Objectives

• After this presentation, you will be able to:

  – Know the history of eBenefits, how to obtain an account via the remote registration option, and its top features.

  – Understand the significance for Veterans to submit a claim with all supporting documentation electronically versus paper.
eBenefits

- eBenefits is a joint VA/Department of Defense (DoD) web portal that provides resources and self-service capabilities to Veterans, Servicemembers, and their families to research, access and manage their VA and military benefits and personal information.
- eBenefits (www.ebenefits.va.gov) is a joint VA/DoD Web portal that provides self-service capabilities to Veterans, Servicemembers, and their families.
- Development of eBenefits was initiated in March of 2007 at the recommendation of the President’s Commission on Care for America’s Returning Wounded Warriors (Dole/Shalala).
- With quarterly releases, eBenefits continues to evolve as a “one-stop shop” for Veterans, Servicemembers and their families.
• Remote Registration:
  – The eBenefits DS Logon Account Registration Wizard is a DoD online self-service application that allows online registration and identity authentication.

• To obtain a DS Logon using the Registration Wizard, users must:
  – Be registered in Defense Enrollment Eligibility Reporting System (DEERS).
  – Create a Basic Account first.
  – Build a password and get a user ID.
  – Create a secure identity by answering five questions, and selecting a picture.
  – Answer four personal questions correctly to confirm identity for upgrade to Premium Account Status. Another question may be asked if you miss one.
• eBenefits Basic Account (DS Logon Level 1):
  – Self-Register in eBenefits using online Registration Wizard or in person at a VA Regional Office (RO) or TRICARE Service Center.
  – Requires user to be registered in DEERS.
  – Provides limited access to eBenefits features.
    • Favorite links
    • Categories of benefits that are of interest
    • VA home loan certificate of eligibility
  – No access to personal identifiable information (PII) from VA or DoD.
  – Lower form of access that is easier to obtain because in-person or remote identity verification is not required.
eBenefits Access continued

- eBenefits Premium Account (DS Logon Level 2):
  - Requires a higher level of identity verification (online, by phone, or in-person) for access to PII and given Health Insurance Portability and Accountability Act (HIPAA) requirements.
  - Provides unlimited access to eBenefits features.
  - Highest level of access, allows users to access PII through VA and DoD applications and services.
    - Claim status
    - VA payment history
    - TRICARE information
    - Military separation documents (for Veterans)

Note: Creating a Premium Account by visiting a VA RO or TRICARE office without having a Basic Account will require users to receive an activation code from DoD within 6-12 days to their mailing address on record.
eBenefits Top Features

1. **Access & Download VA Documents:**
   - **Home Loan Certificate of Eligibility (COE)** – Veterans and Service members can generate and print their Certificate of Eligibility for a VA Guaranteed Loan.
   - **Preference Letters** – Veterans can create VA letters for a variety of purposes, including Civil Service Preference, Commissary (DoD Identification Card), Service Verification, and Benefit Verification. The letter templates automatically include the user’s name and current Compensation and Pension address.

2. **Access & Download Official Military Personnel File (OMPF) – including DD Form-214**

3. **Apply for Benefits:**
   - Where applicable, users can apply for Compensation, Pension, Education, Burial and Vocational Rehabilitation & Employment (VR&E) Benefits online.
4. **Review claim and appeal status:**
   – Veterans and Servicemembers can view the status of their claim/appeal.

5. **Manage your claims:**
   – An online wizard recognizes Claimants upon login and helps them make changes to marital status, dependents and school verifications with guided assistance.

6. **Check Post-9/11 GI Bill status:**
   – Veterans and Service members can view entitlement and school enrollment information for Post-9/11 GI Bill Education benefits.

7. **Transfer Post-9/11 GI Bill Benefits:**
   – Servicemembers: If eligible for the Post-9/11 GI Bill program, they may transfer educational benefits to eligible dependents listed in DEERS. Veterans may review, modify, or revoke a transfer request made while they were a Servicemember.
8. VA Payment History:
   – Monitor VA Compensation and Pension, Education, and VR&E benefit payments.

9. Health Benefits Eligibility Check:
   – A calculator to assess whether Veterans qualify for VA health care benefits (Eligibility is based on financial considerations).

10. Premium Access to Veterans’ Group Life Insurance (VGLI)
    – Users may view and update information related to their VGLI policy. Download forms and print their Certificate of Insurance. Provides for the conversion of Service members’ Group Life Insurance (SGLI) to a renewable term life insurance policy within 120 days of separation from active duty service.
Electronic Claims Submission

- Appoint an accredited Veterans Service Organization to assist with preparing and submitting an electronic claim.
- Claims submitted online through eBenefits can provide faster decisions.
- Veterans filing for compensation benefits can initiate their claim online and preserve their date of claim. Veterans have up to 365 days to fully complete their claim, upload any supporting documentation and submit directly to VA.
- All relevant records in possession, and those records which are easily obtainable (e.g. private medical records) should be submitted at the time they make their claim and certify that they have no further evidence to submit. VA can then review and process the claim more quickly.
Questions?