### “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
- **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/](http://explore.va.gov/) to learn about other employment resources provided by VA.
  - Information available at: [www.vaforvets.va.gov](http://www.vaforvets.va.gov)
  - [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
  - Program Information:
    - [www.va.gov/healthbenefits/](http://www.va.gov/healthbenefits/)
    - 1-877-222-VETS (8387)
  - Eligibility Information:
    - [www.va.gov/healthbenefits/apply/veterans.asp](http://www.va.gov/healthbenefits/apply/veterans.asp)
  - How to Apply:
    - [www.1010eaz.med.va.gov](http://www.1010eaz.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](tel: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
  - Information available at: [www.mentalhealth.va.gov](http://www.mentalhealth.va.gov)
  - [http://maketheconnection.net/](http://maketheconnection.net/)
  - [https://www.veteranscristline.net/](https://www.veteranscristline.net/)
  - [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)](tel:1-877-WAR-VETS)
  - 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 | Information available at:                                                                 | www.benefits.va.gov/benefits/ 1-800-827-1000  
| Benefits Handbook:                          |  
| Benefits Applications & Claim Questions     | All forms and applications available at:                                                  | www.ebenefits.va.gov/  
| Home Loan Guaranty Program Questions or     | Videos that explain how to fill out select forms:                                          | www.benefits.va.gov/  
| Payment on a VA-Provided Home Loan          | All forms and information available at:                                                   | VEBENEFITS/videos.asp   
| Pension                                    | Information available at:                                                                |  
| Education and Post-9/11 GI Bill Benefits    | All forms and information available at:                                                   |  
| Vocational Rehabilitation and Employment    | Information available at:                                                                |  
| (VR&E) Information                          | All forms and information available at:                                                   |  
| Fiduciary                                  | Information available at:                                                                |  
| Insurance and TGLI/SGLI Questions           | Information available at:                                                                |  
| Disability Compensation Questions           | All forms and information available at:                                                   |  
| Dependency & Indemnity Compensation for     | All forms and information available at:                                                   |  
| Veteran's Dependents                        | All forms and information available at:                                                   |  
| | Information available at:                  |  
| 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/)  
| Benefits Applications & Claim Questions     | Information available at:                                                                |  
| Home Loan Guaranty Program Questions or     | All forms and applications available at:                                                  |  
| Payment on a VA-Provided Home Loan          | Videos that explain how to fill out select forms:                                          |  
| Pension                                    | Information available at:                                                                |  
| Education and Post-9/11 GI Bill Benefits    | All forms and information available at:                                                   |  
| Vocational Rehabilitation and Employment    | Information available at:                                                                |  
| (VR&E) Information                          | All forms and information available at:                                                   |  
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| Disability Compensation Questions           | All forms and information available at:                                                   |  
| Dependency & Indemnity Compensation for     | All forms and information available at:                                                   |  
| Veteran's Dependents                        | All forms and information available at:                                                   |  
| | Information available at:                  |  
| 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/)  
| Benefits Applications & Claim Questions     | Information available at:                                                                |  
| Home Loan Guaranty Program Questions or     | All forms and applications available at:                                                  |  
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| Fiduciary                                  | Information available at:                                                                |  
| Insurance and TGLI/SGLI Questions           | Information available at:                                                                |  
| Disability Compensation Questions           | All forms and information available at:                                                   |  
| Dependency & Indemnity Compensation for     | All forms and information available at:                                                   |  
| Veteran's Dependents                        | All forms and information available at:                                                   |  
| | Information available at:                  |  

**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.
- 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.

**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 TGLI/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 (TGLI), 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.

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**For information about benefits, call the VBA Hotline:**

1-800-277-8255 Monday-Friday 8am-9pm EST

*Call back service may be available after hours*
**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:**

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<tr>
<td>VA Website</td>
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<td>24-Hour Veteran Crisis Hotline</td>
<td>1-800-273-8255 option 1</td>
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**General VA Information**

| VA Website                  | [www.va.gov](http://www.va.gov)            |

**24-Hour Hotline for Homeless Vets**

**24-Hour Veteran Crisis Hotline**

As of 05/25/2016