



## U.S. Department of Veterans Affairs Manila VA Regional Office and Outpatient Clinic

### 2024 Benefits Fact Sheet Eligibility for Care from the Manila VA Outpatient Clinic

#### Summary

The Manila VA Outpatient Clinic (Manila VA OPC) is the only VA facility located in a foreign country. The eligibility criteria to receive medical services for Veterans living or traveling outside the United States are different than for Veterans located in the United States and its territories.

The Manila VA OPC and VA Foreign Medical Program (FMP) provide medical care to Veterans only for their VA-rated, service-connected disability, or any disability associated with and held to be aggravating a VA-rated, service-connected disability (in accordance with 38 U.S.C. 1724 and 38 C.F.R. 17.35).

#### Current Services Available at the Manila VA Outpatient Clinic

- Internal Medicine (IM)
- Mental Health (MH) Services, including:  
Psychiatry and Psychology
- Specialty Care Services, including:  
Audiology, Cardiology, Dermatology,  
Ear/Nose/Throat (ENT), Endocrinology,  
Gastroenterology, Nephrology,  
Neurology, Ophthalmology,  
Pulmonology, and Rheumatology
- Laboratory Diagnostic Services
- Radiology Services (X-Ray)
- Patient Advocate
- Pharmacy Services
- Social Work
- At Home Video Appointments
- Traveling Veteran Coordinator

A Veteran must have a VA-rated service-connected disability specific to the medical condition they are seeking treatment for to receive services from the Manila VA Outpatient Clinic.

#### Services that are NOT Available at the Manila VA Outpatient Clinic

- In-patient and/or Hospital Services
- Long-Term / Nursing Home Care
- Urgent / Emergency Services
- Dialysis Services
- Prosthetics Services
- Orthopedic / Rehabilitation Services /  
Surgery
- Dental Care
- Chemotherapy Services
- Sleep Medicine Services
- Controlled Substances
- Homeless Services
- Alcohol / Addiction Treatment
- Home-Based Primary Care
- Caregiver Support Program
- Beneficiary Travel

If a Veteran requires any services for the treatment of a service-connected disability which are not available at the Manila VA OPC, s/he should work with the FMP to submit a claim for reimbursement of the service-connected out-of-pocket medical expenses.

## **Frequently Asked Questions**

### **1. How do I enroll in medical care at the Manila VA OPC?**

Veteran who wishes to receive medical care should have a VA-rated service-connected disability, then complete and submit a VA Form 10-10EZ, Application for Health Benefits to the Manila VA OPC. This form can be downloaded from the va.gov website at: <https://www.va.gov/find-forms/about-form-10-10ez/>. The form can be transmitted via the following options:

- Fax: 8-550-3964
- Electronic: <https://ask.va.gov>
- Postal Mail / Courier Service: Manila VA Outpatient Clinic  
Attn: Enrollment/Eligibility  
1501 Roxas Boulevard  
1302 Pasay City, MM, Philippines

You must have a Philippines address and a local phone number to enroll as a patient at the Manila VA OPC. Additionally, we do not recommend Veterans living in other Southeast Asian countries travel to Manila to receive care.

Upon receipt of your application, Manila VA OPC will review your VA records and determine your eligibility for medical care, after which you will be notified of the decision and initial appointment(s) will be scheduled, if eligible.

### **2. What is the Foreign Medical Program (FMP)?**

For eligible Veterans living or traveling abroad, VA offers medical services through the FMP. Veterans may seek reimbursement for health care services, medications, and durable medical equipment for service-connected conditions and conditions associated with and held to be aggravating a service-connected condition. Additional details about FMP are available online at: <https://www.va.gov/communitycare/programs/veterans/fmp/index.asp>

### **3. How to call Manila VA OPC for additional questions?**

Call Center Agents are available Mondays thru Fridays (except U.S. and authorized Philippine holidays) from 8:00AM to 3:00PM

- Within Manila: 8-550-3888, select Option 2
- Domestic but Outside Metro Manila: 02-8-550-3888, select Option 2
- Philippine Toll-Free: #MyVA (#6982), select Option 2 (Smart/Globe/PLDT carriers only)
- From the United States: +1 (808) 433-5254, Option 2
- International: 011-632-8-550-3888, Option 2

Veterans may also contact Manila VA OPC through the Ask VA tool at: <https://ask.va.gov> that will allow Veterans to send inquiries containing personally identifiable information.