“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

Transition and Veteran Employment Services

Veterans Employment Services Office (VESO)
- 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/ to learn about other employment resources provided by VA.

Information available at: www.vetrecs.va.gov
1-855-824-8937
http://explore.va.gov/employment-services

Transition Assistance Program (TAP)
- TAP may include:
  - Transition from Service briefings and assistance

Information available at: www.veterans.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/.

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
- 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
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
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

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

Information available at: www.mentalhealth.va.gov
http://maketheconnection.net/
https://www.veteranscrispline.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:
  - 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:
  - Burial and honoring services, including gravesites and grave liners
  - Maintenance of national cemeteries
  - Headstones, markers, and presidential memorial certificates
  - VBA manages additional memorial benefits

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/
### 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

### 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/)

### 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 HISA grants to eligible Veterans for use in modifying a home. These are smaller grants.

### 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/)

### 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

### 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/)

### 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

### 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 (FSGLI),

### Disability Compensation Questions
- Disability compensation is a tax-free benefit paid to eligible Veterans
- Eligibility is determined by injuries/diseases from/aggravated by service

### 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

### Benefits Administration

| Benefits Applications & Claim Questions | All forms and applications available at: [www.ebenefits.va.gov/](http://www.ebenefits.va.gov/) |
| Home Loan Guaranty Program Questions or Payment on a VA-Provided Home Loan | Videos that explain how to fill out select forms: [www.benefits.va.gov/BENEFITS/videos.asp](http://www.benefits.va.gov/BENEFITS/videos.asp) |
| Fiduciary | Information available at: [http://www.benefits.va.gov/fiduciary](http://www.benefits.va.gov/fiduciary) |
| Insurance and TSGLI/SGLI Questions | All forms and information available at: [www.benefits.va.gov/insurance 1-800-419-1473](http://explore.va.gov/life-insurance) [http://explore.va.gov/life-insurance](http://explore.va.gov/life-insurance) |
### Board of Veterans Appeals

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<tr>
<th>Claims Appeal Process information</th>
<th>Information available at:</th>
<th>Appeal Process Pamphlet:</th>
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<tbody>
<tr>
<td>- 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.</td>
<td><a href="http://www.bva.va.gov">www.bva.va.gov</a></td>
<td><a href="http://www.bva.va.gov/docs/Pamphlets/How-Do-I-Appeal-Booklet-508Compliance.pdf">www.bva.va.gov/docs/Pamphlets/How-Do-I-Appeal-Booklet-508Compliance.pdf</a></td>
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| 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

- [www.va.gov](http://www.va.gov)