

**Jackson Veterans Administration (VA) Medical Center
Quick Reference for Phone Number Contact**

**CALLING THE JACKSON
V.A. MEDICAL CENTER**

When you call the JVAMC using the toll free number **1-800-949-1009**, the phone will roll over to a recording. Once this recording begins, if you know the four digit extension of the person/department you are trying to reach, dial 5 and then the four digit extension. If you do not know the four digit extension, press 0 and wait for the operator to assist you.

Here are some commonly used extension numbers below:

Admissions Office	5- 1244
Billing Questions	5-3838
Compensation/Pension	5-1507
Dental Clinic	5-1294
Eligibility	5-1511
Insurance Questions	5-1035
Means Test	5-1430
Mental Health	5-1242
My Healthy Vet	5-6616
Patient Advocate	5-1253
Patient Information	5-1229
Pharmacy Questions	5-1352
Pharmacy Refills	5-1270
Prosthetics	5-1337
Share Care	5-1243
Telephone Advice	5-4492
Veteran Representative	5-1253

**REFILLING
MEDICATIONS BY
TELEPHONE**

Dial **1-800-949-1009** and **5-1270** to reach pharmacy. Then enter as follows:

1. Your social security number and push the pound (#) button.
2. Push 2
3. Push 1
4. Enter the prescription number and press the pound (#) button.
5. Repeat until you have finished entering all the prescriptions you need to have refilled.
6. Disconnect the call.

**WHO SHOULD CALL THE
TELEPHONE ADVICE NURSE?
1-800-949-1009 ext 5-4492**

- *Veterans enrolled in clinics.
- *Veterans experiencing problems following an urgent care visit.
- *Veterans needing assistance in deciding if a visit to the medical center is necessary.
- *Veterans with questions about their health or medical condition.