

# COVID-19 CARE RESOURCE GUIDE

**Veterans and their Families, Caregivers and Survivors have many resources available to answer their questions on services related to the Coronavirus, or COVID-19, and the care, benefits and services available from the Department of Veterans Affairs, other agencies and non-profit organizations.**

**Coronavirus information: The federal government response**  
**[www.coronavirus.gov/](http://www.coronavirus.gov/)**

The actions of the Department of Veteran's Affairs (VA):  
<https://www.publichealth.va.gov/n-coronavirus/>

**VA has implemented an aggressive public health response to protect and care for Veterans in the face of this emerging health risk. We are working directly with the Centers for Disease Control and Prevention (CDC) and other federal partners to monitor the outbreak of the virus.**

**These measures include outreach to Veterans and staff, [clinical screening at VA health care facilities](#), and [protective procedures](#) for patients admitted to community living centers and spinal cord injury units.**

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## VA Resources

### Website Coronavirus Information:

- For the latest VA updates on coronavirus and commonsense tips on preventing its spread, visit <https://www.va.gov/coronavirus>.
- For more information about coronavirus, please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.
- <https://www.blogs.va.gov/VAntage/72856/veterans-multiple-resources-covid-19-information/>
- FAQs: <https://www.va.gov/coronavirus-veteran-frequently-asked-questions/>

**VA.GOV:** Access and manage your VA benefits and health care to include education and records [www.va.gov](http://www.va.gov)

**White House/VA Hotline:** Dial 1-855-948-2311.

- Calls are answered by a live agent 24 hours a day, seven days a week, 365 days a year.
- Agents assist with facility locator: <https://www.va.gov/find-locations/>

**Veterans Crisis Line:** Dial 1-800-273-8255 and Press 1 to talk to someone. Send a text message to 838255 to connect with a VA responder. Start a confidential online chat session at [VeteransCrisisLine.net/Chat](https://www.veteranscrisisline.net/Chat).

- For additional mental health resources visit, [https://www.mentalhealth.va.gov/suicide\\_prevention/resources.asp](https://www.mentalhealth.va.gov/suicide_prevention/resources.asp)

**MyVA 311:** Dial 1-844-MyVA311. If a Veteran has symptoms such as fever, cough, and shortness of breath, please contact local VA medical center or MyVA 311 before visiting the local medical center or clinic.

- COVID-19 Guidance for Community Providers Fact Sheet [https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-40.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-40.pdf)

**Prescription Refills:** If you currently get your prescription sent to you by mail, you'll continue to receive your refills as normal. If you usually pick up your prescriptions in person, we encourage you to use our [online prescription refill and tracking tool](#).

- To make sure you have your medicine in time, request your refill at least 10 days before you'll run out of your current prescription. For questions about your prescriptions, [send a secure message](#) to your provider through My HealtheVet. <https://www.myhealth.va.gov/mhv-portal-web/home>

**Homeless Veterans:**

- <https://www.va.gov/homeless/>
- Veterans and their families may also call 1-877-4AID-VET (1-877-424-3838) to access VA services.
- US Interagency Council on Homelessness <https://www.usich.gov/covid-19>
- CDC: [Interim Guidance for Responding to Coronavirus Disease 2019 among People Experiencing Unsheltered Homelessness](#)
- CDC: [Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)

**VA Benefits: How to file a claim?** <https://www.va.gov/disability/how-to-file-claim/>

- **Forever GI Bill:** On Saturday, March 21, 2020, the President signed into law S. 3503, which clarifies how the Department of Veterans Affairs should treat in-person courses of study that convert to distance learning formats due to health-related situations and other emergencies.
- <https://www.blogs.va.gov/VAntage/72852/veterans-gi-bill-benefits-continue-covid-19-pandemic/>

**Telehealth Services:** Meet with providers from home; available on iPhone, iPad, laptops, macOS, Android, and personal computers.

- How can Telehealth Support You? <https://telehealth.va.gov/>
- VA Video Connect: <https://mobile.va.gov/app/va-video-connect>
- National Telehealth Technology Help Desk at **866-651-3180** or **703-234-4483**

**Mobile Vet Centers:** Locate a Mobile Vet Center near you or talk to an adjustment counselor

- <https://www.vetcenter.va.gov/>
- **1-877-WAR VETS (1.877.927.8387)** is an around the clock confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life.

**National Cemetery Operations:**

- Effective March 23 — as part of the agency's response to the coronavirus (COVID-19) — committal services and the rendering of military funeral honors will discontinue until further notice.
- <https://www.blogs.va.gov/VAntage/72854/va-national-cemeteries-adjusts-operations-response-covid-19/>
- For more information, contact NCA at 202-891-9987. Veterans can call the National Cemetery Scheduling Office at 800-535-1117 or [schedule a burial arrangement online](#).

**Board of Veterans' Appeals:**

- The Board of Veterans' Appeals (Board) is making changes to keep Veterans safe from exposure to COVID-19 while continuing its mission of providing hearings and deciding appeals.
- The Board has suspended all travel, video and Central Office hearings through at least May 1, 2020.
- Veterans will work with their representatives to reschedule hearings. Veterans who prefer to wait for travel board, video or central office hearings to resume will receive top priority in hearing rescheduling.
- [Click here](#) for information on virtual hearings.
- The Board will Advance on Docket (AOD) appeals for Veterans who have been diagnosed with COVID-19
- [Click here](#) to find out how to file for AOD and what documentation is required.
- During this National emergency, the Board will now accept typed signatures on AMA Notices of Disagreement (NOD) [VA Form 10182](#), in lieu of a wet signature.

**#VetResources:** VA newsletter reaching more than 10M Veterans and families. Resources, tools, and tips for VA and community resources. Subscribe: <https://www.va.gov/vetresources/>

