines

FEMA Disaster Distress Helpline call or text 1-800-985-5990 or visit website [here](#).

Florida State Assistance Information Line (SAIL) 1-800-342-3557

American Red Cross Post Storm Shelter Information located [here](#).

*(Post-storm shelters will open within 72 hours after landfall)*

## Community Resources and Support

Florida survivors who live in Charlotte, Collier, DeSoto, Hardee, Hillsborough, Lee, Manatee, Pinellas and Sarasota counties can apply for federal assistance at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov), or by calling 1-800-621-FEMA (1-800-621-3362) or by using the FEMA App. Survivors using a relay service, such as a video relay service, captioned telephone service or others, can give the FEMA operator the number of that service.

Medically dependent residents of Florida who need electricity to operate medical equipment, transport services to evacuate due to medical condition or need help getting medication can register for assistance at [www.FloridaDisaster.org/SNR](http://www.FloridaDisaster.org/SNR)