

Veterans Health Benefits Handbook — Frequently Asked Questions

I received my handbook, but it has another person's name in it. What do I do?

Call VA toll-free at 1-877-222-VETS (8387). VA staff will research the cause, correct records, report any breach of privacy and reissue a handbook, if appropriate.

What do I do if my handbook is lost (or stolen)?

Call VA toll-free at 1-877-222-VETS (8387). VA will replace handbooks on a limited basis.

The eligibility factors listed in my handbook are missing (or incorrect).

Call VA toll-free at 1-877-222-VETS (8387). VA will verify information and update your record, if appropriate. If your eligibility information changes, VA will inform you in writing.

The facility information in my handbook is incorrect.

The listed facility may not be the facility where the Veteran is receiving VA care; the information in the handbook represents the Veteran's preferred VA medical facility.

My name is spelled wrong in the handbook.

You will not receive a new handbook for a spelling error. Handbooks will be reissued only under special circumstances, on a limited basis.

In the future, you will be able to view and print the latest version of your handbook through a Web site.

My neighbor received a handbook, why didn't I?

Handbooks will be mailed in priority group order, starting with priority group 1. For example, when the priority group 1 mailing is complete, the next mail-out will be priority group 2.

New enrollees to priority groups that have already been mailed will be picked up with the current mailings, until all Veterans enrolled in the VA health care system receive their handbook.

The answer to the question may be that you are in a different priority group than your neighbor.

I did not receive a handbook.

If you believe you should have received a handbook by now and still haven't, there may be a variety of reasons you have not received a book: for example, there may be an error with your address in our records, or production may not have reached your priority group yet.

Call the VA toll-free at 1-877-222-VETS (8387) for more information.

**For more information, visit
www.va.gov/healthbenefits/vbh/
or call, toll-free,
1-877-222-VETS (8387).**



Veterans Health Benefits Handbook



Frequently Asked Questions

Veterans edition



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

Veterans Health Benefits Handbook — Frequently Asked Questions

What is the Veterans Health Benefits Handbook?

The handbook is a customized book that is created for each enrolled Veteran. It provides VA health care benefit information based on the Veteran's specific eligibility factors in an organized, easy-to-read format.

What is the handbook's purpose?

The handbook provides a current, accurate description of all VA health care benefits available to each enrolled Veteran. In addition, it provides contact information for the Veteran's preferred VA medical facility and information regarding copay responsibilities, how to schedule appointments, ways to communicate treatment needs, patient rights, how to obtain their medical records and other important information.

What benefits will the handbook offer me?

The handbook will provide users:

- Information about their benefits that will help them take a more active role in the VA health care process.
- A resource for current, accurate information.
- VA contact information and instructions regarding eligibility for VA health care benefits to help Veterans more effectively manage their care.
- Information on the MyhealthVet Web site and other VA portals.

How and when will Veterans receive their first handbook?

Nationwide mailings of the handbook will begin in February 2012, with handbooks mailed out by priority group. The initial mail-out process will take approximately 16 months to complete.

What privacy issues are associated with the handbook?

Each handbook will include the Veteran's name and eligibility information. Veterans are responsible for safeguarding their handbook, just as they would any other document containing personal information.

What information does the handbook include?

The information in the handbook is designed to provide each Veteran with an explanation of his or her VA health care benefits based on the eligibility determinations present in the enrollment system (ES) at the time of publishing.

Each handbook will contain individualized information regarding:

- A basic medical benefits package
- Medication
- Dental
- Nursing home
- Medically related travel benefits
- Mileage reimbursement
- Specialized transportation
- Lodging and per diem
- Eyeglasses
- Hearing aids
- Automobile adaptive and access equipment
- Home improvement and structural alteration grants
- Clothing allowance
- Dependent health care
- Emergency care at a non-VA facility
- Foreign medical care

Handbooks contain eligibility information for these benefits, with specific text in a matrix called "Benefits at a Glance" and in chapter format.

The handbook also contains other pertinent

information, including:

- Getting started with VA health care
- Assessing your VA health care services
- Coordination of care
- Pharmacy services
- Patient rights and responsibilities
- VA copays and insurance
- Care outside the VA system
- Appeals
- Vet centers
- VA health care and Medicare

Each handbook will provide the facility name, address and contact information of the Veteran's preferred facility.

The preferred facility is the location where the Veteran receives his or her VA health care benefits.

Telephone numbers will be provided for each facility's:

- Main hospital
- After-hours care
- Patient advocate
- Enrollment coordinator
- Pharmacy

How often will a new version of the handbook be published for each Veteran?

Handbooks will be replaced approximately every two years. Within the two-year period, the Veteran will receive written updates to the handbook to reflect changes to his or her eligibility factors and preferred facility.

My handbook says I am eligible for dental benefits under certain circumstances. What does that mean?

Chapter 3 of the handbook explains the special circumstances in which Veterans may receive dental benefits.