

## Connecting with Care

### Eligibility & Establishing Care

For information about eligibility for VA Mental Health Services, visit the Enrollment & Eligibility Offices at ALM, NHS, KMC or call 210-949-3981x2.

Once enrolled, call 210-949-3981x1 to schedule an initial primary care visit.

*Note: Individuals with Other Than Honorable discharge statuses may be eligible for some mental health services.*

### Referral Process

In most cases, Veterans can access mental health services through their Primary Care Providers. This brochure highlights some of the programs that Veterans can request referrals to, depending on their needs.

Once engaged in mental health care, Veterans can request referrals to other programs through their assigned Mental Health Treatment Coordinator.

### Same Day Services

All Mental Health and Primary Care clinics are able to provide Same Day Services, meaning that Veterans with a need for care right away will have it identified and triaged the same day or, if after hours, by the next day.

## Scheduling & Messages: 210-949-9702

### Clinic Locations

**Audie L. Murphy Memorial VA Hospital (ALM)**  
7400 Merton Minter, San Antonio

**Balcones Heights VA Clinic (BHO)**  
4522 Fredericksburg Rd, San Antonio

**North Bexar Outpatient Clinic (NBO)**  
16019 Nacogdoches Rd, San Antonio

**North Central Federal Clinic (NCF)**  
17440 Henderson Pass, San Antonio

**Northwest Health Care Clinic (NHS)**  
9939 State Hwy 151, San Antonio

**Shavano Park Outpatient Clinic (SPO)**  
4350 Lockhill-Selma Rd, Ste 200, San Antonio

**South Bexar Outpatient Clinic (SBO)**  
4610 E Southcross Blvd, San Antonio

**Villa Serena**  
4455 Horizon Hill Blvd, San Antonio

**Kerrville VA Medical Center (KMC)**  
3600 Memorial Blvd, Kerrville

**Victoria Outpatient Clinic (VOP)**  
311 Spring Green Blvd, Victoria



Confidential chat at [VeteransCrisisLine.net](https://VeteransCrisisLine.net) or text to 838255



## South Texas Veterans Health Care System



## MENTAL HEALTH & RECOVERY SERVICES



## VA Approach to Services

We believe that **recovery** from mental health and substance use problems **is possible** and that treatment can be an important part of this process for many Veterans.

We offer treatment options that are based on the **latest research**. Most of our clinics are structured into **interdisciplinary teams** that work together to serve Veterans and their families. Our approach to care puts our **Veterans at the center** of their care and strives to treat each Veteran as a **whole person**—incorporating their strengths, preferences, and life goals into their treatment process.

Many Veterans find that they only need mental health services for limited periods of time, or **episodes of care**, to overcome specific obstacles and get back on track towards their goals. Veterans are always welcome to return for additional services in the future as needed.

Primary Care - Mental Health Integration (PCMHI)

Mental health clinicians located at Primary Care clinics who provide brief therapy for mild to moderate concerns and facilitate connection with other mental health care.

*Located in most Primary Care clinics & telehealth. Request through Primary Care Provider.*

PTSD Clinical Team (PCT)

Specialty outpatient treatment for PTSD resulting from trauma across the lifespan. Services are evidence-based, time-limited, recovery-oriented and primarily involve individual trauma-focused psychotherapy.

*Located at NHS & telehealth. Request consult from PCP or mental health provider.*

Outpatient Substance Use Disorder (SUD) Program

Specialty outpatient treatment for alcohol or drug use and co-occurring disorders. Services are evidence-based group & individual therapy, including Motivational Enhancement Therapy, Harm Reduction groups, CBT-SUD, and an Intensive Outpatient Program.

*Located at NHS & telehealth. Access through consult from PCP or mental health provider.*

Emergency & Inpatient Psychiatric Services

Emergency and inpatient services for acute psychiatric concerns.

*Located at ALM. Walk-in access available through 1E clinic (non-emergent, M-F 8a-4p) and Emergency Department (emergent, 24/7).*



Behavioral Health Interdisciplinary Program (BHIP)

General outpatient mental health services including medication management and individual, group, and couples/family therapy.

*Located at various outpatient clinics & telehealth. Access through PCP consult.*

Hi-Complexity BHIP (formerly PRIME Clinic)

Specialty outpatient services for more intensive mental health concerns (ex: severe mood disorder, psychosis) involving specialized medication services, psychotherapy, and case management.

*Located at ALM 1E clinic. Request consult from mental health provider.*

Psychosocial Rehabilitation & Recovery Center (PRRC)

Specialty outpatient group-based programs:

- STARR: two-week intensive outpatient program for all mental health concerns
- Stepping Stones: promotes recovery from serious mental illness (ex: schizophrenia, bipolar disorder)
- STEER: promotes treatment engagement & recovery for Veterans with early psychosis.

*Located at Balcones Heights VA Clinic (A-100) & telehealth. Request consult from MH provider.*

Intensive Community Mental Health Recovery (ICMHR)

Community-based services to support recovery from serious mental illness (ex: schizophrenia, bipolar disorder) involving weekly home visits from an interdisciplinary team.

*Access through consult from mental health provider.*

ADDITIONAL RECOVERY PROGRAMS

Compensated Work Therapy / VHA Vocational Rehabilitation Service

Various levels of support for employment.  
*Access through consult from PCP or mental health provider. Requires clearance to work from PCP. More Info: (210) 949-9010*

Domiciliary Residential Rehabilitation Treatment Program (DR RTP)

Residential substance use, mental health, housing, & employment program.  
*Located at Villa Serena. Access through consult from PCP or mental health provider.*

Neuropsychology

Assessments and groups for dementia & cognitive concerns (including caregivers).  
*Located primarily at NHS. Access through consult from PCP or mental health provider.*

Assessment & rehabilitative services for Traumatic Brain Injury (TBI).  
*Access through consult from PCP to Polytrauma System of Care.*