

VA



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'We want to connect with Veterans before they know they need us': VA launches Concierge for Care program

WASHINGTON — Today the U.S. Department of Veterans Affairs (VA) announced the launch of Concierge for Care, a health-care enrollment initiative that connects with former service members shortly after they separate from the service.

“Our goal is to give transitioning service members one less thing to worry about,” said VA Secretary David J. Shulkin. “We know that [more than a third](#) of Veterans who haven’t yet visited our facilities indicated they are not aware of VA health care benefits, while a quarter reported they do not know how to apply.”

As part of Concierge for Care, VA staff members are personally contacting recently separated service members to answer questions, process their health-care enrollment applications over the phone and help schedule eligible Veterans’ first VA medical appointment, if needed.

Each week, VA receives a list of separating service members from the Department of Defense. The goal is to make contact with them within a month of discharge.

Certain Veterans who served in a theater of combat operations are eligible to enroll and receive cost-free health care for medical conditions related to their military service during the five-year period after discharge.

Information about VA health care and the application process can be found at <https://www.vets.gov/health-care/apply/>.

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