To help a Veteran in crisis, call the 24 hour Crisis Hotline at 1-800-273-8255 option 1

"HOW CAN I HELP?"

Health Benefits or Application Questions	VA provides • 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	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)	Veterans Health Administration
Locating the nearest VA Medical Center	• VA medical facilities can be found across the country, divided into 23 regional networks	Information available at: www.va.gov 1-800-827-1000	
Access to Patient Medical Information	• My HealtheVet is VA's online personal health record system designed to help VA patients manage their healthcare records and notes from medical providers	Information available at: https://www.myhealth.va.gov/index.html 1-877-327-0022	
Rural Veterans	• The VA Office of Rural Health helps rural Veterans access medical care through VA facilities	Information available at: http://www.ruralhealth.va.gov	
Female Veterans	• The Women Veterans Health Program focuses specifically on services for women Veterans within VA health facilities	Information available at: http://www.womenshealth.va.gov	
Burial and memorial Benefits Information	VA offers Veterans and their dependents: • Burial and honoring services, including gravesites and grave liners • Maintenance of national cemeteries • Headstones, markers, and presidential memorial certificates	Information available at: www.cem.va.gov https://www.ebenefits.va.gov/ 1-800-827-1000	National Cemetery Administration
Whistleblower Complaints	• 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: www.va.gov/oig 1-800-488-8244 vaoighotline@va.gov	VA Central Office and Special Offices
Support Services for VA Employees	• 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: 1-202-461-5931 Union information available at: http://www.va.gov/LMR/laborunions.asp	
Veteran (Vet) Center Information	Vet Centers provide: • 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	
Claims Appeal Process Information	• A Veteran or dependent/caregiver has a full year to appeal a denied claim regarding any benefit offered by VA - disability, healthcare, 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	• Information on VA's organizational structure and Administrations	www.va.gov	

"HOW CAN I HELP YOU?"

Homeless Veteran	**Immediately call the 24-hour National Call Center for Homeless Veterans at 1-877-4AID-VET**	
Benefit Eligibility Questions	• Videos and easy to understand 30 second eligibility quiz are available on explore.va • A hardcopy and online handbook is available benefits and qualifications information • Comprehensive benefits and eligibility information are available at ebenefits.va	Veterans Benefits Hotline: 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/
Benefit Application/Claim Questions	• Information, forms, and phone numbers are available online for Veterans and their dependents • Detailed instructions on how to complete all benefits forms are available on YouTube	All forms and applications available at: https://www.ebenefits.va.gov/ Videos that explain how to fill out forms: www.youtube.com; enter form name in search box
Disability Compensation Questions	• 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: • 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
Post-9/11 GI Bill Benefits	• 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: www.GIBILL.va.gov GI Bill Hotline :at 1-888-GIBILL-1 (442-4551)
Insurance and TSGLI/SGLI Questions	Veterans are eligible for the following: • Service-Disabled Veterans Insurance Service members' Group Life Insurance • Veterans' Group Life Insurance • 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	• VA guarantees loans made by private lenders such as banks, savings and loan associations, and mortgage companies • 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) or Vocational Counseling Applications or Information	TAP includes: • Vocational counseling and planning for education • Job-seeking skills and assistance in finding employment • Independent living services	https://www.ebenefits.va.gov/ebenefits/jobs

Veterans Benefits Administration

For all information about benefits or VA services, call the VA Benefits hotline at 1-800-827-1000 Monday-Friday 8am-9pm EST*

***For call back service, call after hours**