



“HOW CAN I HELP?”

Health Benefits or Application Questions	<p>VA provides:</p> <ul style="list-style-type: none"> ▪ Primary care ▪ Mental health care (including Veteran-specific treatment for PTSD, TBI care, etc.) ▪ Preventative care ▪ A wide variety of specialty care ▪ Inpatient and outpatient pharmacy ▪ Geriatric care ▪ Long term care and support 	<p>Application, program and eligibility Information available at: http://www.va.gov/health/AboutVHA.asp www.va.gov/healtheligibility https://www.ebenefits.va.gov/ 1-877-222-VETS (8387)</p>
Locating the nearest VA Medical Center	<ul style="list-style-type: none"> ▪ VA medical facilities can be found across the country, divided into 23 regional networks 	<p>Information available at: www.va.gov VA National Call Center: 1-800-827-1000 VHA Helpline: 1-877-222-VETS (8387)</p>
Access to Patient Medical information	<ul style="list-style-type: none"> ▪ My HealthVet is VA’s online personal health record system designed to help VA patients manage their healthcare records and notes from medical providers 	<p>Information available at: www.myhealth.va.gov/index.html 1-877-327-0022</p>
Rural Veteran Support	<ul style="list-style-type: none"> ▪ The VA Office of Rural Health helps rural Veterans access medical care through VA facilities 	<p>Information available at: http://www.ruralhealth.va.gov</p>
Female Veteran Support	<ul style="list-style-type: none"> ▪ The Women Veterans Health Program addresses health care needs of women Veterans to ensure that timely, equitable, high-quality, comprehensive health care services are available and provided 	<p>Information available at: http://www.womenshealth.va.gov Women Veterans Call Center: 1-855-VA-WOMEN (-829-6636)</p>
Burial and Memorial Benefits Information	<p>VA offers Veterans and their dependents:</p> <ul style="list-style-type: none"> ▪ Burial and honoring services, including gravesites and grave liners ▪ Maintenance of national cemeteries ▪ Headstones, markers, and presidential memorial certificates 	<p>Information available at: www.cem.va.gov www.ebenefits.va.gov/ National Call Center: 1-800-827-1000</p>
Whistleblower Complaints	<ul style="list-style-type: none"> ▪ The Office of Inspector General Hotline receives, screens, and refers complaints within VA ▪ Cases are accepted on a select basis based potential risk to Veterans, VA programs, and operations 	<p>Reporting information available at: www.va.gov/oig 1-800-488-8244 vaogh hotline@va.gov</p>
Support Services for VA Employees	<ul style="list-style-type: none"> ▪ The Employee Assistance Program helps employees manage personal issues in a confidential manner ▪ Local Union representatives are available to provide additional information 	<p>EAP Information available at: 1-202-461-5931 Union information available at: www.va.gov/LMR/laborunions.asp</p>
Veterans Employment Services Office (VESO)	<ul style="list-style-type: none"> ▪ Regional recruiters match skills with career opportunities ▪ Search and apply for job openings 	<p>Information available at: www.vacareers.va.gov VACareers.@va.gov 1-800-949-0002</p>
Veteran (Vet) Center information	<p>Vet Centers provide:</p> <ul style="list-style-type: none"> ▪ Individual and group counseling ▪ Discharge upgrade information ▪ Community, social service and medical referrals ▪ Employee assistance referrals ▪ VA Benefits assistance referrals 	<p>Information available at: 1-877-WAR-VETS</p>
Claims Appeal Process information	<ul style="list-style-type: none"> ▪ A Veteran or dependent/caregiver has a full year to appeal a denied claim regarding any VA benefit. To appeal, file a Notice of Disagreement with the Administration that denied the benefit ▪ The appeals process has many stages, and most of the appeals processing and resolutions take place in the Administration that made the initial claims decision ▪ If Veterans or dependents/caregivers are not satisfied with the appeals decision/statement, they may continue to pursue the appeal with the Board of Veterans’ Appeals 	<p>Information available at: www.bva.va.gov/How_Do_I_Appeal.asp 1-800-923-8387</p>
VA Organizational Structure	<ul style="list-style-type: none"> ▪ Information on VA’s organizational structure and Administrations 	<p>www.va.gov</p>

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Homeless Veteran	Immediately call the 24-hour National Call Center for Homeless Veterans at 1-877-4AID-VET	
Benefit Eligibility Questions	<ul style="list-style-type: none"> ▪ Videos and easy to understand, 30 second eligibility quiz are available on explore.va.gov ▪ A hardcopy and online handbook is available for benefits and qualifications information ▪ Comprehensive benefits and eligibility information are available at ebenefits.va.gov 	VA National Call Center: 1-800-827-1000 Benefits Handbook: www.va.gov/opa/ Easy to understand videos about all VA programs and eligibility: http://explore.va.gov/ Applications and detailed eligibility: https://www.ebenefits.va.gov/ Easy to understand benefits information: “311 Vet” Application http://www.311vet.com/
Pension	<ul style="list-style-type: none"> ▪ Pension benefits descriptions, eligibility, and application forms are available online 	Pension Call Center: 1-800-827-1000 www.benefits.va.gov/pension/
Benefit Application/Claim Questions	<ul style="list-style-type: none"> ▪ Information, forms, and phone numbers are available online for Veterans and their dependents 	All forms and applications available at: https://www.ebenefits.va.gov/ VA National Call Center: 1-800-827-1000 Videos that explain how to fill out select forms: http://www.benefits.va.gov/BENEFITS/videos.asp
Disability Compensation Questions	<ul style="list-style-type: none"> ▪ Disability compensation is a tax-free benefit paid to eligible Veterans ▪ Eligibility is determined by injuries/diseases from/aggravated by service 	All forms and information available at: https://www.ebenefits.va.gov/
Dependency & Indemnity Compensation for Veteran’s Dependents	Dependents may be awarded tax-free benefits for: <ul style="list-style-type: none"> ▪ Death during military service or post-service related to a service-connected disability ▪ Death after extended period of 100 percent disability 	Information available at: http://benefits.va.gov/COMPENSATION/types-dependency_and_indemnity.asp https://www.ebenefits.va.gov/
Education and Post-9/11 GI Bill Benefits	<ul style="list-style-type: none"> ▪ The post-9/11 GI Bill pays higher education tuition, housing, and stipends for Veterans, service members or their dependents ▪ Eligibility - served at least 90 days on active duty after 9/10/2001 	Information available at: http://www.benefits.va.gov/gibill/ GI Bill Hotline: 1-888-GIBILL-1 (442-4551)
Insurance and TSGLI/SGLI Questions	Veterans are eligible for: <ul style="list-style-type: none"> ▪ Service-Disabled Veterans Insurance ▪ Service members’ Group Life Insurance, Veterans’ Group Life Insurance, and/or Veterans’ Mortgage Life Insurance ▪ TSGLI - SGLI Traumatic Injury Protection 	All forms and information available at: http://www.benefits.va.gov/insurance VA Life Insurance Call Center: at 1-800-669-8477
Home Loan Guaranty Program Questions or Payment on a VA-Provided Home Loan	<ul style="list-style-type: none"> ▪ VA guarantees loans made by private lenders. The VA provides Specially Adapted Housing (SAH) grants for severely disabled Veterans 	All forms and information available at: www.benefits.va.gov/homeloans/index.asp Payment Assistance: 1-877-827-3702
Transition Assistance Program (TAP)	TAP may include: <ul style="list-style-type: none"> ▪ Transition from service briefings and assistance 	https://www.dodtap.mil/
Vocational Rehabilitation and Employment (VR&E) Information	VR&E includes: <ul style="list-style-type: none"> ▪ Assistance in finding employment with programs such as vocational assessments, counseling, education tuition/stipends related to employment and employment planning 	https://www.ebenefits.va.gov/ebenefits/jobs



For information about benefits or VA services, call the VA National Call Center at 1-800-827-1000 Monday-Friday 8am-9pm EST*
**Call back service may be available after hours*

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VA Website	www.va.gov
eBenefits Info	https://www.ebenefits.va.gov/ 1-877-222-VETS (8387) (healthcare)
24-Hour Hotline for Homeless Vets	1-877-4AID-VET
24-Hour Veteran Crisis Hotline	1-800-273-8255 option 1
<i>For benefits, programs, and VA facility location information call 1-800-827-1000</i>	
	
General VA Information	VA Website