



“HOW CAN I HELP YOU?”

VA VETERANS HEALTH ADMINISTRATION

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 at: http://www.va.gov/health/aboutVHA.asp http://www.va.gov/healtheligibility https://www.ebenefits.va.gov 1-877-222-VETS (8387)</p>
Locate 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: http://www.va.gov/ 1-800-827-1000</p>
Access to Patient Medical Information	<ul style="list-style-type: none"> • My HealtheVet is VA’s online personal health record system designed to help VA patients manage their health care records and notes from medical providers 	<p>Information available at: https://myhealth.va.gov/index.html 1-877-327-0022</p>
Rural Veterans	<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 Veterans	<ul style="list-style-type: none"> • The Women Veterans Health Program focuses specifically on services for women Veterans within VA health facilities 	<p>Information available at: http://www.womenshealth.va.gov</p>

VA VETERANS BENEFITS ADMINISTRATION

Homeless Veteran	<ul style="list-style-type: none"> • Immediately call the 24-hour National Call Center for Homeless Veterans at 1-877-4AID-VET (4243-838) 	
Benefit Eligibility Questions	<ul style="list-style-type: none"> • Videos and easy-to-understand, 30-second eligibility quizzes are available on http://www.explore.va.gov • Hardcopy and online handbooks are available with benefits and qualifications information • Comprehensive benefits and eligibility information are available at http://www.ebenefits.va.gov 	<p>Veterans Benefits Hotline: 1-800-827-1000 Benefits Handbook: http://www.va.gov/opa/ Easy-to-understand videos about all VA programs and eligibility: http://www.explore.va.gov Applications and detailed eligibility: https://www.ebenefits.va.gov</p>
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 and/or diseases from and/or aggravated by service 	<p>All forms and information available at: https://www.ebenefits.va.gov/</p>
Dependency and Indemnity Compensation for Veterans’ Dependents	<p>Dependents may be awarded tax-free benefits for:</p> <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 	<p>Information available at: http://www.benefits.va.gov/compensation/types-dependency_and_indemnity.asp</p>
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 • To be eligible, must have served at least 90 days on active duty after 9/10/2001 	<p>Information available at: http://www.benefits.va.gov/gibill/ GI Bill Hotline at: 1-888-GIBILL-1 (442455-1)</p>
Insurance and TSGLI/SGLI Questions	<p>Veterans are eligible for the following:</p> <ul style="list-style-type: none"> • Service-Disabled Veterans Insurance Service Members’ Group Life Insurance • Veterans’ Group Life Insurance • Veterans’ Mortgage Life Insurance • TSGLI/SGLI Traumatic Injury Protection 	<p>All forms and information available at: http://www.benefits.va.gov/insurance VA Life Insurance Call Center: 1-800-669-8477</p>

VA VETERANS BENEFITS ADMINISTRATION CONTINUED

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 such as banks, savings and loan associations, and mortgage companies • VA provides Specially Adapted Housing (SAH) grants for severely disabled Veterans 	All forms and information available at: http://www.benefits.va.gov/homeloans/index.asp Payment Assistance: 1-877-827-3702
Transition Assistance Program (TAP) or Vocational Counseling Applications	<ul style="list-style-type: none"> • TAP includes Vocational counseling and planning for education • Job-seeking skills and assistance in finding employment • Independent living services 	Information available at: https://www.ebenefits.va.gov/ebenefits/jobs

VA NATIONAL CEMETERY ADMINISTRATION

Burial and Memorial Benefits Information	VA offers Veterans and their dependents: <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 	Information available at: http://www.cem.va.gov/ https://www.ebenefits.va.gov 1-800-827-1000
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VA CENTRAL OFFICE AND SPECIAL OFFICES

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 on the most potential risk to Veterans, VA programs, and operations 	Reporting information available at: http://www.va.gov/oig/ 1-800-488-8244 vaighotline@va.gov
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 	EAP information available at: http://vaww.va.gov/ohrm/WorkLife/HealthWellness/EAP/EAP.htm 1-800-765-0770 Union information available at: http://www.va.gov/LMR/laborunions.asp http://www.va.gov/vetsinworkplace/eap.asp
Veteran (VET) Center Program Information	VET Center Program provides: <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 	Information available at: 1-877-WAR-VETS (927-8357) http://www.vetcenter.va.gov/
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 benefit offered by VA—disability, health care, or burial related • To appeal, Veterans must file a Notice of Disagreement (NOD) 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 are not satisfied with the appeals decision, they may continue to pursue their appeal before the Board of Veterans' Appeals 	Information available at: http://www.bva.va.gov/How_Do_I_Appeal.asp 1-800-923-8387
VA Organizational Structure	<ul style="list-style-type: none"> • VA's organizational structure and Administrations 	Information available at: http://www.va.gov/