

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 VA National Call Center: 1-800-827-1000 And Veterans Health Administration Helpline: 1-877-222-VETS (8387)	
Access to Patient Medical Information	• My HealthsVet 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	
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/ National Call Center: 1-800-827-1000	National Cemetery Administration
Whistleblower Complaints	• The Office of Inspector General Hotline receives, screens, and refers complaints within VA.	Reporting information available at: www.va.gov/oig 1-800-488-8244 vaolghotline@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/laborunion.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 or dependents/caregivers are not satisfied with the appeals decision/statement of the case, 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	

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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	- Videos and easy to understand 30 second eligibility quiz are available on explore.va - A hard copy and online handbook is for available benefits and qualifications information. - Comprehensive benefits and eligibility information are available at ebenefits.va	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
Benefit Application/Claim Questions	Information, forms, and phone numbers are available online for Veterans and their dependents	All forms and applications available at: https://www.ebenefits.va.gov/ Videos that explain how to fill out select forms: http://www.benefits.va.gov/BENEFITS/videos.asp VA National Call Center: 1-800-827-1000
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://www.benefits.va.gov/compensation/types-dependency_and_indemnity.asp
Education and 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: http://www.benefits.va.gov/gibill/ 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)	TAP may include: Transition from service briefings and assistance	https://www.dodtap.mil/
Vocational Rehabilitation and Employment (VR&E) Information	VR&E includes: - Vocational assessments, counseling, and planning for education and employment. - Payment for tuition, books, fees, supplies, and monthly subsistence - Job-seeking skills and assistance in finding employment	https://www.ebenefits.va.gov/ebenefits/jobs