



“HOW CAN I HELP YOU?”

VA Facility Locator

VA Facility Locator	<ul style="list-style-type: none"> ▪ VA facilities including additional state and local resources 	Information available at: www.va.gov/landing2_locations.htm
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Transition and Veteran Employment Services

Veterans Employment Services Office (VESO)	<ul style="list-style-type: none"> ▪ Helps Veterans and transitioning Military Service Members find federal careers ▪ Military Skills Translator, Resume Builder and Federal Job Search functions <p>Note: Visit http://explore.va.gov/ to learn about other employment resources provided by VA.</p>	Information available at: www.vaforvets.va.gov 1-855-824-8387 http://explore.va.gov/employment-services
Transition Assistance Program (TAP)	TAP may include: <ul style="list-style-type: none"> ▪ Transition from Service briefings and assistance 	Information available at: www.benefits.va.gov/TAP/

Veterans Health Administration

Health Care Benefits or Application Questions	VHA provides: <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>Note: For basic information and an easy to understand eligibility quiz with digital resource links go to: http://explore.va.gov/.</p>	Program Information: www.va.gov/healthbenefits/ 1-877-222-VETS (8387) Eligibility Information: www.va.gov/healthbenefits/apply/veterans.asp How to Apply: www.1010ez.med.va.gov Application and General Information available at: http://explore.va.gov/health-care provides basic information to Veterans and their families and directs them to the latest online information and application sites. The site's video gallery holds Veteran testimonial videos about health care.
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 ▪ Blue Button allows you to share info between VA and non VA providers. 	Information for both resources available at: www.myhealth.va.gov/index.html 1-877-327-0022
Women 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 	Information available at: www.womenshealth.va.gov Women Veterans Call Center: 1-855-VA-WOMEN (829-6636)
Rural Veteran Support	<ul style="list-style-type: none"> ▪ The VA Office of Rural Health helps rural Veterans access medical care through VA facilities 	Information available at: www.ruralhealth.va.gov
Mental Health Support	<ul style="list-style-type: none"> ▪ Authoritative mental health information and resources for Veterans and their families. ▪ Self-help toolbox ▪ Where to get help ▪ Comprehensive guide to VA Mental Health Services ▪ Veterans Crisis Line website has a live chat function 	Information available at: www.mentalhealth.va.gov http://maketheconnection.net/ https://www.veteranscrisisline.net/ Guide to VA Mental Health Services for Veterans and Families: www.mentalhealth.va.gov/docs/MHG_English.pdf
Veteran (Vet) Center information	Vet Centers provide: <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 (927-8387) Locate a Vet Center near you at: www.va.gov/directory/guide/vetcenter.asp

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 <p>Note: VBA manages additional memorial benefits</p>	Information available at: www.cem.va.gov 1-800-827-1000 Application and benefit information about both VBA and NCA managed memorial benefits available at: http://explore.va.gov/ .
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**For information about VA Health Care, call the VHA Helpline:
 1-877-222-VETS (8387) Monday-Friday 8am-8pm EST*
 *Call back service may be available after hours**





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Veterans Benefits Administration

Benefits Information & Eligibility Questions	<ul style="list-style-type: none"> Basic information about programs, eligibility, links to online application sites, testimonial videos, and an easy to understand eligibility quiz with digital resource links are available on http://explore.va.gov/ A hardcopy and online handbook is available for benefits and qualifications information Further benefits and eligibility information is available at ebenefits.va.gov 	<p>Information available at: www.benefits.va.gov/benefits/ 1-800-827-1000</p> <p>http://explore.va.gov/</p> <p>Benefits Handbook: www.va.gov/opa/publications/benefits_book.asp</p>
Benefits Applications & Claim Questions	<ul style="list-style-type: none"> Information, forms, and phone numbers are available online for Veterans and their dependents Links to online application sites and other online resources where Veterans can get answers are on http://explore.va.gov/. 	<p>All forms and applications available at: www.ebenefits.va.gov/</p> <p>Videos that explain how to fill out select forms: www.benefits.va.gov/BENEFITS/videos.asp</p>
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 <p>Note: VHA provides HISA grants to eligible Veterans for use in modifying a home. These are smaller grants.</p>	<p>All forms and information available at: www.benefits.va.gov/homeloans/index.asp 1-877-827-3702</p> <p>http://explore.va.gov/home-loans-and-housing</p>
Vocational Rehabilitation and Employment (VR&E) Information	<p>The VR&E program provides:</p> <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 <p>Note: Links to VR&E as well as other employment resources can be found on http://explore.va.gov/</p>	<p>Information available at: www.benefits.va.gov/vocrehab</p> <p>http://explore.va.gov/employment-services</p>
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 An important starting point - GI Bill Comparison Tool 	<p>Information available at: www.benefits.va.gov/gibill/ 1-888-GIBILL-1 (442-4551)</p> <p>http://explore.va.gov/education-training https://www.vets.gov/gi-bill-comparison-tool</p>
Pension	<ul style="list-style-type: none"> Pension benefits descriptions, eligibility, and application forms are available online. Basic info, forms and links to resources for Veterans Pensions, Survivors Pension and Special Monthly Pension for Veterans on http://explore.va.gov/. 	<p>Information available at: www.benefits.va.gov/pension/</p> <p>http://explore.va.gov/pension</p>
Fiduciary	<ul style="list-style-type: none"> Program for Veterans and other beneficiaries who, due to injury, disease, or due to age, are unable to manage their financial affairs Apply for benefit or to become a fiduciary for a Veteran 	<p>Information available at: http://www.benefits.va.gov/fiduciary</p>
Insurance and TSGLI/SGLI Questions	<p>Veterans are eligible for:</p> <ul style="list-style-type: none"> Service-Disabled Veterans Insurance (S-DVI), Service members' Group Life Insurance (SGLI), Veterans' Group Life Insurance (VGLI), and/or Veterans' Mortgage Life Insurance (VMLI), SGLI Traumatic Injury Protection (TSGLI), Servicemembers' Group Life Insurance Disability Extension (SGIL-DE), Family Servicemembers' Group Life Insurance (FSGLI), 	<p>All forms and information available at: www.benefits.va.gov/insurance 1-800-419-1473</p> <p>http://explore.va.gov/life-insurance</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/diseases from/aggravated by service 	<p>All forms and information available at: www.benefits.va.gov/compensation/types-disability.asp</p> <p>http://explore.va.gov/disability-compensation</p>
Dependency & Indemnity Compensation for Veteran's 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>Note: Links and information to VA benefits and services available to dependents, survivors and spouses are available on http://explore.va.gov/. DIC is just one of many benefits available to this group</p>	<p>All forms and information available at: www.benefits.va.gov/compensation/types-dependency-and-indemnity.asp</p> <p>http://explore.va.gov/spouses-dependents-survivors</p>



**For information about benefits, call the VBA Hotline:
 1-800-827-1000 Monday-Friday 8am-9pm EST*
 *Call back service may be available after hours**

“HOW CAN I HELP YOU?”

Board of Veterans Appeals

Claims Appeal Process information

- 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

Information available at:

www.bva.va.gov

Appeal Process Pamphlet:

www.bva.va.gov/docs/Pamphlets/How-Do-I-Appeal-Booklet-508Compliance.pdf

VA Website	www.va.gov
VA Benefits Info	1-800-827-1000
VA Health Care Info	1-877-222-VETS (8387)
24-Hour Hotline for Homeless Vets	1-877-4AID-VET (4243-838)
24-Hour Veteran Crisis Hotline	1-800-273-8255 option 1



General VA Information



VA Website