



# “HOW CAN I HELP YOU?”

## Veterans Benefits Administration

<b>Benefits Information &amp; Eligibility Questions</b>	<ul style="list-style-type: none"> <li>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 <a href="http://explore.va.gov/">http://explore.va.gov/</a></li> <li>A hardcopy and online handbook is available for benefits and qualifications information</li> <li>Further benefits and eligibility information is available at <a href="http://ebenefits.va.gov">ebenefits.va.gov</a></li> </ul>	<p><b>Information available at:</b>  <a href="http://www.benefits.va.gov/benefits/">www.benefits.va.gov/benefits/</a>  1-800-827-1000</p> <p><a href="http://explore.va.gov/">http://explore.va.gov/</a></p> <p><b>Benefits Handbook:</b>  <a href="http://www.va.gov/opa/publications/benefits_book.asp">www.va.gov/opa/publications/benefits_book.asp</a></p>
<b>Benefits Applications &amp; Claim Questions</b>	<ul style="list-style-type: none"> <li>Information, forms, and phone numbers are available online for Veterans and their dependents</li> <li>Links to online application sites and other online resources where Veterans can get answers are on <a href="http://explore.va.gov/">http://explore.va.gov/</a>.</li> </ul>	<p><b>All forms and applications available at:</b>  <a href="http://www.ebenefits.va.gov/">www.ebenefits.va.gov/</a></p> <p><b>Videos that explain how to fill out select forms:</b>  <a href="http://www.benefits.va.gov/BENEFITS/videos.asp">www.benefits.va.gov/BENEFITS/videos.asp</a></p>
<b>Home Loan Guaranty Program Questions or Payment on a VA-Provided Home Loan</b>	<ul style="list-style-type: none"> <li>VA guarantees loans made by private lenders. The VA provides Specially Adapted Housing (SAH) grants for severely disabled Veterans</li> </ul> <p><b>Note:</b> VHA provides HISA grants to eligible Veterans for use in modifying a home. These are smaller grants.</p>	<p><b>All forms and information available at:</b>  <a href="http://www.benefits.va.gov/homeloans/index.asp">www.benefits.va.gov/homeloans/index.asp</a>  1-877-827-3702</p> <p><a href="http://explore.va.gov/home-loans-and-housing">http://explore.va.gov/home-loans-and-housing</a></p>
<b>Vocational Rehabilitation and Employment (VR&amp;E) Information</b>	<p>The VR&amp;E program provides:</p> <ul style="list-style-type: none"> <li>Assistance in finding employment with programs such as vocational assessments, counseling, education tuition/stipends related to employment and employment planning</li> </ul> <p><b>Note:</b> Links to VR&amp;E as well as other employment resources can be found on <a href="http://explore.va.gov/">http://explore.va.gov/</a></p>	<p><b>Information available at:</b>  <a href="http://www.benefits.va.gov/vocrehab">www.benefits.va.gov/vocrehab</a></p> <p><a href="http://explore.va.gov/employment-services">http://explore.va.gov/employment-services</a></p>
<b>Education and Post-9/11 GI Bill Benefits</b>	<ul style="list-style-type: none"> <li>The post-9/11 GI Bill pays higher education tuition, housing, and stipends for Veterans, service members or their dependents</li> <li>Eligibility - served at least 90 days on active duty after 9/10/2001</li> <li>An important starting point - GI Bill Comparison Tool</li> </ul>	<p><b>Information available at:</b>  <a href="http://www.benefits.va.gov/gibill/">www.benefits.va.gov/gibill/</a>  1-888-GIBILL-1 (442-4551)</p> <p><a href="http://explore.va.gov/education-training">http://explore.va.gov/education-training</a>  <a href="https://www.vets.gov/gi-bill-comparison-tool">https://www.vets.gov/gi-bill-comparison-tool</a></p>
<b>Pension</b>	<ul style="list-style-type: none"> <li>Pension benefits descriptions, eligibility, and application forms are available online.</li> <li>Basic info, forms and links to resources for Veterans Pensions, Survivors Pension and Special Monthly Pension for Veterans on <a href="http://explore.va.gov/">http://explore.va.gov/</a>.</li> </ul>	<p><b>Information available at:</b>  <a href="http://www.benefits.va.gov/pension/">www.benefits.va.gov/pension/</a></p> <p><a href="http://explore.va.gov/pension">http://explore.va.gov/pension</a></p>
<b>Fiduciary</b>	<ul style="list-style-type: none"> <li>Program for Veterans and other beneficiaries who, due to injury, disease, or due to age, are unable to manage their financial affairs</li> <li>Apply for benefit or to become a fiduciary for a Veteran</li> </ul>	<p><b>Information available at:</b>  <a href="http://www.benefits.va.gov/fiduciary">http://www.benefits.va.gov/fiduciary</a></p>
<b>Insurance and TSGLI/SGLI Questions</b>	<p>Veterans are eligible for:</p> <ul style="list-style-type: none"> <li>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 (FSGLI),</li> </ul>	<p><b>All forms and information available at:</b>  <a href="http://www.benefits.va.gov/insurance">www.benefits.va.gov/insurance</a>  1-800-419-1473</p> <p><a href="http://explore.va.gov/life-insurance">http://explore.va.gov/life-insurance</a></p>
<b>Disability Compensation Questions</b>	<ul style="list-style-type: none"> <li>Disability compensation is a tax-free benefit paid to eligible Veterans</li> <li>Eligibility is determined by injuries/diseases from/aggravated by service</li> </ul>	<p><b>All forms and information available at:</b>  <a href="http://www.benefits.va.gov/compensation/types-disability.asp">www.benefits.va.gov/compensation/types-disability.asp</a></p> <p><a href="http://explore.va.gov/disability-compensation">http://explore.va.gov/disability-compensation</a></p>
<b>Dependency &amp; Indemnity Compensation for Veteran's Dependents</b>	<p>Dependents may be awarded tax-free benefits for:</p> <ul style="list-style-type: none"> <li>Death during military service or post-service related to a service-connected disability</li> <li>Death after extended period of 100 percent disability</li> </ul> <p><b>Note:</b> Links and information to VA benefits and services available to dependents, survivors and spouses are available on <a href="http://explore.va.gov/">http://explore.va.gov/</a>. DIC is just one of many benefits available to this group</p>	<p><b>All forms and information available at:</b>  <a href="http://www.benefits.va.gov/compensation/types-dependency_and_indemnity.asp">www.benefits.va.gov/compensation/types-dependency_and_indemnity.asp</a></p> <p><a href="http://explore.va.gov/spouses-dependents-survivors">http://explore.va.gov/spouses-dependents-survivors</a></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?”

### VA Facility Locator

<b>VA Facility Locator</b>	<ul style="list-style-type: none"> <li>VA facilities including additional state and local resources</li> </ul>	<b>Information available at:</b> <a href="http://www.va.gov/landing2_locations.htm">www.va.gov/landing2_locations.htm</a>
<b>Transition and Veteran Employment Services</b>		
<b>Veterans Employment Services Office (VESO)</b>	<ul style="list-style-type: none"> <li>Helps Veterans and transitioning Military Service Members find federal careers</li> <li>Military Skills Translator, Resume Builder and Federal Job Search functions</li> </ul> <p>Note: Visit <a href="http://explore.va.gov/">http://explore.va.gov/</a> to learn about other employment resources provided by VA.</p>	<b>Information available at:</b> <a href="http://www.vaforvets.va.gov">www.vaforvets.va.gov</a> 1-855-824-8387  <a href="http://explore.va.gov/employment-services">http://explore.va.gov/employment-services</a>
<b>Transition Assistance Program (TAP)</b>	<p>TAP may include:</p> <ul style="list-style-type: none"> <li>Transition from Service briefings and assistance</li> </ul>	<b>Information available at:</b> <a href="http://www.benefits.va.gov/TAP/">www.benefits.va.gov/TAP/</a>

### Veterans Health Administration

<b>Health Care Benefits or Application Questions</b>	<p>VHA provides:</p> <ul style="list-style-type: none"> <li>Primary care</li> <li>Mental health care (including Veteran-specific treatment for PTSD, TBI care, etc.)</li> <li>Preventative care</li> <li>A wide variety of specialty care</li> <li>Inpatient and outpatient pharmacy</li> <li>Geriatric care</li> <li>Long term care and support</li> </ul> <p><b>Note:</b> For basic information and an easy to understand eligibility quiz with digital resource links go to: <a href="http://explore.va.gov/">http://explore.va.gov/</a>.</p>	<p><b>Program Information:</b>  <a href="http://www.va.gov/healthbenefits/">www.va.gov/healthbenefits/</a>            1-877-222-VETS (8387)</p> <p><b>Eligibility Information:</b>  <a href="http://www.va.gov/healthbenefits/apply/veterans.asp">www.va.gov/healthbenefits/apply/veterans.asp</a></p> <p><b>How to Apply:</b>  <a href="http://www.1010ez.med.va.gov">www.1010ez.med.va.gov</a></p> <p><b>Application and General Information available at:</b>  <a href="http://explore.va.gov/health-care">http://explore.va.gov/health-care</a> 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.</p>
<b>Access to Patient Medical information</b>	<ul style="list-style-type: none"> <li>My HealthVet is VA's online personal health record system designed to help VA patients manage their healthcare records and notes from medical providers</li> <li>Blue Button allows you to share info between VA and non VA providers.</li> </ul>	<p><b>Information for both resources available at:</b>  <a href="http://www.myhealth.va.gov/index.html">www.myhealth.va.gov/index.html</a>            1-877-327-0022</p>
<b>Women Veteran Support</b>	<ul style="list-style-type: none"> <li>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</li> </ul>	<p><b>Information available at:</b>  <a href="http://www.womenshealth.va.gov">www.womenshealth.va.gov</a>  <b>Women Veterans Call Center:</b>            1-855-VA-WOMEN (829-6636)</p>
<b>Rural Veteran Support</b>	<ul style="list-style-type: none"> <li>The VA Office of Rural Health helps rural Veterans access medical care through VA facilities</li> </ul>	<p><b>Information available at:</b>  <a href="http://www.ruralhealth.va.gov">www.ruralhealth.va.gov</a></p>
<b>Mental Health Support</b>	<ul style="list-style-type: none"> <li>Authoritative mental health information and resources for Veterans and their families.</li> <li>Self-help toolbox</li> <li>Where to get help</li> <li>Comprehensive guide to VA Mental Health Services</li> <li>Veterans Crisis Line website has a live chat function</li> </ul>	<p><b>Information available at:</b>  <a href="http://www.mentalhealth.va.gov">www.mentalhealth.va.gov</a>  <a href="http://maketheconnection.net/">http://maketheconnection.net/</a>  <a href="https://www.veteranscrisisline.net/">https://www.veteranscrisisline.net/</a></p> <p><b>Guide to VA Mental Health Services for Veterans and Families:</b>  <a href="http://www.mentalhealth.va.gov/docs/MHG_English.pdf">www.mentalhealth.va.gov/docs/MHG_English.pdf</a></p>
<b>Veteran (Vet) Center information</b>	<p>Vet Centers provide:</p> <ul style="list-style-type: none"> <li>Individual and group counseling</li> <li>Discharge upgrade information</li> <li>Community, social service and medical referrals</li> <li>Employee assistance referrals</li> <li>VA Benefits assistance referrals</li> </ul>	<p><b>Information available at:</b>            1-877-WAR-VETS (927-8387)</p> <p><b>Locate a Vet Center near you at:</b>  <a href="http://www.va.gov/directory/guide/vetcenter.asp">www.va.gov/directory/guide/vetcenter.asp</a></p>

### National Cemetery Administration

<b>Burial and Memorial Benefits Information</b>	<p>VA offers Veterans and their dependents:</p> <ul style="list-style-type: none"> <li>Burial and honoring services, including gravesites and grave liners</li> <li>Maintenance of national cemeteries</li> <li>Headstones, markers, and presidential memorial certificates</li> </ul> <p><b>Note:</b> VBA manages additional memorial benefits</p>	<p><b>Information available at:</b>  <a href="http://www.cem.va.gov">www.cem.va.gov</a>            1-800-827-1000</p> <p>Application and benefit information about both VBA and NCA managed memorial benefits available at:  <a href="http://explore.va.gov/">http://explore.va.gov/</a>.</p>
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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



# “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](http://www.bva.va.gov)

Appeal Process Pamphlet:  
[www.bva.va.gov/docs/Pamphlets/How-Do-I-Appeal-Booklet-508Compliance.pdf](http://www.bva.va.gov/docs/Pamphlets/How-Do-I-Appeal-Booklet-508Compliance.pdf)

VA Website	<a href="http://www.va.gov">www.va.gov</a>
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