### “HOW CAN I HELP YOU?”

#### VA Facility Locator
- VA facilities including additional state and local resources
- Information available at: [www.va.gov/landing2_locations.htm](http://www.va.gov/landing2_locations.htm)

#### Transition and Veteran Employment Services
- Helps Veterans and transitioning Military Service Members find federal careers
- Military Skills Translator, Resume Builder and Federal Job Search functions
  - Note: Visit [http://explore.va.gov/](http://explore.va.gov/) to learn about other employment resources provided by VA.
- Information available at: [www.vetrecs.va.gov](http://www.vetrecs.va.gov), [1-855-824-8387](http://www.vetrecs.va.gov)
- Information available at: [http://explore.va.gov/employment-services](http://explore.va.gov/employment-services)

#### Transition Assistance Program (TAP)
- TAP may include:
  - Transition from Service briefings and assistance
- Information available at: [www.benefits.va.gov/TAP/](http://www.benefits.va.gov/TAP/)

#### Veterans Health Administration
- **Health Care Benefits or Application Questions**
  - VHA 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
  - Note: For basic information and an easy to understand eligibility quiz with digital resource links go to: [http://explore.va.gov/](http://explore.va.gov/).
  - Eligibility Information: [www.va.gov/healthbenefits/apply/veterans.asp](http://www.va.gov/healthbenefits/apply/veterans.asp)
  - How to Apply: [www.1010ez.med.va.gov](http://www.1010ez.med.va.gov)
  - Application and General Information available at: [http://explore.va.gov/health-care](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**
  - My HealtheVet 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](http://www.myhealth.va.gov/index.html)
  - 1-877-327-0022

#### Women Veteran Support
- 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](http://www.womenshealth.va.gov)
- Women Veterans Call Center: 1-855-VA-WOMEN (829-6636)

#### Rural Veteran Support
- The VA Office of Rural Health helps rural Veterans access medical care through VA facilities
- Information available at: [www.ruralhealth.va.gov](http://www.ruralhealth.va.gov)

#### Mental Health Support
- 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
- Guide to VA Mental Health Services for Veterans and Families: [www.mentalhealth.va.gov/docs/MHG_English.pdf](http://www.mentalhealth.va.gov/docs/MHG_English.pdf)

#### 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 (927-8387)](http://1-877-WAR-VETS (927-8387))
- Locate a Vet Center near you at: [www.va.gov/directory/guide/vetcenter.asp](http://www.va.gov/directory/guide/vetcenter.asp)

#### National Cemetery Administration
- **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
  - Note: VBA manages additional memorial benefits
  - Information available at: [www.cem.va.gov](http://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/](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*
### Veterans Benefits Administration

#### Benefits Information & Eligibility Questions
- 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/](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](http://ebenefits.va.gov)

Information available at:
- [www.benefits.va.gov/benefits/](http://www.benefits.va.gov/benefits/)
- 1-800-827-1000
- [http://explore.va.gov/](http://explore.va.gov/)

Benefits Handbook:

#### Benefits Applications & Claim Questions
- 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/](http://explore.va.gov/)

All forms and applications available at:
- [www.benefits.va.gov](http://www.benefits.va.gov)

Videos that explain how to fill out select forms:
- [www.benefits.va.gov/BENEFITS/videos.asp](http://www.benefits.va.gov/BENEFITS/videos.asp)

#### Home Loan Guaranty Program Questions or Payment on a VA-Provided Home Loan
- VA guarantees loans made by private lenders. The VA provides Specially Adapted Housing (SAH) grants for severely disabled Veterans
- Note: VHA provides HISAA grants to eligible Veterans for use in modifying a home. These are smaller grants.

All forms and information available at:
- 1-877-827-3702

Information available at:
- [www.benefits.va.gov/vocrehab](http://www.benefits.va.gov/vocrehab)

#### Vocational Rehabilitation and Employment (VR&E) Information
- The VR&E program provides:
  - Assistance in finding employment with programs such as vocational assessments, counseling, education tuition/stipends related to employment and employment planning
  - Note: Links to VR&E as well as other employment resources can be found on [http://explore.va.gov/](http://explore.va.gov/)

Information available at:
- [www.benefits.va.gov/employment-services](http://www.benefits.va.gov/employment-services)

#### 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
- An important starting point - GI Bill Comparison Tool

Information available at:
- [www.benefits.va.gov/gibill/](http://www.benefits.va.gov/gibill/)
- 1-888-GIBILL-1 (442-4551)
- [http://explore.va.gov/education-training](http://explore.va.gov/education-training)
- [https://www.vets.gov/gi-bill-comparison-tool](https://www.vets.gov/gi-bill-comparison-tool)

#### Pension
- 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/](http://explore.va.gov/)

Information available at:
- [www.benefits.va.gov/pension/](http://www.benefits.va.gov/pension/)
- [http://explore.va.gov/pension](http://explore.va.gov/pension)

#### Fiduciary
- 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

Information available at:
- [http://www.benefits.va.gov/fiduciary](http://www.benefits.va.gov/fiduciary)

#### Insurance and TSGLI/SGLI Questions
- Veterans are eligible for:
  - 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 (SGLI-DE), Family Servicemembers’ Group Life Insurance (FGSGLI),

All forms and information available at:
- [www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance)
- 1-800-419-1473
- [http://explore.va.gov/life-insurance](http://explore.va.gov/life-insurance)

#### 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:

#### 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
- Note: Links and information to VA benefits and services available to dependents, survivors and spouses are available on [http://explore.va.gov/](http://explore.va.gov/). DIC is just one of many benefits available to this group

All forms and information available at:

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**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*
### 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:


### Board of Veterans Appeals

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<th>VA Website</th>
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<td>1-800-273-8255 option 1</td>
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**General VA Information**

**VA Website**