## “HOW CAN I HELP YOU?”

### VA Facility Locator
- **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.vaforsvets.va.gov](http://www.vaforsvets.va.gov)
  - 1-855-824-8387
  - [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.vets.gov/healthcare/application/introduction](http://www.vets.gov/healthcare/application/introduction)
  - 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

- **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/) (includes chat function)
    - Hotline: 800-273-8255 Press 1
  - Guide to VA Mental Health Services for Veterans and Families:
    - [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)
  - Locate a Vet Center near you at: [www.va.gov/directory/guide/vetcenter.asp](http://www.va.gov/directory/guide/vetcenter.asp)

- **Caregiver Support Program**
  - Caregiver Support provides:
    - Links and resources for caregivers of Veterans
    - Additional support for Caregivers of Veterans with service connected injuries incurred on or after 911
    - Phone based support and education
  - Information available at: [www.caregiver.va.gov](http://www.caregiver.va.gov)
  - Caregiver support line: 1-855-260-3274

- **Homeless Veteran**
  - Immediately call the 24-hour National Call Center for Homeless Veterans 1-877-4AID-VET (4243-838)
  - 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*
### “HOW CAN I HELP YOU?”

**Veterans Benefits Administration**

| 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/). | Information available at: [www.benefits.va.gov/benefits/](http://www.benefits.va.gov/benefits/) | 1-800-827-1000 |
| Benefits Applications & Claim Questions | Information, forms, and phone numbers are available online for Veterans and their dependents | All forms and information available at: [www.ebenefits.va.gov](http://www.ebenefits.va.gov) | [http://www.benefits.va.gov/BENEFITS/videos.asp](http://www.benefits.va.gov/BENEFITS/videos.asp) |
| 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 | All forms and information available at: [www.benefits.va.gov/homeLoans/index.asp](http://www.benefits.va.gov/homeLoans/index.asp) | 1-877-827-3702 |
| 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 | Information available at: [www.benefits.va.gov/vocrehab](http://www.benefits.va.gov/vocrehab) | [http://explore.va.gov/employment-services](http://explore.va.gov/employment-services) |
| 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 | Information available at: [www.benefits.va.gov/gibill/](http://www.benefits.va.gov/gibill/) | 1-888-GIBILL-1 (442-4551) |
| Fiduciary | Program for Veterans and other beneficiaries who, due to injury, disease, or due to age, are unable to manage their financial affairs | Information available at: [www.benefits.va.gov/fiduciary](http://www.benefits.va.gov/fiduciary) | [http://explore.va.gov/fiduciary](http://explore.va.gov/fiduciary) |
| Insurance and TSGLI/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 (TSGLI), Servicemembers' Group Life Insurance Disability Extension (SGIL-DE), Family Servicemembers' Group Life Insurance (FSGLI). | All forms and information available at: [www.benefits.va.gov/insurance](http://www.benefits.va.gov/insurance) | 1-800-419-1473 |
| 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 | All forms and information available at: [www.benefits.va.gov/compensation/types-dependency_and_indemnity.asp](http://www.benefits.va.gov/compensation/types-dependency_and_indemnity.asp) | [http://explore.va.gov/spouses-dependents-survivors](http://explore.va.gov/spouses-dependents-survivors) |

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

1-800-827-1000 Monday Friday 8am-9pm EST*

*Call back service may be available after hours*
**National Cemetery Administration**

<table>
<thead>
<tr>
<th>Burial and Memorial Benefits Information</th>
<th>VA offers Veterans and their dependents:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Burial and honoring services, including gravesites and grave liners</td>
</tr>
<tr>
<td></td>
<td>• Maintenance of national cemeteries</td>
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<tr>
<td></td>
<td>• Headstones, markers, and presidential memorial certificates</td>
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<td></td>
<td><strong>Note:</strong> VBA manages additional memorial benefits</td>
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</tbody>
</table>

Information available at:
- [www.cem.va.gov](http://www.cem.va.gov)
- 1-800-535-1117

Application and benefit information about both VBA and NCA managed memorial benefits available at:
- [http://explore.va.gov/](http://explore.va.gov/)

**Board of Veterans Appeals**

<table>
<thead>
<tr>
<th>Claims Appeal Process information</th>
<th>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</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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</td>
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Information available at:
- [www.bva.va.gov](http://www.bva.va.gov)

Appeal Process Pamphlet:

**General VA Resources**

<table>
<thead>
<tr>
<th>Other VA resources</th>
<th>To access the VA social media properties go to the VA homepage and click on the icons on the right hand top of the page. Or use the links below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td><img src="https://www.facebook.com/VeteransAffairs" alt="Facebook" /></td>
</tr>
<tr>
<td>Twitter</td>
<td><img src="https://twitter.com/DeptVetAffairs/" alt="Twitter" /></td>
</tr>
<tr>
<td>Flicker</td>
<td><img src="https://www.flickr.com/photos/VeteransAffairs/" alt="Flicker" /></td>
</tr>
<tr>
<td>Instagram</td>
<td><img src="https://www.instagram.com/deptvetaffairs/" alt="Instagram" /></td>
</tr>
<tr>
<td>Youtube</td>
<td><img src="https://www.youtube.com/user/DeptVetAffairs" alt="Youtube" /></td>
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<tr>
<td>Vantage Point blog</td>
<td><img src="http://www.blogs.va.gov/VAntage/" alt="Vantage Point blog" /></td>
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<tr>
<td>MyVA blog</td>
<td><img src="https://myva.va.gov/blog/" alt="MyVA blog" /></td>
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<tr>
<td>VA Pulse</td>
<td><img src="https://www.vapulse.net/welcome" alt="VA Pulse" /></td>
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<tr>
<td>ExploreVA</td>
<td><img src="https://explore.va.gov/outreach-sharing" alt="ExploreVA" /></td>
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</tbody>
</table>

**General VA Resources Continued**

<table>
<thead>
<tr>
<th>General VA Resources</th>
<th><strong><a href="http://www.va.gov">www.va.gov</a></strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Website</td>
<td>1-844-698-2311</td>
</tr>
<tr>
<td>One stop Information Service</td>
<td>1-800-827-1000</td>
</tr>
<tr>
<td>VA Benefits Info</td>
<td>1-877-222-VETS (8387)</td>
</tr>
<tr>
<td>VA Health Care Info</td>
<td>1-877-4AID-VET (4243-838)</td>
</tr>
<tr>
<td>24-Hour Hotline for Homeless Vets</td>
<td>1-800-273-8255 option 1</td>
</tr>
</tbody>
</table>