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Veteran & Family Resource Update..

April 2020

American Determination and Hope

Everyone we know is feeling increased stress, uncertainty, and some confusion about what to do and how to cope with today and tomorrow. We are no different, we hear from many people on this topic as we continue to serve our Veterans and their families. Our purpose here at Qualified Listeners is to "Help Veterans and their families to find more peace in their life", a purpose we live to achieve every day.

We believe in the strength of America, the belief that together we can create a unified country like our founding fathers fought for. We can and are doing it again now, as united Americans.

The majority of Americans care about other Americans and stand ready to assist in a time of need. What we need most in these times of dictated isolation is communication. Human to human communication, not what the media is wanting us to believe. Call people you know, ask them how they are doing and be prepared to listen to them. Let them tell you what they are feeling, their fears, their concerns for their family and friends. The most honorable thing a person can do for another is to listen, it shows the most respect of any

them know you are here for them.

If you want to talk to someone, just give us a call at 720-600-0860, we will listen.

Here's a helpful video on how to protect your family against COVID-19

https://vimeo.com/399733860?fbclid=IwAR1LLOA2cSN1spvZe9FMQ4Qc234u1o9pS-jbts8mfkv5vK9_Eu_1z6Ob2mg

Number to Call When Admitted to Non-VA Emergency Room - Update

This article was published in our November 2019 Veteran and Family Resource Newsletter. We have since received new and detailed information:

Admission: If you're a Veteran enrolled in the VA Healthcare system and admitted to a non-VA emergency room or urgent care facility, the number to call for the VA Authorization Office is 1-888-795-0773, option 1. You will have to leave a message, but the automated message system walks the caller through what information is needed, and you must request a phone call back. If you haven't received a call back within two business days, you should call and leave the information again.

A Veteran DOES NOT have to call this number prior to being admitted to the ER or urgent care but must do so within 72 hours post admission.

Billing Assistance: The 1-877-881-7618 number is a way to assist with billing issues if the patient already has a consult AND an authorization for care. Option 4 (which the patient is supposed to use to provide notifications) goes directly to the Cheyenne Community Care office. **Please note:** during the recent limitations in procedures due to COVID-19 they are currently not accepting notifications or consults, which are necessary prior to authorization creation. However, it is a good resource number for billing issues.

The VA has urgent care options out in the community and can be found at <https://www.va.gov/find-locations>. The Veteran must have had VA services within the past 2 years to be eligible to receive these services outside, and there is a limit on how many times they can use these services per year before they receive copays. The limit is based on their service connection rating, but that does not mean they have to be service connected to use this benefit. If they have any questions with billing issues resulting from this service, they can contact TriWest Billing at 1-866-651-4977.

Western States Bank Offering COVID-19 Emergency Loans

encouraged to apply; they will be accepting applications after April 3rd. Click [here](#) for loan application. For more information call Carolyn Mountain at 970-449-1402

Lunch Pickup and Delivery Free to Veterans

VFW Post 1781 in Fort Collins is honoring the Veteran Community by offering a free curbside lunch pickup and delivery service each Saturday from Noon to 3:00 pm outside their Post building located at 603 Lesser Drive.

Their first attempt at this activity was held on Saturday, March 28th, and was such a success they have committed to providing free Saturday lunches for Veterans and families until the Coronavirus lockdown has been lifted.

Some food is donated by local restaurants, some is prepared and brought in by Post and Auxiliary members, and some is purchased. The members sort and divide food items in takeout containers. Monetary donations are accepted.

For more information <https://www.facebook.com/VFWPost1781.org/>

Our Quarterly Transparency Report for 1st Quarter 2020

Our Mission: To help Veterans & Families find more peace in their life by never being alone again, never being judged, learning of the many caring people and excellent resources available, and removing the complexity of accessing the resources. Through our process we provide Hope.

We are registered with the Colorado Secretary of State and with a Certificate of Good Standing. <https://www.sos.state.co.us/biz/BusinessEntityCriteriaExt.do> ID# 20171705734

We are a 501-C-3 nonprofit organization click [here](#) to see our IRS status.

We are an Accredited Charity with the Better Business Bureau click [here](#) to see our Accreditation

Our Five-Member Board meets three times a year and consists of: Terry Young, Kimberly Pratt, Sarah Harlow, Jennifer Hahnke, Amanda Varga, and Greg Goettsch.

We have 16 unpaid volunteers, including 11 trained Listeners with background checks

We have no paid employees

All our Qualified Resources have been vetted and are reviewed once a year

January 1 thru March 31

Completed 89 Listening Sessions spanning 142 hours

Assisted 487 Veterans/Family Members, 95 of which were new

We handle approximately 100 phone calls or emails a week assisting Veterans or families

Take a Closer Look...

In March we:

- Installed a stair lift for a paraplegic Korean War Veteran
- Helped a Veteran with home refinancing and lowered his interest rate
- Delivered food, emergency essentials, and other necessary items to Veterans and families in Larimer and Weld counties who were confined to their home for precautionary measures due to COVID-19
- Hosted our 2nd annual Regional Vet Connect Resource and Job Fair at Embassy Suites in Loveland. (This event was held prior to the social distancing mandate.)
- Provided transportation to medical appointments for 90-year-old widow of WWII Navy Fighter Pilot

Call Qualified Listeners

720-600-0860



Sign Up For Newsletters

Do you know someone who would like to sign up for our Veteran & Family newsletters? You can use the FORWARD button at the bottom of this newsletter or send them [this link](#). All it takes is first name, last name, email address, city, state, county and the preferences for the information they have the most interest in.

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