

“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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<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 	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: <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 	Information available at: http://benefits.va.gov/COMPENSATION/types-dependency_and_indemnity.asp
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 	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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Vocational counseling and planning for education Job-seeking skills and assistance in finding employment Independent living services 	https://www.ebenefits.va.gov/ebenefits/jobs



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*



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

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Health Benefits or Application Questions	VA 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 	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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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: <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 	Information available at: www.cem.va.gov https://www.ebenefits.va.gov/ 1-800-827-1000	Administration National Cemetery
Whistleblower Complaints	<ul style="list-style-type: none"> • 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 vaighotline@va.gov	VA Central Office and Special Offices
Support Services for VA Employees	<ul style="list-style-type: none"> • 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: <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	
Claims Appeal Process information	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Information on VA's organizational structure and Administrations 	www.va.gov	

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Central VA Website	www.VA.gov
eBenefits Info	https://www.ebenefits.va.gov/ 1-877-222-VETS (8387)
24-Hour Hotline for Homeless Vets	1-877-4AID-VET
24-Hour Veteran Crisis Hotline	1-800-273-8255 option 1

For benefits, programs, and location information
1-800-827-1000

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