



VA Eastern Colorado Health Care System Business Center

To protect the health and safety of our Veterans and staff, Business Center Services for Beneficiary Travel, Release of Information, Enrollment, Replacement of Veterans health Identification Cards (VHIC), and Demographic and Financial Updates will be closed for in-person customer service until further notice. These services will still be provided to you as needed. Please follow the instructions below on how to submit a request for services:

BENEFICIARY TRAVEL

Travel reimbursement must be requested in writing or verbally within 30-days of treatment or care. Timely request will be determined by: Fax- date and time stamp, Mail- USPS post mark date.

- **Written Requests:** Complete [VA Form 10-3542](#), Veteran/Beneficiary Claim for Reimbursement of Travel Expenses, and send to:

Mail: VA Eastern Colorado Health Care System Fax: 720-723-7857
Attn: Beneficiary Travel (136A)
1700 N. Wheeling St.
Aurora, CO 80045

- **Verbal Requests:** 720-857-5421

RELEASE OF INFORMATION

All requests for medical records must be in writing. Please select and complete an authorization for records:

- First-Party Requests – For a copy of your personal medical records, use [VA Form 10-5345a](#).
- Third-Party Requests – To release your records to anyone other than you, use [VA Form 10-5345](#).

Submit the completed authorization to:

Mail: VA Eastern Colorado Health Care System Fax: 720-723-6010
Attn: ROI (136D)
1700 N. Wheeling St.
Aurora, CO 80045

Allow 20-business days from the date of receipt for processing. Contact Release of Information at 720-857-5980, opt 1 for questions.

REPLACEMENT OF VETERANS HEALTH IDENTIFICATION CARD (VHIC)

Call Registration at: 720-723-3010 (Denver Metro) 719-227-4702 (Southern Colorado)

Be prepared to answer several challenge questions for identity verification.

ENROLLMENT, DEMOGRAPHIC AND FINANCIAL UPDATES

To enroll: <https://www.va.gov/health-care/apply/application/introduction>

Demographic and financial updates: Complete a [VA Form 10-10eZR](#), Health Benefits Update Form, and send to:

| Denver Metro | Southern Colorado |
|---|--|
| Mail: VA Eastern Colorado Health Care System Attn: Business Center (136A) 1700 N. Wheeling St. Aurora, CO 80045 | Mail: PFC Floyd K. Lindstrom VA Clinic Attn: Enrollment 3141 Centennial Boulevard Colorado Springs, CO 80907 |
| Fax: 720-723-7857 | Fax: 719-227-4657 |
| For questions, call 720-723-3010 | For questions, call 719-327-5660 |

**All VA forms can be found at <https://www.va.gov/vaforms>

