

# Federal Benefits for Veterans Dependents and Survivors

2012 Edition



U.S. Department  
of Veterans Affairs

## Phone Numbers

|  |                |
|--|----------------|
| Bereavement Counseling .....                       | 1-202-461-6530 |
| Civilian Health and Medical Program(CHAMPVA) ..... | 1-800-733-8387 |
| Caregiver Support .....                            | 1-855-260-3274 |
| Education .....                                    | 1-888-442-4551 |
| Federal Recovery Coordination Program .....        | 1-877-732-4456 |
| Foreign Medical Program .....                      | 1-888-820-1756 |
| Headstones and Markers .....                       | 1-800-697-6947 |
| Health Care .....                                  | 1-877-222-8387 |
| Homeless Veterans.....                             | 1-877-424-3838 |
| Home Loans .....                                   | 1-888-827-3702 |
| Life Insurance.....                                | 1-800-669-8477 |
| Veterans Crisis Line .....                         | 1-800-273-8255 |
| Pension Management Center .....                    | 1-877-294-6380 |
| Presidential Memorial Certificate Program.....     | 1-202-565-4964 |
| Special Health Issues.....                         | 1-800-749-8387 |
| Telecommunication Device for the Deaf (TDD) .....  | 1-800-829-4833 |
| VA Benefits .....                                  | 1-800-827-1000 |
| VA Combat Call Center .....                        | 1-877-927-8387 |
| Women Veterans.....                                | 1-877-222-8387 |

## Web Sites

|  |  |
|--|--|
| Burial and Memorial Benefits.....              | <a href="http://www.cem.va.gov">www.cem.va.gov</a>   |
| Caregiver Support.....                         | <a href="http://www.Caregiver.va.gov">www.Caregiver.va.gov</a>   |
| CHAMPVA.....                                   | <a href="http://www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp">www.va.gov/hac/forbeneficiaries/forbeneficiaries.asp</a> |
| eBenefits .....                                | <a href="http://www.ebenefits.va.gov">www.ebenefits.va.gov</a>   |
| Exposures .....                                | <a href="http://www.publichealth.va.gov/exposures">www.publichealth.va.gov/exposures</a>                                       |
| Education Benefits.....                        | <a href="http://www.gibill.va.gov">www.gibill.va.gov</a>   |
| Health Care Eligibility.....                   | <a href="http://www.va.gov/healthbenefits">www.va.gov/healthbenefits</a>   |
| Home Loan Guaranty.....                        | <a href="http://www.homeloans.va.gov">www.homeloans.va.gov</a>   |
| Life Insurance.....                            | <a href="http://www.insurance.va.gov">www.insurance.va.gov</a>   |
| Memorial Certificate Program .....             | <a href="http://www.cem.va.gov/pmc.asp">www.cem.va.gov/pmc.asp</a>   |
| Mental Health .....                            | <a href="http://www.mentalhealth.va.gov">www.mentalhealth.va.gov</a>   |
| MyHealththeVet .....                           | <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>   |
| National Resource Directory .....              | <a href="http://www.nationalresourcedirectory.gov">www.nationalresourcedirectory.gov</a>                                       |
| Prosthetics .....                              | <a href="http://www.prosthetics.va.gov">www.prosthetics.va.gov</a>   |
| Record .....                                   | <a href="http://www.archives.gov/st-louis/military-personnel">www.archives.gov/st-louis/military-personnel</a>                 |
| Returning Servicemembers.....                  | <a href="http://www.oefoif.va.gov">www.oefoif.va.gov</a>   |
| Women Veterans.....                            | <a href="http://www.womenshealth.va.gov">www.womenshealth.va.gov</a>   |
| VA Vet Centers .....                           | <a href="http://www.vetcenter.va.gov">www.vetcenter.va.gov</a>   |
| VA Home Page.....                              | <a href="http://www.va.gov">www.va.gov</a>   |
| VA Benefit Payment Rates .....                 | <a href="http://www.vba.va.gov/bln/21/rates">www.vba.va.gov/bln/21/rates</a>   |
| VA Forms.....                                  | <a href="http://www.va.gov/vaform">www.va.gov/vaform</a>   |
| Vocational Rehabilitation and Employment ..... | <a href="http://www.vetsuccess.gov">www.vetsuccess.gov</a>   |

# **Federal Benefits for Veterans, Dependents and Survivors**

**2012 Edition**

**Department of  
Veterans Affairs**

**810 Vermont Ave., N.W.  
Washington, DC 20420**

**Cover:** Airmen of the the 455th Expeditionary Security Forces Squadron perform a retreat ceremony on Veterans Day at Bagram Air Base, Afghanistan. The ceremony was on the roof of a Soviet-built aircraft control tower. U.S. Air Force photo by Tech. Sgt. Brian Davids.

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# Contents

|  |            |
|--|------------|
| <b>Chapter 1: VA Health Care Benefits</b>                      | <b>1</b>   |
| <b>Chapter 2: Veterans with Service-Connected Disabilities</b> | <b>28</b>  |
| <b>Chapter 3: VA Pensions</b>                                  | <b>40</b>  |
| <b>Chapter 4: Education and Training</b>                       | <b>43</b>  |
| <b>Chapter 5: Home Loan Guaranty</b>                           | <b>53</b>  |
| <b>Chapter 6: VA Life Insurance</b>                            | <b>64</b>  |
| <b>Chapter 7: Burial and Memorial Benefits</b>                 | <b>70</b>  |
| <b>Chapter 8: Reserve and National Guard</b>                   | <b>76</b>  |
| <b>Chapter 9: Special Groups of Veterans</b>                   | <b>83</b>  |
| <b>Chapter 10: Transition Assistance</b>                       | <b>89</b>  |
| <b>Chapter 11: Dependents and Survivors Health Care</b>        | <b>98</b>  |
| <b>Chapter 12: Dependents and Survivors Benefits</b>           | <b>101</b> |
| <b>Chapter 13: Appeals of VA Claims Decisions</b>              | <b>110</b> |
| <b>Chapter 14: Military Medals and Records</b>                 | <b>112</b> |
| <b>Chapter 15: Other Federal Benefits</b>                      | <b>115</b> |
| <b>VA Facilities</b>   | <b>121</b> |
| <b>Index</b>   | <b>178</b> |

# Introduction

Veterans of the United States armed forces may be eligible for a broad range of benefits and services provided by the U.S. Department of Veterans Affairs (VA). These benefits are legislated in Title 38 of the United States Code. This booklet contains a summary of these benefits effective Jan. 1, 2012. For additional information, visit [www.va.gov/](http://www.va.gov/).

La versión en español de este folleto se encuentra disponible en formato Adobe Acrobat a través de el link: [http://www.va.gov/opa/publications/benefits\\_book/federal\\_benefits\\_spanish.pdf](http://www.va.gov/opa/publications/benefits_book/federal_benefits_spanish.pdf)

## General Eligibility

Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey. Generally, men and women Veterans with similar service may be entitled to the same VA benefits.

Dishonorable and bad conduct discharges issued by general courts-martial may bar VA benefits. Veterans in prison and parolees must contact a VA regional office to determine eligibility. VA benefits will not be provided to any Veteran or dependent wanted for an outstanding felony warrant.

## Certain VA Benefits Require Wartime Service

Certain VA benefits require service during wartime. Under the law, VA recognizes these war periods:

**Mexican Border Period:** May 9, 1916, through April 5, 1917, for Veterans who served in Mexico, on its borders or in adjacent waters.

**World War I:** April 6, 1917, through Nov. 11, 1918; for Veterans who

served in Russia, April 6, 1917, through April 1, 1920; extended through July 1, 1921, for Veterans who had at least one day of service between April 6, 1917, and Nov. 11, 1918.

**World War II:** Dec. 7, 1941, through Dec. 31, 1946.

**Korean War:** June 27, 1950, through Jan. 31, 1955.

**Vietnam War:** Aug. 5, 1964 (Feb. 28, 1961, for Veterans who served “in country” before Aug. 5, 1964), through May 7, 1975.

**Gulf War:** Aug. 2, 1990, through a date yet to be prescribed.

### **Important Documents**

In order to expedite benefits delivery, Veterans seeking a VA benefit for the first time must submit a copy of their service discharge form (DD-214, DD-215, or for World War II Veterans, a WD form), which documents service dates and type of discharge, or provides full name, military service number, and branch and dates of service.

The Veteran’s service discharge form should be kept in a safe location accessible to the Veteran and next of kin or designated representative.

The following documents will be needed for claims processing related to a Veteran’s death:

1. Veteran’s marriage certificate for claims of a surviving spouse or children.
2. Veteran’s death certificate if the Veteran did not die in a VA health care facility.
3. Children’s birth certificates or adoption papers to determine children’s benefits.
4. Veteran’s birth certificate to determine parents’ benefits.

### **eBenefits**

eBenefits is a joint VA/Department of Defense Web portal that provides resources and self-service capabilities to Servicemembers,

Veterans, and their families to apply, research, access, and manage their VA and military benefits and personal information through a secure Internet connection.

Through eBenefits Veterans can: Apply for benefits, view their disability compensation claim status, access official military personnel documents (e.g., DD Form 214, Certificate of Release or Discharge from Active Duty), transfer entitlement of Post-9/11 GI Bill to eligible dependents (Servicemembers only), obtain a VA-guaranteed home loan Certificate of Eligibility, and register for and update direct deposit information for certain benefits. New features are added regularly.

**Accessing eBenefits:** The portal is located at [www.ebenefits.va.gov](http://www.ebenefits.va.gov). Veterans must register for an eBenefits account at one of two levels: Basic or Premium. A Premium account allows access to personal data in VA and DoD systems, apply for benefits online, check the status of claims, update address records, and more. The Basic account allows access to information entered into eBenefits by the Veteran only. Basic accounts cannot access VA or DoD systems.

To be able to register for an eBenefits account, Veterans must be listed in the Defense Enrollment Eligibility Reporting System (DEERS) and first obtain a DoD Self Service (DS) Logon. **Note:** For those without a DEERS record, VA will first need to verify military service and add the information to DEERS. This is most likely for Veterans who served prior to 1982. Individuals should contact a VA regional office for assistance in being added to DEERS.

A DS Logon is an identity (user name and password) that is used by various DoD and VA Websites, including eBenefits. Those registered in DEERS, are eligible for a DS Logon. A DS Logon is valid for the rest of your life.

**Identity verification:** Many people will be able to verify their identity online by answering a few security questions. Others will need to visit a VA regional office or TriCare Service Center to have their identities verified. Servicemembers may verify their identity online by using their Common Access Card. Military retirees may verify their identity online using their Defense Finance and Accounting Service (DFAS) Logon. Veterans in receipt of VA benefits via direct deposit may have their identity verified by calling 1-800-827-1000 and selecting option 7. My HealtheVet users may use their secure My HealtheVet identity to obtain an eBenefits account.



## Abbreviations

ALS – Amyotrophic Lateral Sclerosis  
CHAMPVA – Civilian Health and Medical Program of VA  
CLC – Community Living Center  
C&P – Compensation and Pension  
COE – Certificate of Eligibility  
CRDP – Concurrent Retirement and Disability Payments  
CRSC – Combat-Related Special Compensation  
CWT – Compensated Work Therapy  
CZTE – Combat Zone Tax Exclusion  
DIC – Dependency and Indemnity Compensation  
DoD -- Department of Defense  
FHA – Federal Housing Administration  
FSGLI – Family Servicemembers' Group Life Insurance  
HUD – Department of Housing and Urban Development  
IRR – Individual Ready Reserve  
MGIB – Montgomery GI Bill  
MIA – Missing in Action  
NPRC – National Personnel Records Center  
NSLI – National Service Life Insurance  
OEF – Operation Enduring Freedom  
OIF – Operation Iraqi Freedom  
OND – Operation New Dawn  
OPM – Office of Personnel Management  
POW -- Prisoner of War  
PTSD – Post-Traumatic Stress Disorder  
SAH – Specially Adapted Housing  
SBA – Small Business Administration  
S-DVI – Service-Disabled Veterans' Insurance  
SGLI – Servicemembers' Group Life Insurance  
SSB – Special Separation Benefits  
TAP – Transition Assistance Program  
TSGLI – Servicemembers' Group Life Insurance Traumatic Injury Protection  
USCIS – U.S. Citizenship and Immigration Services  
USDA – U.S. Department of Agriculture  
VA – Department of Veterans Affairs  
VEAP – Veterans Educational Assistance Program  
VEOA – Veterans' Employment Opportunities Act  
VGLI – Veterans' Group Life Insurance  
VHA – Veterans Health Administration  
VMET – Verification of Military Experience and Training  
VMLI – Veterans' Mortgage Life Insurance  
VR&E – Vocational Rehabilitation and Employment  
VSI – Voluntary Separation Incentive  
WAAC – Women's Army Auxiliary Corps  
WASPs – Women Air Force Service Pilots

# Chapter 1

## Health Care Benefits

VA operates the nation's largest integrated health care system with more than 1,500 sites of care, including hospitals, community clinics, community living centers, domiciliaries, readjustment counseling centers, and various other facilities. For additional information on VA health care, visit: [www.va.gov/health](http://www.va.gov/health).

### **Basic Eligibility**

A person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits. Reservists and National Guard members may also qualify for VA health care benefits if they were called to active duty (other than for training only) by a Federal order and completed the full period for which they were called or ordered to active duty.

**Minimum Duty Requirements:** Veterans who enlisted after Sept. 7, 1980, or who entered active duty after Oct. 16, 1981, must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to Veterans discharged for hardship, early out or a disability incurred or aggravated in the line of duty.

### **Enrollment**

For most Veterans, entry into the VA health care system begins by applying for enrollment. Veterans can now apply and submit their application for enrollment (VA Form 1010EZ), online at [www.1010ez.med.va.gov/sec/vha/1010ez/](http://www.1010ez.med.va.gov/sec/vha/1010ez/). Veterans can also enroll by calling 1-877-222-VETS (8387) Monday through Friday, 8 a.m. to 8 p.m. Eastern time, or at any VA health care facility or VA regional benefits office. Once enrolled, Veterans can receive health care at VA health care facilities anywhere in the country.

Veterans enrolled in the VA health care system are afforded privacy rights under federal law. VA's Notice of Privacy Practices, which describes how VA may use and disclose Veterans' medical information, is also available on line at [www.va.gov/vhapublications/viewpublication.asp?pub\\_ID=1089](http://www.va.gov/vhapublications/viewpublication.asp?pub_ID=1089)

The following four categories of Veterans are not required to enroll, but are urged to do so to permit better planning of health resources:

1. Veterans with a service-connected disability of 50 percent or more.
2. Veterans seeking care for a disability the military determined was incurred or aggravated in the line of duty, but which VA has not yet rated, within 12 months of discharge.
3. Veterans seeking care for a service-connected disability only.
4. Veterans seeking registry examinations (Ionizing Radiation, Agent Orange, Gulf War/Operation Iraqi Freedom and Depleted Uranium).

### ***Priority Groups***

During enrollment, each Veteran is assigned to a priority group. VA uses priority groups to balance demand for VA health care enrollment with resources. Changes in available resources may reduce the number of priority groups VA can enroll. If this occurs, VA will publicize the changes and notify affected enrollees. A description of priority groups follows:

**Group 1:** Veterans with service-connected disabilities rated 50 percent or more and/or Veterans determined by VA to be unemployable due to service-connected conditions.

**Group 2:** Veterans with service-connected disabilities rated 30 or 40 percent.

**Group 3:**

Veterans who are former POWs.

Veterans awarded the Purple Heart Medal.

Veterans awarded the Medal of Honor.

Veterans whose discharge was for a disability incurred or aggravated in the line of duty.

Veterans with VA service-connected disabilities rated 10% or 20%.

Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, "benefits for individuals disabled by treatment or vocational rehabilitation."

**Group 4:**

Veterans receiving increased compensation or pension based on their need for regular Aid and Attendance or by reason of being

permanently Housebound.

Veterans determined by VA to be catastrophically disabled.

**Group 5:**

Nonservice-connected Veterans and noncompensable service-connected Veterans rated 0%, whose annual income and/or net worth are not greater than the VA financial thresholds.

Veterans receiving VA Pension benefits.

Veterans eligible for Medicaid benefits.

**Group 6:**

Compensable 0% Service-connected Veterans.

Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki.

Project 112/SHAD participants.

Veterans who served in the Republic of Vietnam between Jan. 9, 1962 and May 7, 1975.

Veterans who served in the Southwest Asia theater of operations from Aug. 2, 1990, through the present.

Veterans who served in a theater of combat operations after Nov. 11, 1998, as follows:

Veterans discharged from active duty on or after Jan. 28, 2003, for five years post discharge

**Group 7:**

Veterans with incomes below the geographic means test income thresholds and who agree to pay the applicable copayment.

**Group 8:**

Veterans with gross household incomes above the VA national income threshold and the geographically-adjusted income threshold for their resident location and who agrees to pay copays

Veterans eligible for enrollment: Noncompensable 0% service-connected and:

Subpriority a: Enrolled as of Jan. 16, 2003, and who have remained enrolled since that date and/ or placed in this subpriority due to changed eligibility status.

Subpriority b: Enrolled on or after June 15, 2009 whose income exceeds the current VA National Income Thresholds or VA National Geographic Income Thresholds by 10% or less

**Veterans eligible for enrollment: Nonservice-connected and**

Subpriority c: Enrolled as Jan. 16, 2003, and who remained enrolled since that date and/ or placed in this subpriority due to changed eligibility status

Subpriority d: Enrolled on or after June 15, 2009 whose income exceeds the current VA National Income Thresholds or VA National Geographic Income Thresholds by 10% or less

**Veterans NOT eligible for enrollment: Veterans not meeting the criteria above:**

Subpriority e: Noncompensable 0% service-connected

Subpriority f: Nonservice-connected

VA's income thresholds can be located at: [http://www.va.gov/health-benefits/cost/income\\_thresholds.asp](http://www.va.gov/health-benefits/cost/income_thresholds.asp).

***Recently Discharged Combat Veterans***

Veterans, including activated reservists and members of the National Guard, are eligible for the enhanced Combat Veteran benefits if they served on active duty in a theater of combat operations after Nov. 11, 1998, and have been discharged under other than dishonorable conditions.

Effective Jan. 28, 2008, combat Veterans discharged from active duty on or after Jan. 28, 2003, are eligible for enhanced enrollment placement into Priority Group 6 (unless eligible for higher enrollment Priority Group placement) for five-years post discharge.

Veterans receive VA care and medication at no cost for any condition that may be related to their combat service.

Veterans who enroll with VA under this Combat Veteran authority will remain enrolled even after their five-year post discharge period ends. At the end of their post discharge period, VA will reassess the Veteran's information (including all applicable eligibility factors) and make a new enrollment decision. For additional information, call 1-877-222-VETS (8387), Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern time.

### ***Special Access to Care***

**Service-Disabled Veterans:** who are 50 percent or more disabled from service-connected conditions, unemployable due to service-connected conditions, or receiving care for a service-connected disability receive priority in scheduling of hospital or outpatient medical appointments.

### ***Women Veterans***

Women Veterans are eligible for the same VA benefits as male Veterans. Comprehensive health services are available to women Veterans including primary care, specialty care, mental health care and reproductive health care services

VA provides management of acute and chronic illnesses, preventive care, contraceptive services, menopause management, and cancer screenings, including pap smear and mammograms, and gynecology. Maternity care is covered in the Medical Benefits package. Women Veterans receive maternity care from an OB/GYN, and care for their newborn children is covered for seven days after birth. Infertility evaluation and limited treatments are also available. Women Veterans Program Managers are available at all VA facilities to assist women Veterans in their health care and benefits. For more information, visit <http://www.womenshealth.va.gov/>.

### ***Military Sexual Trauma***

VA health care professionals provide counseling and treatment to help Veterans overcome psychological issues resulting from sexual trauma that occurred while serving on active duty, or active duty for training if service was in the National Guard or Reserves. Veterans who are not otherwise eligible for VA health care may still receive these services. Appropriate services are provided for any injury, illness or psychological condition resulting from such trauma. For additional information visit: [www.ptsd.va.gov/public/index.asp](http://www.ptsd.va.gov/public/index.asp)

### ***Veterans with Spinal Cord Injury/Disorders***

VHA has established SCI Centers at 24 VA medical centers and trained SCI Primary Care Teams at each medical center without an SCI Center. Services include: orthotics, prosthetics, sensory aids, assistive technology, videofluoroscopic studies of swallowing, pulmonary function tests, chronic pain management, gynecology, mental health, environmental modifications, peer counseling, reproductive assessment, substance abuse treatment or rehabilitation, swallowing

evaluation and training, geriatrics and gerontology, medical nutrition therapy, rehabilitation engineering, speech and language pathology, dental services, and services to address parenting issues. VAMCs without a SCI center provide access to primary care through physician, nurse and social worker to meet the primary care needs and these staff make appropriate referrals to their designated SCI Center when a Veteran has more complex needs.

### ***OEF/OIF/OND Care Management***

Each VA medical center has an OEF/OIF/OND Care Management team in place to coordinate patient care activities and ensure that Servicemembers and Veterans are receiving patient-centered, integrated care and benefits. OEF/OIF/OND clinical case managers screen all returning combat Veterans for the need for case management services to identify Veterans who may be at risk so VA can intervene early and provide assistance. Severely ill or injured Servicemembers/Veterans are provided with a case manager and other OEF/OIF/OND Servicemembers/Veterans are assigned a case manager as indicated by a positive screening assessment or upon request. OEF/OIF/OND case managers are experts at identifying and accessing resources within their health care system as well as in the local community to help Veterans recover from their injuries and readjust to civilian life.

### ***Financial Assessment***

Most Veterans not receiving VA disability compensation or pension payments must provide a financial assessment to determine whether they are below VA income thresholds. VA is currently not enrolling new applicants who decline to provide financial information unless they have a special eligibility factor exempting them from disclosure. VA's income thresholds are located at: [http://www.va.gov/healthbenefits/cost/income\\_thresholds.asp](http://www.va.gov/healthbenefits/cost/income_thresholds.asp).

The financial assessment includes all household income and net worth, including Social Security, retirement pay, unemployment insurance, interest and dividends, workers' compensation, black lung benefits and any other income. Also considered are assets such as the market value of property that is not the primary residence, stocks, bonds, notes, individual retirement accounts, bank deposits, savings accounts and cash.

### ***VA Medical Services and Medication Copays***

Some Veterans are required to make copays to receive VA health care and/or medications.

**Inpatient Care:** Priority Group 7 and certain other Veterans are responsible for paying 20 percent of VA's inpatient copay or \$231.20 for the first 90 days of inpatient hospital care during any 365-day period. For each additional 90 days, the charge is \$115.60. In addition, there is a \$2 per diem charge.

Priority Group 8 and certain other Veterans are responsible for VA's inpatient copay of \$1,156 for the first 90 days of care during any 365-day period. For each additional 90 days, the charge is \$578. In addition, there is a \$10 per diem charge.

**Extended Care:** Veterans may be subject to a copay for extended care services. The copay is determined by a calculation using information from completion of VA Form 10-10EC, Application for Extended Care Services. VA social workers or case managers will counsel Veterans or their family representatives on their eligibility and copay requirements. The copay amount is based on the Veteran's financial situation determined upon application for extended care services and can range from \$0 to a maximum copayment amount of \$97 a day.

**NOTE:** Veterans determined to be Catastrophically Disabled are exempt from copays applicable to the receipt of noninstitutional respite care, noninstitutional geriatric evaluation, noninstitutional adult day health care, homemaker/home health aide, purchase skilled home care, home-based primary care, hospice services and any other noninstitutional alternative extended care services.

**Outpatient Care:** While many Veterans qualify for free healthcare services based on a VA compensable service-connected condition or other qualifying factor, most Veterans are asked to complete an annual financial assessment, to determine if they qualify for free services. Veterans whose income exceeds the established VA Income Thresholds as well as those who choose not to complete the financial assessment must agree to pay required copays to become eligible for VA healthcare services.

Primary Care Services: \$15

Specialty Care Services: \$50

Prescriptions:



30-day or less supply for certain Veterans: \$8

30-day or less supply for higher income Veterans: \$9

**NOTE:** Copay amount is limited to a single charge per visit regardless of the number of health care providers seen in a single day. The copay amount is based on the highest level of service received. There is no copay requirement for preventive care services such as screenings and immunizations.

**Outpatient Visits Not Requiring Copays:** Certain services are not charged a copay. Copays do not apply to publicly announced VA health fairs or outpatient visits solely for preventive screening and/or vaccinations, such as vaccinations for influenza and pneumococcal, or screening for hypertension, hepatitis C, tobacco, alcohol, hyperlipidemia, breast cancer, cervical cancer, colorectal cancer by fecal occult blood testing, education about the risks and benefits of prostate cancer screening, HIV testing and counseling, and weight reduction or smoking cessation counseling (individual and group). Laboratory, flat film radiology, electrocardiograms, and hospice care are also exempt from copays. While hepatitis C screening and HIV testing and counseling are exempt, medical care for HIV and hepatitis C are NOT exempt from copays.

**Medication:** While many Veterans are not charged for medication, nonservice-connected Veterans in Priority Groups 7 and 8 are charged \$9 for each 30-day or less supply of medication provided on an outpatient basis for the treatment of a nonservice-connected condition. Veterans enrolled in Priority Groups 2 through 6 are charged \$8 for each 30-day or less supply of medication; the maximum copay for medications that will be charged in calendar year 2012 is \$960 for nonservice-connected medications.

**NOTE:** Copays apply to prescription and over-the-counter medications, such as aspirin, cough syrup or vitamins, dispensed by a VA pharmacy. Copays are not charged for medications injected during the course of treatment or for medical supplies, such as syringes or alcohol wipes.

**HSA/HRA:** Health Savings Accounts (HSA) cannot be utilized to make VA copays. In addition, if the Veteran receives any health benefits from the VA or one of its facilities, including prescription drugs, in the last three months, he/she will not be eligible for an HSA. Health Reimbursement Arrangements (HRA) is not considered health

plans and third party payers cannot be billed.

### ***Private Health Insurance Billing***

VA is required to bill private health insurance providers for medical care, supplies and prescriptions provided for treatment of Veterans' nonservice-connected conditions. Generally, VA cannot bill Medicare, but can bill Medicare supplemental health insurance for covered services. VA is not authorized to bill a High Deductible Health Plan (which is usually linked to a Health Savings Account).

All Veterans applying for VA medical care are required to provide information on their health insurance coverage, including coverage provided under policies of their spouses. Veterans are not responsible for paying any remaining balance of VA's insurance claim not paid or covered by their health insurance, and any payment received by VA may be used to offset "dollar for dollar" a Veteran's VA copay responsibility.

### **Reimbursement of Travel Costs**

Eligible Veterans may be provided mileage reimbursement or, when medically indicated, special mode transport (e.g. wheelchair van, ambulance) when traveling for approved VA medical care. Mileage reimbursement is 41.5 cents per mile and is subject to a deductible of \$3 for each one-way trip and \$6 for a round trip; with a maximum deductible of \$18 or the amount after six one-way trips (whichever occurs first) per calendar month. The deductible may be waived when travel is in relation to a VA compensation or pension examination; travel is by special mode; or when imposition would cause a severe financial hardship.

**Eligibility:** The following are eligible for VA travel reimbursement:

- Veterans rated 30 percent or more service-connected .

- Veterans traveling for treatment of service-connected conditions.

- Veterans who receive a VA pension.

- Veterans traveling for scheduled compensation or pension examinations.

- Veterans whose income does not exceed the maximum annual VA pension rate.

- Veterans in certain emergency situations.

- Veterans whose medical condition requires a special mode of transportation and travel is pre-authorized. (Advanced authorization is not required in an emergency and a delay would be hazardous to life or health).

Certain non-Veterans when related to care of a Veteran (Caregivers, attendants & donors).

Beneficiary travel fraud can take money out of the pockets of deserving Veterans. Inappropriate uses of beneficiary travel benefits include: incorrect addresses provided resulting in increased mileage; driving/riding together and making separate claims; and taking no cost transportation, such as DAV, and making claims. Veterans making false statements for beneficiary travel reimbursement may be prosecuted under applicable laws.

**Reporting Fraud:** Help VA's Secretary ensure integrity by reporting suspected fraud, waste or abuse in VA programs or operations.

**VA Inspector General Hotline**

P.O. Box 50410

Washington, DC 20091-0410

E-mail: [vaoighotline@va.gov](mailto:vaoighotline@va.gov)

VAOIG hotline 1-800-488-8244

Fax: (202) 565-7936

**VA Medical Programs**

**Veteran Health Registries**

Certain Veterans can participate in a VA health registry and receive free evaluations, including a medical evaluation and laboratory tests deemed necessary by an examining clinician. VA maintains health registries to provide special health evaluations and health-related information. To participate, contact the Environmental Health (EH) Coordinator at the nearest VA health care facility or visit [www.publhealth.va.gov/exposures](http://www.publhealth.va.gov/exposures), where a directory of EH Coordinators is maintained.

**Gulf War Registry:** For Veterans who served on active military duty in Southwest Asia during the Gulf War, which began in 1990 and continues to the present, including Operation Iraqi Freedom (OIF). The Gulf War registry was established after the first Gulf War to identify possible diseases resulting from U.S. military personnel service in certain areas of Southwest Asia. These diseases were endemic to the area or may have been due to hazardous exposures, including heavy metals. Furthermore, air pollutants, i.e., carbon monoxide sulfur oxides, hydrocarbons, particulate matter, and nitrogen oxides, singly or in combination, could have caused chronic health problems.

**Depleted Uranium Registries:** Depleted uranium is natural uranium leftover after most of the U-235 isotope has been removed, such as that used as fuel in nuclear power plants. DU possesses about 60 percent of the radioactivity of natural uranium; it is a radiation hazard primarily if internalized, such as in shrapnel, contaminated wounds, and inhalation. In addition to its radioactivity, DU has some chemical toxicity related to being a heavy metal (similar to lead).

Veterans who are identified by the Department of Defense (DoD) or have concerns about possible depleted uranium exposure are eligible for a DU evaluation. VA maintains two registries for Veterans possibly exposed to depleted uranium. The first is for Veterans who served in the Gulf War, including Operation Iraqi Freedom. The second is for Veterans who served elsewhere, including Bosnia and Afghanistan.

**Agent Orange Registry:** For Veterans possibly exposed to dioxin or other toxic substances in herbicides used during the Vietnam War between 1962 and 1975, regardless of length of service; exposure on land in Vietnam, or on a ship operating on the inland waterways of Vietnam between Jan. 9, 1962 and May 7, 1975; service along the demilitarized zone in Korea between April 1, 1968 and Aug. 31, 1971; possible exposure on or near the perimeters of military bases in Thailand between Feb. 28, 1961 and May 7, 1975; or possible exposure due to herbicides tests and storage at military bases in the United States and locations in other countries. DoD has provided a list of locations and dates where herbicides, including Agent Orange, were used. This DoD list is available at [www.publichealth.va.gov/exposures](http://www.publichealth.va.gov/exposures). For those sites not listed, the Veteran should provide some proof of exposure to obtain a registry examination. Information is also available through VA's Special Issues Helpline at 1-800-749-8387.

**Ionizing Radiation Registry:** For Veterans possibly exposed to and who are concerned about possible adverse effects of their atomic exposure during the following activities – On-site participation in: an atmospheric detonation of a nuclear device, whether or not the testing nation was the United States; occupation of Hiroshima or Nagasaki from Aug. 6, 1945, through July 1, 1946; or internment as a POW in Japan during World War II, which the Secretary of Veterans Affairs determines resulted in an opportunity for exposure to ionizing radiation comparable to that of Veterans involved in the occupation of Hiroshima or Nagasaki.

In addition, VA regulations provide that “radiation-risk activity” refers to service at: Department of Energy gaseous diffusion plants at Paducah, Ky., Portsmouth, Ohio; or the K-25 area at Oak Ridge, Tennessee for at least 250 days before Feb. 1, 1992. If the Veteran was monitored for each of the 250 days using dosimetry badges to monitor radiation to external body parts or if the Veteran served for at least 250 days in a position that had exposures comparable to a job that was monitored using dosimetry badges in proximity to: Longshot, Milrow or Cannikin underground nuclear tests at Amchitka Island, Alaska, before Jan. 1, 1974 or Veterans in receipt of nasopharyngeal (NP) – nose and throat - radium irradiation treatments while in the active military, naval, or air service.

### ***Readjustment Counseling Services***

VA provides outreach and readjustment counseling services through 300 community-based Vet Centers located in all 50 states, the District of Columbia, Guam, Puerto Rico, and America Samoa.

**Eligibility:** Veterans are eligible if they served on active duty in a combat theater during World War II, the Korean War, the Vietnam War, the Gulf War, or the campaigns in Lebanon, Grenada, Panama, Somalia, Bosnia, Kosovo, Afghanistan, Iraq and the Global War on Terror. Veterans, who served in the active military during the Vietnam-era, but not in the Republic of Vietnam, must have requested services at a Vet Center before Jan. 1, 2004. Vet Centers do not require enrollment in the VHA Health Care System.

**Services Offered:** Vet Center counselors provide individual, group, and family readjustment counseling to combat Veterans to assist them in making a successful transition from military to civilian life; to include treatment for post-traumatic stress disorder (PTSD) and help with any other military related problems that affect functioning within the family, work, school or other areas of everyday life. Other psycho-social services include outreach, education, medical referral, homeless Veteran services, employment, VA benefit referral, and the brokering of non-VA services. The Vet Centers also provide military sexual trauma counseling to Veterans of both genders and of any era of military service.

**Bereavement Counseling related to Servicemembers:** Bereavement counseling is available through VA’s Vet Centers to all immediate family members (including spouses, children, parents, and sib-

lings) of Servicemembers who die in the line of duty while on active service. This includes federally-activated members of the National Guard and reserve components. Vet Center bereavement services for surviving family members of servicemembers may be accessed by calling (202) 461-6530.

Vet Center Combat Call Center (1-877-WAR-VETS) is an around the clock confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life. The staff is comprised of combat Veterans from several eras as well as family members of combat Veterans.

For additional information, contact the nearest Vet Center, listed in the back of this book, or visit [www.vetcenter.va.gov/](http://www.vetcenter.va.gov/).

### ***Prosthetic and Sensory Aids***

Veterans receiving VA care for any condition may receive VA prosthetic appliances, equipment and services, such as home respiratory therapy, artificial limbs, orthopedic braces and therapeutic shoes, wheelchairs, powered mobility, crutches, canes, walkers, special aids, appliances, optical and electronic devices for visual impairment and other durable medical equipment and supplies. Veterans who are approved for a guide or service dog may also receive service dog benefits including veterinary care and equipment.

VA medical services include diagnostic audiology and diagnostic and preventive eye care services. VA will provide hearing aids and eyeglasses to the following Veterans:

- (a) Those with any compensable service-connected disability.
- (b) Those who are former Prisoners of War (POWs).
- (c) Those who were awarded a Purple Heart.
- (d) Those in receipt of benefits under Title 38 United States Code (U.S.C.) 1151.
- (e) Those in receipt of an increased pension based on being permanently housebound and in need of regular aid and attendance.
- (f) Those with vision or hearing impairment resulting from diseases or the existence of another medical condition for which the Veteran is receiving care or services from VHA, or which resulted from treatment of that medical condition, e.g., stroke, polytrauma, traumatic brain injury, diabetes, multiple sclerosis, vascular disease, geriatric chronic illnesses, toxicity from drugs, ocular photosensitivity

from drugs, cataract surgery, and/or other surgeries performed on the eye, ear, or brain resulting in vision or hearing impairment.

(g) Those with significant functional or cognitive impairment evidenced by deficiencies in the ability to perform activities of daily living.

(h) Those who have vision and/or hearing impairment severe enough that it interferes with their ability to participate actively in their own medical treatment, and to reduce the impact of dual sensory impairment (combined hearing loss and vision loss). **NOTE:** The term “severe” is to be interpreted as a vision and/or hearing loss that interferes with or restricts access to, involvement in, or active participation in health care services (e.g., communication or reading medication labels). The term is not to be interpreted to mean that a severe hearing or vision loss must exist to be eligible for hearing aids or eyeglasses.

(i) Those Veterans who have service-connected vision disabilities rated zero percent or hearing disabilities rated zero percent if there is organic conductive, mixed, or sensory hearing impairment, and loss of pure tone hearing sensitivity in the low, mid, or high-frequency range or a combination of frequency ranges which contribute to a loss of communication ability; however, hearing aids are to be provided only as needed for the service-connected hearing disability.

**Nonservice-connected (NSC)** Veterans are eligible for hearing aids or eyeglasses on the basis of medical need. All such Veterans (including Medal of Honor recipients who do not have entitling conditions or circumstances and catastrophically disabled Veterans) must receive a hearing evaluation by a state-licensed audiologist prior to determining eligibility for hearing aids or an appropriate evaluation by an optometrist or ophthalmologist prior to determining eligibility for eyeglasses to establish medical justification for provision of these devices. These Veterans must meet the following criteria for eligibility based on medical need:

(a) Be enrolled and receiving a vested level of care from the VA medical facility where they receive their health care; and

(b) Have hearing or vision loss that interferes with or restricts communication to the extent that it affects their active participation in the provision of health care services as determined by an audiologist or an eye care practitioner or provider.

For additional information, contact the prosthetic chief or representa-

tive at the nearest VA health care facility or go to [www.prosthetics.va.gov](http://www.prosthetics.va.gov).

### ***Home Improvements and Structural Alterations***

VA provides up to \$6,800 lifetime benefits for service-connected Veterans and up to \$2,000 for nonservice-connected Veterans to make home improvements and/or structural changes necessary for the continuation of treatment or for disability access to the Veteran's home and essential lavatory and sanitary facilities.

Modifications can include but are not limited to:

- Ramps allowing entrance to, or exit from, the Veteran's residence.

- Widening of doorways to allow access to essential lavatory and sanitary facilities.

- Raising or lowering kitchen or bathroom sinks and/or counters.

- Improving entrance paths or driveways in immediate area of the home to facilitate access to the home by the Veteran.

- Improving plumbing or electrical systems made necessary due to installation of dialysis equipment or other medically sustaining equipment in the home.

For application information, contact the Chief, Prosthetic & Sensory Aids Service at the nearest VA health care facility.

### ***Special Eligibility Programs***

**Special Eligibility for Children with Spina Bifida:** VA provides comprehensive health care benefits, including outpatient, inpatient, pharmacy, prosthetics, medical equipment, and supplies for certain Korea and Vietnam Veterans' birth children diagnosed with Spina Bifida (except spina bifida occulta).

**Special Eligibility for Veterans Participating in Vocational Rehabilitation:** Veterans participating in VA's vocational rehabilitation program may receive VA health care benefits including prosthetics, medical equipment, and supplies.

**Limitations on Benefits Available to Veterans outside the U.S.:** Veterans outside the U.S. are eligible for prosthetics, medical equipment, and supplies only for a Service-connected disability.



### ***Services for Blind and Visually Impaired Veterans***

Severely disabled blind Veterans may be eligible for case management services at a VA medical center and for admission to an inpatient or outpatient VA blind or vision rehabilitation program. In addition, blind Veterans enrolled in the VA health care system may receive:

1. A total health and benefits review as well as counseling on obtaining benefits that may be due to the Veteran but have not been received.
2. Adjustment to blindness training and counseling.
3. Home improvements and structural alterations.
4. Specially adapted housing and adaptations.
5. Automobile grant.
6. Rehabilitation assessment and training to improve independence and quality of life.
7. Low-vision devices and training in their use.
8. Electronic and mechanical aids for the blind, including adaptive computers and computer-assisted devices such as reading machines and electronic travel aids.
9. Facilitation and recommendation for guide dogs and support in the use of guide dogs.
10. Costs for veterinary care and equipment for guide dogs.
11. Talking books, tapes and Braille literature.
12. Family education and support.

Eligible visually impaired Veterans (who are not severely visually disabled) enrolled in the VA health care system may be eligible for services at a VA medical center or for admission to an outpatient VA blind rehabilitation program and may also receive:

1. A total health and benefits review.
2. Adjustment to vision loss counseling.
3. Rehabilitation assessment and training to improve independence and quality of life.
4. Low-vision devices and training in their use.
5. Electronic and mechanical aids for the visually impaired, including adaptive computers and computer-assisted devices, such as reading machines and electronic travel aids, and training in their use.

## 6. Family education and support.

**Mental Health Care Treatment**

Veterans eligible for VA medical care may receive general mental health treatment as needed, including specialty services. Mental health services are available in primary care clinics (including Home Based Primary Care), general and specialty mental health outpatient clinics, inpatient mental health units, residential rehabilitation care facilities, specialty medical clinics, and Community Living Centers – a wide array of settings where Veterans receive health care. The list of services and programs that Mental Health supports include specialized PTSD services, treatment for Veterans with psychological conditions resulting from a history of military sexual trauma, psychosocial rehabilitation and recovery services, substance use disorders, suicide prevention programs, geriatric mental health problems, violence prevention, evidence-based psychotherapy programs, integrated care services, and mental health disaster response/post deployment activities.

Specialized programs, such as mental health intensive case management, psychosocial rehabilitation and recovery centers, work programs and psychosocial rehabilitation are provided for those with serious mental health problems.

VA's Comprehensive Assistance for Family Caregivers Program entitles the designated Family Caregiver access to mental health. These services may be offered at the VA and/or contracted agencies. General Caregivers (of all era Veterans) can receive counseling and other services when necessary if the treatment supports the Veteran's treatment plan. For more information on VA Mental Health services visit <http://www.mentalhealth.va.gov/VAMentalHealthGroup.asp>

**Veterans Crisis Line:** Veterans experiencing an emotional distress/ crisis or who need to talk to a trained mental health professional may call the Veterans Crisis Line lifeline 1-800-273-TALK (8255). The hotline is available 24 hours a day, seven days a week. When callers press "1", they are immediately connected with a qualified and caring provider who can help.

**Chat feature:** Veterans Chat is located at the Veterans Crisis Line and enables Veterans, their families and friends to go online where

they can anonymously chat with a trained VA counselor. Veterans Chat can be accessed through the suicide prevention Website [www.VeteranCrisisLine.net](http://www.VeteranCrisisLine.net) by clicking on the Veterans Chat tab on the right side of the Webpage.

**Text feature:** Those in crisis may text 83-8255 free of charge to receive confidential, personal and immediate support.

**European access:** Veterans and members of the military community in Europe may now receive free, confidential support from the European Military Crisis Line, a new initiative recently launched by VA. Callers in Europe may dial 0800-1273-8255 or DSN 118 to receive confidential support from responders at the Veterans Crisis Line in the U.S. For more information about VA's suicide prevention program, visit: [http://www.mentalhealth.va.gov/suicide\\_prevention/](http://www.mentalhealth.va.gov/suicide_prevention/).

**Make the Connection Resources:** help Veterans and their family members connect with information and services to improve their lives. Visitors to [MakeTheConnection.net](http://MakeTheConnection.net) will find a one-stop resource where Veterans and their family and friends can privately explore information, watch stories similar to their own, research content on mental health issues and treatment, and easily access support and information that will help them live more fulfilling lives.

At the heart of Make the Connection are powerful personal testimonials, which illustrate true stories of Veterans who faced life events, experiences, physical injuries or psychological symptoms; reached out for support; and found ways to overcome their challenges. Veterans and their families are encouraged to “make the connection” - with strength and resilience of Veterans like themselves, with other people who care, and with information and available resources for getting their lives on a better track.

**Coaching Into Care:** works with family members or friends who become aware of the Veteran's post-deployment difficulties, and supports their efforts to find help for the Veteran. This national clinical service provides information and help to Veterans and the loved ones who are concerned about them. More information about the service can be found at <http://www.mirecc.va.gov/coaching/contact.asp>

### **Mental Health Residential Rehab Treatment Program**

Mental Health Residential Rehabilitation Treatment Programs (MH RRTP) (including Domiciliary RRTPs) provide residential rehabilita-

tive and clinical care to Veterans who have a wide range of problems, illnesses, or rehabilitative care needs which can be medical, psychiatric, substance use, homelessness, vocational, educational, or social.

The MH RRTP provides a 24-hour therapeutic setting utilizing a peer and professional support environment. The programs provide a strong emphasis on psychosocial rehabilitation and recovery services that instill personal responsibility to achieve optimal levels of independence upon discharge to independent or supportive community living. MH RRTP also provides rehabilitative care for Veterans who are homeless.

**Eligibility:** VA may provide domiciliary care to Veterans whose annual gross household income does not exceed the maximum annual rate of VA pension or to Veterans the Secretary of Veterans Affairs determines have no adequate means of support. The copays for extended care services apply to domiciliary care. Call the nearest benefits or health care facility to obtain the latest information.

### ***Work Restoration Programs***

VA provides vocational assistance and therapeutic work opportunities through several programs for Veterans receiving VA health care. Each program offers treatment and rehabilitation services to help Veterans live and work in their communities. Participation in the following VA Work Restoration Programs cannot be used to deny or discontinue VA disability benefits. Payments received from Incentive Therapy and Compensated Work Therapy transitional work are not taxable.

**Incentive Therapy (IT)** provides a diversified work experience at VA medical centers for Veterans who exhibit severe mental illness and/or physical impairments. IT services may consist of full or part time work with nominal remuneration limited to the maximum of one half of the Federal minimum wage.

**Compensated Work Therapy/Sheltered Workshop** operates sheltered workshops at approximately 35 VA medical centers. CWT sheltered work shop is a pre-employment vocational activity that provides an opportunity for work hardening and assessment in a simulated work environment. Participating Veterans are paid on a piece rate basis.

**CWT/Transitional Work (CWT/TW)** is vocational assessment program that operates in VA medical centers and/or local community business and industry. CWT/TW participants are matched to real life work assignments for a time limited basis. Veterans are supervised by personnel of the sponsoring site, under the same job expectations experienced by non-CWT workers. CWT/TW participants are not considered employees and receive no traditional employee benefits. Participants receive the greater of Federal or state minimum wage, or more depending on the type of work. Over 40 percent of participants secure competitive employment at the time of discharge.

**CWT/Supported Employment (CWT/SE)** consists of full-time or part-time competitive employment with extensive clinical supports. The focus of CWT/SE is to assist Veterans with psychosis and other serious mental illnesses gain access to meaningful competitive employment. CWT/SE follow along support services are generally phased out after the Veteran is able to maintain employment independently.

### ***Outpatient Dental Treatment***

Dental benefits are provided by VA according to law. In some instances, VA is authorized to provide extensive dental care, while in other cases treatment may be limited by law. This Fact Sheet table describes dental eligibility criteria and contains information to assist Veterans in understanding their eligibility for VA dental care.

By law, the eligibility for Outpatient Dental Care is not the same as for most other VA medical benefits. It is categorized in classes. Those eligible for VA dental care under Class I, IIC, or IV are eligible for any necessary dental care to maintain or restore oral health and masticatory function, including repeat care. Other classes have time and/or service limitations.

| If you:   | You are eligible for:  | Through   |
|---|--|-----------|
| Have a service-connected compensable dental disability or condition.  | Any needed dental care.  | Class I   |
| Are a former prisoner of war.   | Any needed dental care.  | Class IIC |
| Have service-connected disabilities rated 100% disabling, or are unemployable and paid at the 100% rate due to service-connected conditions.                                      | Any needed dental care.<br><br>[note: Veterans paid at the 100% rate based on a temporary rating, are not eligible for comprehensive outpatient dental services.   | Class IV  |
| Apply for dental care within 180 days of discharge or release from a period of active duty (under conditions other than dishonorable) of 90 days or more during the Gulf War era. | One-time dental care if a DD214 certificate of discharge does not indicate that a complete dental examination and all appropriate dental treatment had been rendered prior to discharge.*                  | Class II  |
| Have a service-connected noncompensable dental condition or disability resulting from combat wounds or service trauma.  | Needed care for the service-connected condition(s). A Dental Trauma Rating (VA Form 10-564-D) or VA Regional Office Rating Decision letter (VA Form 10-7131) identifies the tooth/teeth eligible for care. | Class IIA |
| Have a dental condition clinically determined by VA to be associated with and aggravating a service-connected medical condition.  | Dental care to treat the oral conditions that are determined by a VA dental professional to have a direct and material detrimental effect to a service-connected medical condition.                        | Class III |

|  |  |                  |
|--|--|------------------|
| <p>Are actively engaged in a 38 USC Chapter 31 vocational rehabilitation program.</p>  | <p>Dental care to the extent necessary to:</p> <ul style="list-style-type: none"> <li>• Make possible to enter, achieve goals, and prevent interruption of a rehabilitation program, or</li> <li>• Hasten the return to a rehabilitation program for leave status, or placed in discontinued status because of a dental condition, or</li> <li>• Secure and adjust to employment during employment assistance, or enable to achieve maximum independence in daily living.</li> </ul> | <p>Class V</p>   |
| <p>Are receiving VA care or are scheduled for inpatient care and require dental care for a condition complicating a medical condition currently under treatment.</p> | <p>Dental care to treat the oral conditions that are determined by a VA dental professional to complicate a medical condition currently under treatment.</p>   | <p>Class VI</p>  |
| <p>Are an enrolled Veteran who may be homeless and receiving care under VHA Directive 2007-039.</p>  | <p>A one-time course of dental care that is determined medically necessary to relieve pain, assist in gaining employment, or treat moderate to severe gingival and periodontal conditions.</p>   | <p>Class IIB</p> |

**\*Note:** Public Law 83 enacted June 16, 1955, amended Veterans' eligibility for outpatient dental services. As a result, any Veteran who received a dental award letter from VBA dated before 1955 in which VBA determined the dental conditions to be noncompensable are no longer eligible for Class II outpatient dental treatment.

Veterans receiving hospital, nursing home, or domiciliary care will be provided dental services that are professionally determined by a VA dentist, in consultation with the referring physician, to be essential to the management of the patient's medical condition under active treatment.

For more information about eligibility for VA medical and dental benefits, contact VA at 1-877-222-8387 or [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits)

### ***Nursing Home Care***

VA provides nursing home services to Veterans through three national programs: VA owned and operated Community Living Centers (CLC), State Veterans' Homes owned and operated by the

states, and the community nursing home program. Each program has admission and eligibility criteria specific to the program. Nursing home care is available for enrolled Veterans who need nursing home care for a service-connected disability, and those rated 60 percent service-connected and unemployable; or Veterans or who have a 70 percent or greater service-connected disability. VA provided nursing home care for all other Veterans is based on available resources.

**VA Community Living Centers:** Community Living Centers (CLC) provide a dynamic array of short stay (less than 90 days) and long stay (91 days or more) services. Short stay services include but are not limited to skilled nursing, respite care, rehabilitation, hospice, and continuing care for Veterans awaiting placement in the community. Long stay services include but are not limited to dementia care and continuing care to maintain the Veteran's level of functioning. Short stay and long stay services are available for Veterans who are enrolled in VA health care and require CLC services.

**State Veterans' Home Program:** State Veterans homes are owned and operated by the states. The states petition VA for grant dollars for a portion of the construction costs followed by a request for recognition as a state home. Once recognized, VA pays a portion of the per diem if the state meets VA standards. States establish eligibility criteria and determine services offered for short and long-term care. Specialized services offered are dependent upon the capability of the home to render them.

**Community Nursing Home Program:** VA health care facilities establish contracts with community nursing homes. The purpose of this program is to meet the nursing home needs of Veterans who require long-term nursing home care in their own community, close to their families and meet the enrollment and eligibility requirements.

**Admission Criteria:** The general criteria for nursing home placement in each of the three programs requires that a resident must be medically stable, i.e. not acutely ill, have sufficient functional deficits to require inpatient nursing home care, and be determined by an appropriate medical provider to need institutional nursing home care. Furthermore, the Veteran must meet the specific eligibility criteria for community living center care or the contract nursing home program and the eligibility criteria for the specific state Veterans home.



**Home and Community Based Services:** In addition to nursing home care, VA offers a variety of other long-term care services either directly or by contract with community-based agencies. Such services include adult day health care, respite care, geriatric evaluation and management, hospice and palliative care, skilled nursing and other skilled professional services at home, home health aide services, and home based primary care. Veterans receiving these services may be subject to a copay.

### ***Emergency Medical Care in U.S. Non-VA Facilities***

In the case of medical emergencies, VA may reimburse or pay for emergency non-VA medical care not previously authorized that is provided to certain eligible Veterans when VA or other federal facilities are not feasibly available. This benefit may be dependent upon other conditions, such as notification to VA, the nature of treatment sought, the status of the Veteran, the presence of other health care insurance, and third party liability.

Because there are different regulatory requirements that may affect VA payment and Veteran liability for the cost of care, it is very important that the nearest VA medical facility to where emergency services are furnished be notified as soon as possible after emergency treatment is sought. If emergency inpatient services are required, VA will assist in transferring the Veteran to a Department facility, if available. Timely filing claim limitations apply. For additional information, contact the nearest VA medical facility. Please note that reimbursement criteria for Veterans living or traveling outside the United States fall under VA's Foreign Medical Program (FMP), and differ from the criteria for payment of emergency treatment received in the United States.

### ***Foreign Medical Program***

VA will provide reimbursement for medical services for service-connected disabilities or any disability associated with and found to be aggravating a service-connected disability for those Veterans living or traveling outside the United States. This program will also reimburse for the treatment of foreign medical services needed as part of an approved VA vocational rehabilitation program. Veterans living in the Philippines should register with the U.S. Veterans Affairs office in Pasay City, telephone 011-632-838-4566 or by email at [manlopq.inqry@vba.va.gov](mailto:manlopq.inqry@vba.va.gov). All other Veterans living or planning to travel outside the U.S. should register with the Denver Foreign Medical Program office, P.O. Box 469061, Denver, CO 80246-9061, USA;

telephone 303-331-7590. For information visit: <http://www.va.gov/hac/forbeneficiaries/fmp/fmp.asp>

Some Veterans traveling or living overseas can telephone the Foreign Medical Program toll free from these countries: Germany 0800-1800-011; Australia 1800-354-965; Italy 800-782-655; United Kingdom (England and Scotland) 0800-032-7425; Mexico 001-877-345-8179; Japan 00531-13-0871; Costa Rica 0800-013-0759; and Spain 900-981-776. (Note: Veterans in Mexico or Costa Rica must first dial the United States country code.)

### ***Online Health Services***

VA offers Veterans, Servicemembers, their dependents and Caregivers their own personal health record through My HealtheVet, found at [www.myhealth.va.gov](http://www.myhealth.va.gov).

My HealtheVet's free, online Personal Health Record is available 24/7, wherever there is Internet access. Those with an upgraded account (obtained by completing the one-time In-Person Authentication\* process) can:

- Participate in secure messaging with VA health care team members
  - View key portions of DoD military service information
  - Get VA wellness reminders
  - View VA appointments
  - View VA lab results
  - View VA allergies and adverse reactions
- PLUS, participate in future features as they become available.

With My HealtheVet, Veterans can access trusted health information to better manage personal health care and learn about other VA benefits and services.

My HealtheVet helps Veterans partner with VA health care teams by providing tools to make shared, informed decisions. Simply follow the directions on the Website to register. VA patients registered on My HealtheVet can begin to refill VA medications online. Veterans can also use the VA Blue Button to view, print, or download the health data currently in their My HealtheVet account. Veterans can share this information with family, Caregivers or others such as non-VA health care providers. It puts the Veteran in control of information stored in My HealtheVet. Accessible through My HealtheVet, VA Blue Button also provides Veterans who were discharged from

military service after 1979 access to DoD Military Service Information. This information may include Military Occupational Specialty (MOS) codes, pay details, service dates, deployment, and retirement periods.

\*To access the advanced My HealtheVet features, Veterans will need to get an upgraded account by completing a one-time process at their VA facility called In-Person Authentication. Visit My HealtheVet at [www.myhealth.va.gov](http://www.myhealth.va.gov), register and learn more about In-Person Authentication PLUS the many features and tools available 24/7 anywhere with Internet access. Veterans with questions should contact the nearest My HealtheVet Coordinator.

### ***Caregiver Programs and Services***

VA has long advocated for Caregivers as vital partners in providing care worthy of the sacrifices by America's Veterans and Servicemembers with each VA medical center containing a designated Caregiver support point of contact to coordinate Caregiver activities and serve as a resource expert for Veterans, their families and VA providers. Several programs are available for all Veteran Caregivers including:

**In-Home and Community Based Care:** Skilled home health care, homemaker/home health aide services, community adult day health care and Home Based Primary Care.

**Respite Care:** Designed to relieve the family Caregiver from the constant burden of caring for a chronically ill or disabled Veteran at home. Services can include in-home care, a short stay in an institutional setting or adult day health care.

**Caregiver Education and Training Programs:** VA currently provides multiple training opportunities which include pre-discharge care instruction and specialized Caregiver programs in multiple severe traumas such as Traumatic Brain Injury (TBI), Spinal Cord Injury/ Disorders, and Blind Rehabilitation. VA has a Caregiver assistance healthy living center on My HealtheVet, [www.myhealth.va.gov](http://www.myhealth.va.gov), as well as Caregiver information on VA's main Webpage.

**Family Support Services:** These support groups can be face-to-face or on the telephone. They include family counseling, spiritual and pastoral care, family leisure and recreational activities and tem-

porary lodging in Fisher Houses.

**Travel:** VA's Comprehensive Assistance for Family Caregivers Program entitles the designated family Caregiver to beneficiary travel benefits. These benefits include:

- Transport, lodging, and subsistence for period of Caregiver training
- Transport, lodging, and subsistence while traveling as Veteran's attendant to and from VA Healthcare as well as duration of care at VA or VA authorized facility.
- Mileage or common carrier transport.
- Lodging and/or subsistence at 50% of local federal employee rates

**Other Benefits:** VA provides durable medical equipment and prosthetic and sensory aides to improve function, financial assistance with home modification to improve access and mobility, and transportation assistance for some Veterans to and from medical appointments.

On May 5, 2010, the Caregivers and Veterans Omnibus Health Services Act of 2010 was signed into law. Title I of the Act will allow VA to provide unprecedented benefits to eligible Caregivers (a parent, spouse, child, step-family member, extended family member, or an individual who lives with the Veteran, but is not a family member) who support the Veterans who have given so much for this Nation. The law distinguishes between Veterans who incurred or aggravated a serious injury in the line of duty on or after Sept. 11, 2001 (post-9/11 Veterans), and those Veterans whose injuries were incurred prior to Sept. 11, 2001 (pre-9/11 Veterans).

The new services for this group include:

- Monthly stipend based on the personal care needs of the Veteran
- Travel, lodging and per diem for training
- Health care insurance through CHAMPVA
- Mental health services and counseling provided at the VA or contracted service
- Comprehensive VA Caregiver training
- Respite care
- Respite care during training
- Appropriate caregiving instruction and training

# Chapter 2

## Service-connected Disabilities

### Disability Compensation

Disability compensation is a monetary benefit paid to Veterans who are disabled by an injury or illness that was incurred or aggravated during active military service. These disabilities are considered to be service-connected.

Monthly disability compensation varies with the degree of disability and the number of a Veteran's dependents. Veterans with certain severe disabilities may be eligible for additional special monthly compensation. The benefits are not subject to federal or state income tax.

The payment of military retirement pay, disability severance pay and separation incentive payments, known as Special Separation Benefits (SSB) and Voluntary Separation Incentives (VSI) affects the amount of VA compensation paid to disabled Veterans.

To be eligible, the service of the Veteran must have been terminated through separation or discharge under conditions other than dishonorable. For additional details, visit [www.vba.va.gov/bln/21/](http://www.vba.va.gov/bln/21/).

### Receiving Disability Benefit Payments

Most Veterans receive their disability benefit payments by direct deposit to a bank, savings and loan or credit union account. Other Veterans may still be receiving benefits by paper check. Compensation and pension beneficiaries can establish direct deposit through the Treasury's Go Direct helpline. Call toll-free 1-800-333-1795, or enroll online at [www.GoDirect.org](http://www.GoDirect.org).

Veterans also have the option of receiving their benefits via a pre-paid debit card, even if they do not have a bank account. There is no credit check, no minimum balance required, and basic services are free. To sign up for the debit card program, call toll-free 1-888 544-6347.

| <b>2012 VA Disability Compensation Rates for Veterans</b> |                     |
|---|---------------------|
| <b>Disability Rating</b>                                  | <b>Monthly Rate</b> |
| 10 percent  | \$127               |
| 20 percent  | \$251               |
| 30 percent*   | \$389               |
| 40 percent*   | \$560               |
| 50 percent*   | \$797               |
| 60 percent*   | \$1,009             |
| 70 percent*   | \$1,272             |
| 80 percent*   | \$1,478             |
| 90 percent*   | \$1,661             |
| 100 percent*  | \$2,769             |

\*Veterans with disability ratings of at least 30 percent are eligible for additional allowances for dependents, including spouses, minor children, children between the ages of 18 and 23 who are attending school, children who are permanently incapable of self-support because of a disability arising before age 18, and dependent parents. The additional amount depends on the disability rating and the number of dependents.

### **Additional Monetary Benefits for Eligible Military Retirees**

Concurrent Retirement and Disability Payments (CRDP) restores retired pay on a graduated 10-year schedule for retirees with a 50 to 90 percent VA-rated disability. Concurrent retirement payments increase 10 percent per year through 2013. Veterans rated 100 percent disabled by VA are entitled to full CRDP without being phased in. Veterans receiving benefits at the 100 percent rate due to individual unemployability are entitled to full CRDP effective Jan. 1, 2005.

**Eligibility:** To qualify, Veterans must also meet all three of the following criteria:

1. Have 20 or more years of active duty, or full-time National Guard duty, or satisfactory service as a reservist, and
2. Be in a retired status;
3. Be receiving retired pay (must be offset by VA payments).

Retirees do not need to apply for this benefit. Payment is coordinated between VA and the Department of Defense (DoD).

**Combat-Related Special Compensation (CRSC)** provides tax-free monthly payments to eligible retired Veterans with combat-related injuries. With CRSC, Veterans can receive both their full military retirement pay and their VA disability compensation if the injury is combat-related.

**Eligibility:** Retired Veterans with combat-related injuries must meet all of the following criteria to apply for CRSC:

1. Active or Reserve component with 20 years of creditable service or medically retired.
2. Receiving military retired pay.
3. Have a 10 percent or greater VA-rated injury.

In addition, Veterans must be able to provide documentary evidence that their injuries were a result of one of the following:

- Training that simulates war (e.g., exercises, field training)
- Hazardous duty (e.g., flight, diving, parachute duty)
- An instrument of war (e.g., combat vehicles, weapons)
- Armed conflict (e.g., gunshot wounds, Purple Heart)

Disabilities related to in-service exposure to hazards (e.g., Agent Orange, Gulf War illnesses, radiation exposure) for which VA awards compensation are considered combat-related for CRSC purposes.

For information, visit [www.defense.gov](http://www.defense.gov), or call the toll free phone number for the Veteran's branch of service: (Army) 1-866-281-3254; (Air Force) 1-800-616-3775; (Navy) 1-877-366-2772. The Army has its own Website at <https://www.hrc.army.mil/site/crsc/index.html> and e-mail at [crsc.info@us.army.mil](mailto:crsc.info@us.army.mil).

### **Presumptive Conditions for Disability Compensation**

Certain chronic and tropical diseases (for example, multiple sclerosis, diabetes mellitus, and arthritis) may be service connected if the disease manifests to a compensable degree (i.e., rated 10-percent disabling or greater) within the applicable time limit following service (either one year, three years, or seven years, depending on the disease). For a comprehensive list of these chronic diseases, see 38 CFR 3.309; for applicable time limits, see 38 CFR 3.307.

All Veterans who develop Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig's Disease, at any time after separation from service may be eligible for compensation for that disability.

**Prisoners of War:** For former POWs who were imprisoned for any length of time, the following disabilities are presumed to be service-connected if they are rated at least 10 percent disabling anytime after military service: psychosis, any of the anxiety states, dysthymic disorder, organic residuals of frostbite, post-traumatic osteoarthritis, atherosclerotic heart disease or hypertensive vascular disease and their complications, stroke and its complications, residuals of stroke and effective Oct. 10, 2008, osteoporosis if the Veteran has post-traumatic stress disorder (PTSD).

For former POWs who were imprisoned for at least 30 days, the following conditions are also presumed to be service-connected: avitaminosis, beriberi, chronic dysentery, helminthiasis, malnutrition (including optic atrophy associated with malnutrition), pellagra and/or other nutritional deficiencies, irritable bowel syndrome, peptic ulcer disease, peripheral neuropathy except where related to infectious causes, cirrhosis of the liver, and effective Sept. 28, 2009, osteoporosis.

**Veterans Exposed to Agent Orange and Other Herbicides:** A Veteran who served in the Republic of Vietnam between Jan. 9, 1962, and May 7, 1975, is presumed to have been exposed to Agent Orange and other herbicides used in support of military operations.

Fourteen illnesses are presumed by VA to be service-connected for such Veterans: AL amyloidosis, chloracne or other acneform disease similar to chloracne, porphyria cutanea tarda, soft-tissue sarcoma (other than osteosarcoma, chondrosarcoma, Kaposi's sarcoma or mesothelioma), Hodgkin's disease, multiple myeloma, respiratory cancers (lung, bronchus, larynx, trachea), non-Hodgkin's lymphoma, prostate cancer, acute and subacute peripheral neuropathy, diabetes mellitus (Type 2), all chronic B-cell leukemias (including, but not limited to, hairy-cell leukemia and chronic lymphocytic leukemia), Parkinson's disease, and ischemic heart disease.

**Veterans Exposed to Radiation:** For Veterans who participated in "radiation risk activities" as defined in VA regulations while on active duty, active duty for training, or inactive duty training, the following conditions are presumed to be service-connected: all forms of leukemia (except for chronic lymphocytic leukemia); cancer of the thyroid, breast, pharynx, esophagus, stomach, small intestine, pancreas, bile ducts, gall bladder, salivary gland, urinary tract (renal pelvis, ureter,



urinary bladder and urethra), brain, bone, lung, colon, and ovary; bronchiolo-alveolar carcinoma; multiple myeloma; lymphomas (other than Hodgkin's disease), and primary liver cancer (except if cirrhosis or hepatitis B is indicated).

To determine service connection for other conditions or exposures not eligible for presumptive service connection, VA considers factors such as the amount of radiation exposure, duration of exposure, elapsed time between exposure and onset of the disease, gender and family history, age at time of exposure, the extent to which a non service-related exposure could contribute to disease, and the relative sensitivity of exposed tissue.

**Gulf War Veterans with Chronic Disabilities** may receive disability compensation for chronic disabilities resulting from undiagnosed illnesses and/or medically unexplained chronic multi-symptom illnesses defined by a cluster of signs or symptoms. A disability is considered chronic if it has existed for at least six months.

The undiagnosed illnesses must have appeared either during active service in the Southwest Asia theater of operations during the Gulf War period of Aug. 2, 1990, to July 31, 1991, or to a degree of at least 10 percent at any time since then through Dec. 31, 2016. This theater of operations includes Iraq, Kuwait, Saudi Arabia, the neutral zone between Iraq and Saudi Arabia, Bahrain, Qatar, the United Arab Emirates, Oman, the Gulf of Aden, the Gulf of Oman, the Persian Gulf, the Arabian Sea, the Red Sea, and the airspace above these locations.

Examples of symptoms of an undiagnosed illness and medically unexplained chronic multi-symptom illness defined by a cluster of signs and symptoms include: chronic fatigue syndrome, fibromyalgia, functional gastrointestinal disorders, fatigue, signs or symptoms involving the skin, skin disorders, headache, muscle pain, joint pain, neurological signs or symptoms, neuropsychological signs or symptoms, signs or symptoms involving the respiratory system (upper or lower), sleep disturbances, gastrointestinal signs or symptoms, cardiovascular signs or symptoms, abnormal weight loss, and menstrual disorders.

**Presumptive service connection may be granted for the following infectious diseases** if found compensable within a specific time period. Brucellosis, *Campylobacter jejuni*, *Coxiella burnetii* (Q fever), Malaria, *Mycobacterium tuberculosis*, Nontyphoid *Salmonella*, *Shigella*, Visceral leishmaniasis, and West Nile virus. Qualifying periods

of service for these infectious diseases include active military, naval, or air service in the above stated Southwest Asia theater of operations during the Gulf War period of Aug. 2, 1990, until such time as the Gulf War is ended by Congressional action or Presidential proclamation; and active military, naval, or air service on or after Sept. 19, 2001, in Afghanistan.

### ***Programs for Veterans with Service-connected Disabilities***

**Vocational Rehabilitation and Employment (VR&E)** This program assists Veterans who have service-connected disabilities obtain and maintain suitable employment. Independent living services are also available for severely disabled Veterans who are not currently able to seek employment. Additional information is available at [www.vetsuccess.gov](http://www.vetsuccess.gov).

**Eligibility:** A Veteran must have a VA service-connected disability rated at least 20 percent with an employment handicap, or rated 10 percent with a serious employment handicap, and be discharged or released from military service under other than dishonorable conditions. Servicemembers pending medical separation from active duty may also apply if their disabilities are reasonably expected to be rated at least 20 percent following their discharge.

**Entitlement:** A VA counselor must decide if the individual has an employment handicap based upon the results of a comprehensive evaluation. After an entitlement decision is made, the individual and counselor will work together to develop a rehabilitation plan. The rehabilitation plan will specify the rehabilitation services to be provided.

**Services:** Rehabilitation services provided to participants in the VR&E program are under one of five tracks. VA pays the cost of approved training and services (except those coordinated through other providers) that are included in an individual's rehabilitation plan. Subsistence allowance (see page 35 for rates). The tracks are:

**Reemployment with Previous Employer:** For individuals who are separating from active duty or in the National Guard or Reserves and are returning to work for their previous employer.

**Rapid Access to Employment:** For individuals who either wish to obtain employment soon after separation or who already have the

necessary skills to be competitive in the job market in an appropriate occupation.

**Self-Employment:** For individuals who have limited access to traditional employment, need flexible work schedules, or who require more accommodation in the work environment due to their disabling conditions or other life circumstances.

**Employment Through Long-Term Services:** For individuals who need specialized training and/or education to obtain and maintain suitable employment.

**Independent Living Services:** For Veterans who are not currently able to work and need rehabilitation services to live more independently.

**Length of a Rehabilitation Program:** Generally, Veterans must complete a program within 12 years from their separation from military service or within 12 years from the date VA notifies them that they have a compensable service-connected disability. Depending on the length of program needed, Veterans may be provided up to 48 months of full-time services or their part-time equivalent. Rehabilitation plans that provide services that only improve independence are limited to 30 months. These limitations may be extended in certain circumstances.

**VetSuccess on Campus:** The VetSuccess program is designed to provide on-campus benefits assistance and readjustment counseling to assist Veterans in completing their college educations and entering the labor market in viable careers. Current location include Cleveland State University, University of South Florida, San Diego State University, Rhode Island Community College, Rhode Island College, Texas A&M, Salt Lake City Community College, and Arizona State University.

**VetSuccess.gov:** The VetSuccess.gov Website is a Veteran-centric tool, providing comprehensive transition and employment resources. Veterans, Servicemembers, and their families can access a variety of interactive tools and information available throughout the Veteran lifecycle from transition to college, career, retirement, and family life. VetSuccess.gov also serves as a virtual employment resource center for Veterans seeking employment. Veterans can access VetSuccess.

gov to:

- Browse job listings
- Post resumes
- Apply for positions.

VetSuccess.gov provides links to over 8 million jobs on the VetCentral site and links Veterans to Indeed, Google, and Simply Hired. Veterans may also apply for VA benefits, including VR&E, through the site.

**Work-Study Program:** See page 51.

**Vocational Rehabilitation & Employment Subsistence Allowance:** In some cases, a Veteran may require additional education or training to become employable. A subsistence allowance is paid each month during training and is based on the rate of attendance (full-time or part-time), the number of dependents, and the type of training. Veterans who are eligible for both VR&E services and Post-9/11 GI Bill benefits may elect a special subsistence allowance that is based on the monthly basic allowance for housing paid to active duty military. The monthly amount varies depending on the ZIP code of the training facility and is usually greater than the following regular subsistence allowance rates that are available to Veterans with no Post-9/11 GI Bill eligibility who are using VR&E benefits.

**VR&E Subsistence Allowance Rates as of Oct. 1, 2011**

| Training   | Time      | No dependents | One dependent | Two dependents | Each Additional dependent |
|--|-----------|---------------|---------------|----------------|---------------------------|
| Institutional*   | Full-Time | \$566.97      | \$703.28      | \$828.76       | \$60.41                   |
|  | 3/4-Time  | \$426.01      | \$528.23      | \$619.62       | \$46.45                   |
|  | 1/2-Time  | \$285.05      | \$353.17      | \$415.14       | \$31.00                   |
| Farm Co-op<br>Apprentice<br>OJT**                              | Full-Time | \$495.72      | \$599.47      | \$690.89       | \$44.94                   |
| Extended<br>Evaluation<br><br>Services<br>in Rehab<br>Facility | Full-Time | \$566.97      | \$703.28      | \$828.76       | \$60.41                   |

|                     |           |          |          |          |         |
|---------------------|-----------|----------|----------|----------|---------|
|                     | 3/4-Time  | \$426.01 | \$528.23 | \$619.62 | \$46.45 |
|                     | 1/2-Time  | \$285.05 | \$353.17 | \$415.14 | \$31.00 |
|                     | 1/4-Time  | \$142.50 | \$176.60 | \$207.57 | \$15.46 |
| Independ.<br>Living | Full-Time | \$566.97 | \$703.28 | \$828.76 | \$60.41 |
|                     | 3/4-Time  | \$426.01 | \$528.23 | \$619.62 | \$46.45 |
|                     | 1/2-Time  | \$285.05 | \$353.17 | \$415.14 | \$31.00 |

\* Institutional training rate also includes unpaid or nominally paid on-the-job training (OJT) or work experience in a Federal, State, local, or Indian tribal government agency.

\*\* Subsistence allowance is paid for full-time training only in farm cooperative, apprenticeship, and other on-the-job training. Monthly payments are variable, based on the wages received.

### ***Specially Adapted Housing Grants***

Certain Servicemembers and Veterans with service-connected disabilities may be entitled to a Specially Adapted Housing (SAH) grant from VA to help build a new specially adapted house, to adapt a home they already own, or buy a house and modify it to meet their disability-related requirements. Eligible Veterans or Servicemembers may now receive up to three grants, with the total dollar amount of the grants not to exceed the maximum allowable. Previous grant recipients who had received assistance of less than the current maximum allowable may be eligible for an additional SAH grant.

**Eligibility for up to \$63,780:** VA may approve a grant of not more than 50 percent of the cost of building, buying, or adapting existing homes or paying to reduce indebtedness on a currently owned home that is being adapted, up to a maximum of \$63,780. In certain instances, the full grant amount may be applied toward remodeling costs. Veterans and Servicemembers must be determined eligible to receive compensation for permanent and total service-connected disability due to one of the following:

1. Loss or loss of use of both lower extremities, such as to preclude locomotion without the aid of braces, crutches, canes or a wheelchair.
2. Loss or loss of use of both upper extremities at or above the elbow.

3. Blindness in both eyes, having only light perception, plus loss or loss of use of one lower extremity.
4. Loss or loss of use of one lower extremity together with (a) residuals of organic disease or injury, or (b) the loss or loss of use of one upper extremity which so affects the functions of balance or propulsion as to preclude locomotion without the use of braces, canes, crutches or a wheelchair.
5. Severe burn injuries, which are defined as full thickness or subdermal burns that have resulted in contractures with limitation of motion of two or more extremities or of at least one extremity and the trunk.

**Eligibility for up to \$12,756:** VA may approve a benefit amount up to a maximum of \$12,756, for the cost of necessary adaptations to a Servicemember's or Veteran's residence or to help them acquire a residence already adapted with special features for their disability, to purchase and adapt a home, or for adaptations to a family member's home in which they will reside.

To be eligible for this grant, Servicemembers and Veterans must be entitled to compensation for permanent and total service-connected disability due to one of the following:

1. Blindness in both eyes with 5/200 visual acuity or less.
2. Anatomical loss or loss of use of both hands.
3. Severe burn injuries (see above).

**Temporary Residence Adaptation (TRA):** Eligible Veterans and Servicemembers who are temporarily residing in a home owned by a family member may also receive a TRA grant to help the Veteran or Servicemember adapt the family member's home to meet his or her special needs. Those eligible for a \$63,780 grant would be permitted to use up to \$14,000 and those eligible for a \$12,756 grant would be permitted to use up to \$2,000. Grant amounts are adjusted Oct. 1 every year based on a cost-of-construction index. These adjustments will increase the grant amounts or leave them unchanged; grant amounts will not decrease. The maximum amount for a TRA grant is not indexed and remains unchanged.

The property may be located outside the United States, in a country or political subdivision which allows individuals to have or acquire a beneficial property interest, and in which the Secretary of Veterans Affairs, in his or her discretion, has determined that it is reasonably practicable for the Secretary to provide assistance in acquiring

specially adapted housing. For more information on the use of such grants, contact Brian Bixler, Specially Adapted Housing via e-mail at [brian.bixler@va.gov](mailto:brian.bixler@va.gov).

**Supplemental Financing:** Veterans and Servicemembers with available loan guaranty entitlement may also obtain a guaranteed loan or a direct loan from VA to supplement the grant to acquire a specially adapted home. Amounts with a guaranteed loan from a private lender will vary, but the maximum direct loan from VA is \$33,000. Additional information about the Specially Adapted Housing Program is available at <http://www.benefits.va.gov/homeloans/sah.asp>.

### **Automobile Allowance**

As of Oct. 1, 2011, Veterans and Servicemembers may be eligible for a one-time payment of not more than \$18,900 toward the purchase of an automobile or other conveyance if they have service-connected loss or permanent loss of use of one or both hands or feet, permanent impairment of vision of both eyes to a certain degree. They may also be eligible for adaptive equipment, and for repair, replacement, or reinstallation required because of disability or for the safe operation of a vehicle purchased with VA assistance. To apply, contact a VA regional office at 1-800-827-1000 or the nearest VA health care facility.

### **Clothing Allowance**

Any Veteran who is service-connected for a disability for which he or she uses prosthetic or orthopedic appliances may receive an annual clothing allowance. This allowance is also available to any Veteran whose service-connected skin condition requires prescribed medication that irreparably damages outer garments. To apply, contact the prosthetic representative at the nearest VA medical center.

### **Allowance for Aid and Attendance or Housebound Veterans**

A Veteran who is determined by VA to be in need of the regular aid and attendance of another person, or a Veteran who is permanently housebound, may be entitled to additional disability compensation or pension payments. A Veteran evaluated at 30 percent or more disabled is entitled to receive an additional payment for a spouse who is in need of the aid and attendance of another person.

### **Fiduciary Program**

VA's Fiduciary Program is designed to protect the benefits paid to

Veterans and beneficiaries who are unable to manage their own financial affairs. To qualify for this service, a VA beneficiary must be either a minor or an adult who has been determined to be unable to manage their financial affairs by VA, or under legal disability by reason of court action.

When VA benefits are payable to an individual who meets the above criteria, then a third party payee or fiduciary is appointed to ensure the beneficiary's funds are expended for the care, support, welfare, and needs of the beneficiary and their recognized dependents.

The Fiduciary Program's duty, mandated by Congress, is to provide oversight to fiduciaries by ensuring that they are providing the proper services for those beneficiaries who have shown a need of the program's protection. For more information please visit the VA Fiduciary Program at <http://www.vba.va.gov/bln/21/Fiduciary/index.htm>.



# Chapter 3

## VA Pensions

### Eligibility for Veterans Pension

Veterans with low incomes who are either permanently and totally disabled, or age 65 and older, may be eligible for monetary support if they have 90 days or more of active military service; with at least one day during a period of war. The 90-day active service requirement does not apply to Veterans with a service-connected disability justifying discharge from the military. (Veterans who entered active duty on or after Sept. 8, 1980, or officers who entered active duty on or after Oct. 16, 1981, may have to meet a longer minimum period of active duty). The Veteran's discharge must have been under conditions other than dishonorable and the disability must be for reasons other than the Veteran's own willful misconduct.

Payments are made to bring the Veteran's total income, including other retirement or Social Security income, to a level set by Congress. Unreimbursed medical expenses may reduce countable income for VA purposes.

### Protected Pension

Pension beneficiaries, who were receiving a VA pension on Dec. 31, 1978, and do not wish to elect the Improved Pension, will continue to receive the pension rate received on that date. This rate generally continues as long as the beneficiary's income remains within established limits, or net worth does not bar payment, and the beneficiary does not lose any dependents.

Beneficiaries must continue to meet basic eligibility factors, such as permanent and total disability for Veterans. VA must adjust rates for other reasons, such as a Veteran's hospitalization in a VA facility.

### Medal of Honor Pension

VA administers pensions to recipients of the Medal of Honor. Congress set the monthly pension at \$1,237.

### Improved Veterans Pension

Congress establishes the maximum annual Improved Veterans Pension rates. Payments are reduced by the amount of countable income of the Veteran, spouse and dependent children. When a

Veteran without a spouse or a child is furnished nursing home or domiciliary care by VA, the pension is reduced to an amount not to exceed \$90 per month after three calendar months of care. The reduction may be delayed if nursing-home care is being continued to provide the Veteran with rehabilitation services.

### **Aid and Attendance and Housebound Benefits (Special Monthly Pension)**

Veterans and surviving spouses who are eligible for VA pensions may also be eligible for Aid and Attendance or Housebound benefits, which increase the maximum annual pension rate. An eligible individual may qualify if he or she requires the regular aid of another person in order to perform personal functions required in everyday living, or is bedridden, a patient in a nursing home due to mental or physical incapacity, blind, or permanently and substantially confined to his/her immediate premises because of a disability.

Veterans and surviving spouses who are ineligible for basic pension based on annual income may still be eligible for Aid and Attendance or Housebound benefits because a higher income limit applies. In addition, unreimbursed medical expenses for nursing home or home-health care may be used to reduce countable annual income, which may result in a higher pension benefit.

Apply for Aid and Attendance or Housebound benefits by writing to the nearest VA regional office. Include copies of any evidence, preferably a report from an attending physician or a nursing home, validating the need for Aid and Attendance or Housebound type care. The report should be in sufficient detail to determine whether there is disease or injury producing physical or mental impairment, loss of coordination, or conditions affecting the ability to dress and undress, to feed oneself, to attend to sanitary needs, and to keep oneself ordinarily clean and presentable. In addition, it is necessary to determine whether the claimant is confined to the home or immediate premises.

VA also pays a special \$90 monthly rate to pension-eligible Veterans or surviving spouses with no dependents who receive Medicaid-covered nursing home care. These funds are available for the beneficiary's personal use and may not be used to offset the cost of his or her care.

| <b>2012 VA Improved Pension - Veterans Rates</b>                 |                            |
|--|----------------------------|
| <b>Status of Veteran's Family Situation and Caretaking Needs</b> | <b>Maximum Annual Rate</b> |
| Veteran without dependents                                       | \$12,256                   |
| Veteran with one dependent                                       | \$16,051                   |
| Veteran permanently housebound, no dependents                    | \$14,978                   |
| Veteran permanently housebound, one dependent                    | \$18,773                   |
| Veteran needing regular aid and attendance, no dependents        | \$20,447                   |
| Veteran needing regular aid and attendance, one dependent        | \$24,239                   |
| Two Veterans married to one another                              | \$16,051                   |
| Increase for each additional dependent child                     | \$2,093                    |

\* Additional information can be found in the Compensation and Pension Benefits section at [www.vba.va.gov/bln/21/index.htm](http://www.vba.va.gov/bln/21/index.htm).

# Chapter 4

## Education and Training

This chapter provides a summary of VA educational and training benefits. Additional information can be found at [www.gibill.va.gov/](http://www.gibill.va.gov/) or by calling 1-888-GI-BILL-1 (1-888-442-4551).

### ***Post – 9/11 GI Bill***

**Eligibility:** The Post- 9/11 GI Bill is an education benefit program for Servicemembers and Veterans who served on active duty after Sept. 10, 2001. Benefits are payable for training pursued on or after Aug. 1, 2009. No payments can be made under this program for training pursued before that date.

To be eligible, the Servicemember or Veteran must serve at least 90 aggregate days on active duty after Sept. 10, 2001, and remain on active duty or be honorably discharged. Active duty includes active service performed by National Guard members under title 32 U.S.C. for the purposes of organizing, administering, recruiting, instructing, or training the National Guard; or under section 502(f) for the purpose of responding to a national emergency.

Veterans may also be eligible if they were honorably discharged from active duty for a service-connected disability after serving 30 continuous days after Sept. 10, 2001. Generally, Servicemembers or Veterans may receive up to 36 months of entitlement under the Post-9/11 GI Bill.

Eligibility for benefits expires 15 years from the last period of active duty of at least 90 consecutive days. If released for a service-connected disability after at least 30 days of continuous service, eligibility ends 15 years from when the member is released for the service-connected disability.

If, on Aug. 1, 2009, the Servicemember or Veteran is eligible for the Montgomery GI Bill; the Montgomery GI Bill – Selected Reserve; or the Reserve Educational Assistance Program, and qualifies for the Post-9/11 GI Bill, an irrevocable election must be made to receive benefits under the Post-9/11 GI Bill.

In most instances, once the election to receive benefits under the Post-9/11 GI Bill is made, the individual will no longer be eligible to

receive benefits under the relinquished program.

Based on the length of active duty service, eligible participants are entitled to receive a percentage of the following:

1. Cost of in-state tuition and fees at public institutions and for the 2011-2012 academic year, up to \$17,500 towards tuition and fee costs at private and foreign institutions (paid directly to the school);
2. Monthly housing allowance equal to the basic allowance for housing payable to a military E-5 with dependents, in the same zip code as the primary school (paid directly to the Servicemember, Veteran, or eligible dependents);
3. Yearly books and supplies stipend of up to \$1,000 per year (paid directly to the Servicemember, Veteran, or eligible dependents); and
4. A one-time payment of \$500 paid to certain individuals relocating from highly rural areas.

\* The housing allowance is not payable to individuals pursuing training at half time or less.

Approved training under the Post-9/11 GI Bill includes graduate and undergraduate degrees, vocational/technical training, on-the-job training, flight training, correspondence training, licensing and national testing programs, and tutorial assistance.

Individuals serving an aggregate period of active duty after Sept. 10, 2001 can receive the following percentages based on length of service:

| Active Duty Service  | Maximum Benefit |
|--|-----------------|
| At least 36 months   | 100%            |
| At least 30 continuous days and discharged due to service-connected disability | 100%            |
| At least 30 months < 36 months (1)   | 90%             |
| At least 24 months < 30 months (1)   | 80% (3)         |
| At least 18 months < 24 months (2)   | 70%             |
| At least 12 months < 18 months (2)   | 60%             |
| At least 6 months < 12 months (2)  | 50%             |
| At least 90 days < 6 months (2)  | 40%             |

(1) Includes service on active duty in entry level and skill training. (2) Excludes service on active duty in entry level and skill training. (3) If the individual would only qualify at the 70% level when service on active duty in entry level and skill training is excluded, then VA can only pay at the 70% level.

**Transfer of Entitlement (TOE):** DOD may offer members of the Armed Forces on or after Aug. 1, 2009, the opportunity to transfer benefits to a spouse or dependent children. DOD and the military services must approve all requests for this benefit. Members of the Armed Forces approved for the TOE may only transfer any unused portion of their Post-9/11 GI Bill benefits while a member of the Armed Forces, subject to their period of eligibility.

**The Yellow Ribbon G.I. Education Enhancement Program** was enacted to potentially assist eligible individuals with payment of their tuition and fees in instances where costs exceed the in-state tuition charges at a public institution or the national maximum payable at private and foreign institutions. To be eligible, the student must be: a Veteran receiving benefits at the 100% benefit rate payable, a transfer-of-entitlement-eligible dependent child, or a transfer-of-entitlement eligible spouse of a Veteran.

The school of attendance must have accepted VA's invitation to participate in the program, state how much student tuition will be waived (up to 50%) and how many participants will be accepted into the program during the current academic year. VA will match the school's percentage (up to 50%) to reduce or eliminate out-of-pocket costs for eligible participants.

**Marine Gunnery Sergeant John David Fry Scholarship:** This scholarship entitles children of those who die in the line of duty on or after Sept. 11, 2001, to use Post-9/11 GI Bill benefits.

**Eligible children:**

- are entitled to 36 months of benefits at the 100% level
- have 15 years to use the benefit beginning on their 18th birthday
- may use the benefit until their 33rd birthday
- are not eligible for the Yellow Ribbon Program

**Restoring GI Bill Fairness Act of 2011**

The Restoring GI Bill Fairness Act of 2011 amended the Post-9/11 GI Bill. The provisions of the bill are applicable to training pursued under

the Post-9/11 GI Bill that began on or after Aug. 1, 2011.

The legislation authorizes VA to pay more than the national maximum set for private schools (currently \$17,500 or the appropriately reduced amount based on eligibility percentage) in tuition and fees under the Post-9/11 GI Bill for certain students attending private colleges and universities in seven states - Arizona, Michigan, New Hampshire, New York, Pennsylvania, South Carolina and Texas.

To qualify for the increased payment (also referred to as the “grandfathered” tuition and fee amount), students must have been enrolled in the same college or university since Jan. 4, 2011, and have been enrolled in a program for which the combined amount of tuition and fees for full-time attendance during the 2010-2011 academic year exceeded \$17,500.

### **VOW to Hire Heroes Act of 2011**

Included in this new law is the Veterans Retraining Assistance Program (VRAP) for unemployed Veterans. VA and the Department of Labor (DoL) are working together to roll out this new program on July 1, 2012. The program will provide retraining for Veterans hardest hit by current economic conditions.

VRAP offers 12 months of training assistance to unemployed Veterans. To qualify, a Veteran must:

- Be at least 35, but no more than 60 years old
- Be unemployed (as determined by DoL)
- Have an other than dishonorable discharge
- Not be eligible for any other VA education benefit program (e.g., the Post-9/11 GI Bill, Montgomery GI Bill, Vocational Rehabilitation and Employment assistance)
- Not be in receipt of VA compensation due to unemployability
- Not be enrolled in a federal or state job-training program

The program is limited to 45,000 participants during fiscal year 2012, and to 54,000 participants from Oct. 1, 2012, through March 31, 2014. Participants may receive up to 12 months of assistance at the full-time payment rate under the Montgomery GI Bill–Active Duty program (currently \$1,473 per month). Applications will be submitted through DoL and benefits paid by VA. DoL will provide employment assistance to every Veteran who participates upon completion of their program.

Participants must be enrolled in a VA-approved program of educa-

tion offered by a community college or technical school. The program must lead to an associate degree, non-college degree, or a certification, and train the Veteran for a high-demand occupation.

More details will be available at [www.gibill.va.gov](http://www.gibill.va.gov) and on VA's Facebook, which are updated regularly.

**Educational and Vocational Counseling Services:** Refer to Chapter 10, "Transition Assistance," for detailed information on available services.

### ***Montgomery GI Bill***

**Eligibility:** VA educational benefits may be used while the Servicemember is on active duty or after the Servicemember's separation from active duty with a fully honorable military discharge. Discharges "under honorable conditions" and "general" discharges do not establish eligibility.

Eligibility generally expires 10 years after the Servicemember's discharge. However, there are exceptions for disability, re-entering active duty, and upgraded discharges.

All participants must have a high school diploma, equivalency certificate, or have completed 12 hours toward a college degree before applying for benefits.

Previously, Servicemembers had to meet the high school requirement before they completed their initial active duty obligation. Those who did not may now meet the requirement and reapply for benefits. If eligible, they must use their benefits within 10 years from the date of last discharge from active duty.

Additionally, every Veteran must establish eligibility under one of four categories.

#### **Category 1: Service after June 30, 1985**

For Veterans who entered active duty for the first time after June 30, 1985, did not decline MGIB in writing, and had their military pay reduced by \$100 a month for 12 months. Servicemembers can apply after completing two continuous years of service. Veterans must have completed three continuous years of active duty, or two continuous years of active duty if they first signed up for less than three years or have an obligation to serve four years in the Selected



Reserve (the 2x4 program) and enter the Selected Reserve within one year of discharge.

Servicemembers or Veterans who received a commission as a result of graduation from a service academy or completion of an ROTC scholarship are not eligible under Category 1 unless they received their commission:

1. After becoming eligible for MGIB benefits (including completing the minimum service requirements for the initial period of active duty); or
2. After Sept. 30, 1996, and received less than \$3,400 during any one year under ROTC scholarship.

Servicemembers or Veterans who declined MGIB because they received repayment from the military for education loans are also ineligible under Category 1. If they did not decline MGIB and received loan repayments, the months served to repay the loans will be deducted from their entitlement.

**Early Separation from Military Service:** Servicemembers who did not complete the required period of military service may be eligible under

**Category 1:** If discharged for one of the following:

1. Convenience of the government—with 30 continuous months of service for an obligation of three or more years, or 20 continuous months of service for an obligation of less than three years
2. Service-connected disability
3. Hardship
4. A medical condition diagnosed prior to joining the military
5. A condition that interfered with performance of duty and did not result from misconduct
6. A reduction in force (in most cases)
7. Sole Survivorship (if discharged after 9/11/01)

**Category 2:** Vietnam Era GI Bill Conversion

For Veterans who had remaining entitlement under the Vietnam Era GI Bill on Dec. 31, 1989, and served on active duty for any number of days during the period Oct. 19, 1984, to June 30, 1985, for at least three continuous years beginning on July 1, 1985; or at least two continuous years of active duty beginning on July 1, 1985, followed

by four years in the Selected Reserve beginning within one year of release from active duty.

Veterans not on active duty on Oct. 19, 1984, may be eligible under Category 2 if they served three continuous years on active duty beginning on or after July 1, 1985, or two continuous years of active duty at any time followed by four continuous years in the Selected Reserve beginning within one year of release from active duty.

Veterans are barred from eligibility under Category 2 if they received a commission after Dec. 31, 1976, as a result of graduation from a service academy or completion of an ROTC scholarship.

However, such a commission is not disqualifying if they received the commission after becoming eligible for MGIB benefits, or received the commission after Sept. 30, 1996, and received less than \$3,400 during any one year under ROTC scholarship.

**Category 3: Involuntary Separation/Special Separation**

For Veterans who meet one of the following requirements:

1. Elected MGIB before being involuntarily separated; or
2. were voluntarily separated under the Voluntary Separation Incentive or the Special Separation Benefit program, elected MGIB benefits before being separated, and had military pay reduced by \$1,200 before discharge.

**Category 4: Veterans Educational Assistance Program**

For Veterans who participated in the Veterans Educational Assistance Program (VEAP) and:

1. Served on active duty on Oct. 9, 1996.
2. Participated in VEAP and contributed money to an account.
3. Elected MGIB by Oct. 9, 1997, and paid \$1,200.

Veterans who participated in VEAP on or before Oct. 9, 1996, may also be eligible even if they did not deposit money in a VEAP account if they served on active duty from Oct. 9, 1996, through April 1, 2000, elected MGIB by Oct. 31, 2001, and contributed \$2,700 to MGIB.

Certain National Guard servicemembers may also qualify under Category 4 if they:

1. Served for the first time on full-time active duty in the National

Guard between June 30, 1985, and Nov. 29, 1989, and had no previous active duty service.

2. Elected MGIB during the nine-month window ending on July 9, 1997; and
3. Paid \$1,200.

**Payments:** Effective Oct. 1, 2011, the rate for full-time training in college, technical or vocational school is \$1,473 a month for those who served three years or more or two years plus four years in the Selected Reserve. For those who served less than three years, the monthly rate is \$1,196.

Benefits are reduced for part-time training. Payments for other types of training follow different rules. VA will pay an additional amount, called a “kicker” or “college fund,” if directed by DOD. Visit [www.gibill.va.gov](http://www.gibill.va.gov) for more information. The maximum number of months Veterans can receive payments is 36 months at the full-time rate or the part-time equivalent.

**The following groups qualify for the maximum:** Veterans who served the required length of active duty, Veterans with an obligation of three years or more who were separated early for the convenience of the government and served 30 continuous months, and Veterans with an obligation of less than three years who were separated early for the convenience of the government and served 20 continuous months.

**Types of Training Available:**

1. Courses at colleges and universities leading to associate, bachelor or graduate degrees, including accredited independent study offered through distance education.
2. Courses leading to a certificate or diploma from business, technical or vocational schools.
3. Apprenticeship or on-the-job training for those not on active duty, including self-employment training begun on or after June 16, 2004, for ownership or operation of a franchise
4. Correspondence courses, under certain conditions.
5. Flight training, if the Veteran holds a private pilot’s license upon beginning the training and meets the medical requirements.
6. State-approved teacher certification programs.
7. Preparatory courses necessary for admission to a college or

- graduate school.
8. License and certification tests approved for Veterans.
  9. Entrepreneurship training courses to create or expand small businesses.
  10. Tuition assistance using MGIB as “Top-Up” (active duty servicemembers).

Accelerated payments for certain high-cost programs are authorized.

**Work-Study Program:** Participants who train at the three-quarter or full-time rate may be eligible for a work-study program in which they work for VA and receive hourly wages. Students under the work-study program must be supervised by a VA employee, and all duties performed must relate to VA. The types of work allowed include:

Working in Veterans-related position at schools or other training facilities.

Providing hospital or domiciliary care at a state home.

Working at national or state Veterans’ cemeteries.

Various jobs within any VA facility.

Providing assistance in obtaining a benefit under title 38 U.S.C. at a state Veterans agency.

Assisting in the administration of chapters 1606 or 1607 of title 10 U.S.C. at a Department of Defense, Coast Guard, or National Guard facility.

Working in a Center for Excellence for Veterans Student Success.

**Educational and Vocational Counseling Services:** Refer to Chapter 10, “Transition Assistance”, for detailed information on available services.

### ***Veterans’ Educational Assistance Program***

**Eligibility:** Active duty personnel could participate in the Veterans’ Educational Assistance Program (VEAP) if they entered active duty for the first time after Dec. 31, 1976, and before July 1, 1985, and made a contribution prior to April 1, 1987.

The maximum contribution is \$2,700. Active duty participants may make a lump-sum contribution to their VEAP account. For more information, visit [www.gibill.va.gov](http://www.gibill.va.gov).

Servicemembers who participated in VEAP are eligible to receive

benefits while on active duty if:

1. At least three months of contributions are available, except for high school or elementary, in which only one month is needed.
2. And they enlisted for the first time after Sept. 7, 1980, and completed 24 months of their first period of active duty.

Servicemembers must receive a discharge under conditions other than dishonorable for the qualifying period of service. Servicemembers who enlisted for the first time after Sept. 7, 1980, or entered active duty as an officer or enlistee after Oct. 16, 1981, must have completed 24 continuous months of active duty, unless they meet a qualifying exception.

Eligibility generally expires 10 years from release from active duty, but can be extended under special circumstances.

**Payments:** DoD will match contributions at the rate of \$2 for every \$1 put into the fund and may make additional contributions, or “kickers,” as necessary. For training in college, vocational or technical schools, the payment amount depends on the type and hours of training pursued. The maximum amount is \$300 a month for full-time training.

**Training, Work-Study, Counseling:** VEAP participants may receive the same training, work-study benefits and counseling as provided under the MGIB with the exception of preparatory courses.

# **Chapter 5**

## **Home Loan Guaranty**

VA home loan guaranties are issued to help eligible Servicemembers, Veterans, reservists and certain unmarried surviving spouses obtain homes, condominiums, and manufactured homes, and to refinance loans. For additional information or to obtain VA loan guaranty forms, visit [www.homeloans.va.gov/](http://www.homeloans.va.gov/).

**Loan Uses:** A VA guaranty helps protect lenders from loss if the borrower fails to repay the loan. It can be used to obtain a loan to:

1. Buy or build a home.
2. Buy a residential condominium unit.
3. Buy a residential cooperative housing unit.
4. Repair, alter, or improve a residence owned by the Veteran and occupied as a home.
5. Refinance an existing home loan.
6. Buy a manufactured home and/or lot.
7. Install a solar heating or cooling system or other energy-efficient improvements.

**Eligibility:** In addition to the periods of eligibility and conditions of service requirements, applicants must have a good credit rating, sufficient income, a valid Certificate of Eligibility (COE), and agree to live in the property in order to be approved by a lender for a VA home loan.

Lenders can apply for a COE online at [www.benefits.va.gov/homeloans/docs/Veteran\\_registration\\_coe.pdf](http://www.benefits.va.gov/homeloans/docs/Veteran_registration_coe.pdf). Active duty Servicemembers and Veterans can also apply online at [www.ebenefits.va.gov](http://www.ebenefits.va.gov). Although it's preferable to apply electronically, it is possible to apply for a COE using VA Form 26-1880, Request for Certificate of Eligibility.

In applying for a hard-copy COE from the VA Eligibility Center, it is typically necessary that the eligible Veteran present a copy of his/her report of discharge or DD Form 214 Certificate of Release or Discharge From Active Duty or other adequate substitute evidence to VA. An eligible active duty Servicemember should obtain and submit

to the VA Eligibility Center a statement of service signed by an appropriate military official. A completed VA Form 26-1880 and any associated documentation should be mailed to Atlanta Regional Loan Center, Attn: COE (262), P.O. Box 100034, Decatur, GA 30031.

Please note that while VA's Internet-based system can establish eligibility and issue an online COE in a matter of seconds, not all cases can be processed online. The system can only process those cases for which VA has sufficient data in its records.

**Periods of Eligibility:** World War II: (1) active duty service after Sept. 15, 1940, and prior to July 26, 1947; (2) discharge under other than dishonorable conditions; and (3) at least 90 days total service unless discharged early for a service-connected disability.

**Post-World War II period:** (1) active duty service after July 25, 1947, and prior to June 27, 1950; (2) discharge under other than dishonorable conditions; and (3) 181 days continuous active duty service unless discharged early for a service-connected disability.

**Korean War:** (1) active duty after June 26, 1950, and prior to Feb. 1, 1955; (2) discharge under other than dishonorable conditions; and (3) at least 90 days total service, unless discharged early for a service-connected disability.

**Post-Korean War period:** (1) active duty after Jan. 31, 1955, and prior to Aug. 5, 1964; (2) discharge under other than dishonorable conditions; (3) 181 days continuous service, unless discharged early for a service-connected disability.

**Vietnam War:** (1) active duty after Aug. 4, 1964, and prior to May 8, 1975; (2) discharge under other than dishonorable conditions; and (3) 90 days total service, unless discharged early for a service-connected disability. For Veterans who served in the Republic of Vietnam, the beginning date is Feb. 28, 1961.

**Post-Vietnam period:** (1) active duty after May 7, 1975, and prior to Aug. 2, 1990; (2) active duty for 181 continuous days, all of which occurred after May 7, 1975; and (3) discharge under conditions other than dishonorable or early discharge for service-connected disability.

**24-Month Rule:** If service was between Sept. 8, 1980, (Oct. 16, 1981, for officers) and Aug. 1, 1990, Veterans must generally com-

plete 24 months of continuous active duty service or the full period (at least 181 days) for which they were called or ordered to active duty, and be discharged under conditions other than dishonorable.

Exceptions are allowed if the Veteran completed at least 181 days of active duty service but was discharged earlier than 24 months for (1) hardship, (2) the convenience of the government, (3) reduction-in-force, (4) certain medical conditions, or (5) service-connected disability.

**Gulf War:** Veterans of the Gulf War era – Aug. 2, 1990, to a date to be determined – must generally complete 24 months of continuous active duty service or the full period (at least 90 days) for which they were called to active duty, and be discharged under other than dishonorable conditions.

Exceptions are allowed if the Veteran completed at least 90 days of active duty but was discharged earlier than 24 months for (1) hardship, (2) the convenience of the government, (3) reduction-in-force, (4) certain medical conditions, or (5) service-connected disability. Reservists and National Guard members are eligible if they were activated after Aug. 1, 1990, served at least 90 days, and received an honorable discharge.

**Active Duty Personnel:** Until the Gulf War era is ended, persons on active duty are eligible after serving 90 continuous days.

**Surviving Spouses:** Some spouses of Veterans may have home loan eligibility. They are:

- the unmarried surviving spouse of a Veteran who died as a result of service or service-connected causes
- the surviving spouse of a Veteran who dies on active duty or from service-connected causes, who remarries on or after attaining age 57 and on or after Dec. 16, 2003
- the spouse of an active duty member who is listed as missing in action (MIA) or a prisoner of war (POW) for at least 90 days.

Eligibility under this MIA/POW provision is limited to one-time use only.

Under the Home Loan Guaranty program, VA does not make loans to Veterans and Servicemembers; VA guarantees loans made by



private-sector lenders. The guaranty amount is what VA could pay a lender should the loan go to foreclosure.

VA's guaranteed home loans have no maximum loan amount, only a maximum guaranty amount, which is set forth in law. However, due to secondary market requirements, lenders typically require that the VA guaranty, plus any downpayment provided by a Veteran, total 25 percent of the loan amount. As a result, an amount equal to four times VA's maximum guaranty amount is customarily referred to as a "loan limit." Loans for the loan limit or less are typically available to Veterans with no downpayment; loans for more than the loan limit generally require downpayments. VA's maximum guaranty amounts are established annually, and vary, depending on the size of the loan and the location of the property.

The chart below lists general information on VA's maximum guaranty. To see the county limits for 2012, select the "VA Loan Limits" link on [benefits.va.gov/homeloans](http://benefits.va.gov/homeloans).

| Loan Amount          | Maximum Guaranty                                      | Special Provisions                               |
|----------------------|---|--|
| Up to \$45,000       | 50% of loan amount                                    | 25% on Interest Rate Reduction Refinancing Loans |
| \$45,001 - \$56,250  | \$22,500  | Same as above                                    |
| \$56,251 - \$144,000 | 40% of the loan amount, with a maximum of \$36,000    | Same as above                                    |
| \$144,000 or more    | Up to an amount equal to 25% of the county loan limit | Same as above                                    |

An eligible borrower can use a VA-guaranteed Interest Rate Reduction Refinancing Loan to refinance an existing VA loan to lower the interest rate and payment. Typically, no credit underwriting is required for this type of loan. The loan may include the entire outstanding balance of the prior loan, the costs of energy-efficient improvements, as well as closing costs, including up to two discount points.

An eligible borrower who wishes to obtain a VA-guaranteed loan to purchase a manufactured home or lot can borrow up to 95 percent of the home's purchase price. The amount VA will guarantee on a

manufactured home loan is 40 percent of the loan amount or the Veteran's available entitlement, up to a maximum amount of \$20,000. These provisions apply only to a manufactured home that will not be placed on a permanent foundation.

**VA Appraisals:** No loan can be guaranteed by VA without first being appraised by a VA-assigned fee appraiser. A lender can request a VA appraisal through VA systems. The Veteran borrower typically pays for the appraisal upon completion, according to a fee schedule approved by VA. This VA appraisal estimates the value of the property. It is not an inspection and does not guarantee the house is free of defects. VA guarantees the loan, not the condition of the property. A thorough inspection of the property by a reputable inspection firm may help minimize any problems that could arise after loan closing. In an existing home, particular attention should be given to plumbing, heating, electrical, and roofing components.

**Closing Costs:** For purchase home loans, payment in cash is required on all closing costs, including title search and recording fees, hazard insurance premiums and prepaid taxes. For refinancing loans, all such costs may be included in the loan, as long as the total loan does not exceed the reasonable value of the property. Interest rate reduction loans may include closing costs, including a maximum of two discount points.

All Veterans, except those receiving VA disability compensation, those who are rated by VA as eligible to receive compensation as a result of pre-discharge disability examination and rating, and unmarried surviving spouses of Veterans who died in service or as a result of a service-connected disability, are charged a VA funding fee. For all types of loans, the loan amount may include this funding fee.

The VA funding fee and up to \$6,000 of energy-efficient improvements can be included in VA loans. However, no other fees, charges, or discount points may be included in the loan amount for regular purchase or construction loans. For refinancing loans, most closing costs may be included in the loan amount.

**Required Occupancy:** To qualify for a VA home loan, a Veteran or the spouse of an active-duty Servicemember must certify that he or she intends to occupy the home. When refinancing a VA-guaranteed loan solely to reduce the interest rate, a Veteran need only certify to prior occupancy.

**Financing, Interest Rates and Terms:** Veterans obtain VA-guaranteed loans through the usual lending institutions, including banks, credit unions, and mortgage brokers. VA-guaranteed loans can have either a fixed interest rate or an adjustable rate, where the interest rate may adjust up to one percent annually and up to five percent over the life of the loan. VA does not set the interest rate. Interest rates are negotiable between the lender and borrower on all loan types.

Veterans may also choose a different type of adjustable rate mortgage called a hybrid ARM, where the initial interest rate remains fixed for three to 10 years. If the rate remains fixed for less than five years, the rate adjustment cannot be more than one percent annually and five percent over the life of the loan. For a hybrid ARM with an initial fixed period of five years or more, the initial adjustment may be up to two percent. The Secretary has the authority to determine annual adjustments thereafter. Currently annual adjustments may be up to two percentage points and six percent over the life of the loan. [Note: At the time of publication, VA's authority to guarantee adjustable rate mortgages and hybrid adjustable rate mortgages was set to expire on Sept. 30, 2012.]

If the lender charges discount points on the loan, the Veteran may negotiate with the seller as to who will pay points or if they will be split between buyer and seller. Points paid by the Veteran may not be included in the loan (with the exception that up to two points may be included in interest rate reduction refinancing loans). The term of the loan may be for as long as 30 years and 32 days.

### **2012 VA Funding Fees**

A funding fee must be paid to VA unless the Veteran is exempt from such a fee. [See previous discussion in Closing Costs for specific exemptions from the funding fee]. The fee may be paid in cash or included in the loan. Closing costs such as VA appraisal, credit report, loan processing fee, title search, title insurance, recording fees, transfer taxes, survey charges, or hazard insurance may not be included for purchase home loans.

**2012 VA Funding Fee Rates**

| Loan Category   | Active Duty and Veterans | Reservists and National Guard |
|---|--------------------------|-------------------------------|
| Loans for purchase or construction with downpayments of less than 5%, refinancing, and home improvement | 2.15 percent             | 2.40 percent                  |
| Loans for purchase or construction with downpayments of at least 5% but less than 10%                   | 1.50 percent             | 1.75 percent                  |
| Loans for purchase or construction with downpayments of 10% or more                                     | 1.25 percent             | 1.50 percent                  |
| Loans for manufactured homes  | 1 percent                | 1 percent                     |
| Interest rate reduction refinancing loans   | .50 percent              | .50 percent                   |
| Assumption of a VA-guaranteed loan  | .50 percent              | .50 percent                   |
| Second or subsequent use of entitlement with no downpayment   | 3.3 percent              | 3.3 percent                   |

**Loan Assumption Requirements and Liability:** VA loans made on or after March 1, 1988, are not assumable without the prior approval of VA or its authorized agent (usually the lender collecting the monthly payments). To approve the assumption, the lender must ensure that the borrower is a satisfactory credit risk and will assume all of the Veteran's liabilities on the loan. If approved, the borrower will have to pay a funding fee that the lender sends to VA, and the Veteran will be released from liability to the federal government. A release of liability does not mean that a Veteran's guaranty entitlement is restored. That occurs only if the borrower is an eligible

Veteran who agrees to substitute his or her entitlement for that of the seller. If a Veteran allows assumption of a loan without prior approval, then the lender may demand immediate and full payment of the loan, and the Veteran may be liable if the loan is foreclosed and VA has to pay a claim under the loan guaranty.

Loans made prior to March 1, 1988, are generally freely assumable, but Veterans should still request VA's approval in order to be released of liability. Veterans whose loans were closed after Dec. 31, 1989, usually have no liability to the government following a foreclosure, except in cases involving fraud, misrepresentation, or bad faith, such as allowing an unapproved assumption. However, for the entitlement to be restored, any loss suffered by VA must be paid in full.

**VA Assistance to Veterans in Default:** VA urges all Veterans who are encountering problems making their mortgage payments to speak with their servicers as soon as possible to explore options to avoid foreclosure. Contrary to popular opinion, servicers do not want to foreclose because foreclosure costs a lot of money. Depending on a Veteran's specific situation, servicers may offer any of the following options to avoid foreclosure:

- Repayment Plan – The borrower makes regular installment each month plus part of the missed installments.
- Special Forbearance – The servicer agrees not to initiate foreclosure to allow time for borrowers to repay the missed installments. An example of when this would be likely is when a borrower is waiting for a tax refund.
- Loan Modification - Provides the borrower a fresh start by adding the delinquency to the loan balance and establishing a new payment schedule.
- Additional time to arrange a private sale – The servicer agrees to delay foreclosure to allow a sale to close if the loan will be paid off.
- Short Sale – When the servicer agrees to allow a borrower to sell his/her home for a lesser amount than what is currently required to payoff the loan.
- Deed-in-Lieu of Foreclosure - The borrower voluntarily agrees to deed the property to the servicer instead of going through a lengthy foreclosure process.

### **Servicemembers Civil Relief Act**

Veteran borrowers may be able to request relief pursuant to the Ser-

vicemembers Civil Relief Act (SCRA). In order to qualify for certain protections available under the Act, their obligation must have originated prior to their current period of active military service. SCRA may provide a lower interest rate during military service and for up to one year after service ends, and provide forbearance, or prevent foreclosure or eviction up to nine months from period of military service.

### **Assistance to Veterans with VA-Guaranteed Home Loans**

When a VA-guaranteed home loan becomes delinquent, VA provides supplemental servicing assistance to help cure the default. The servicer has the primary responsibility of servicing the loan to resolve the default.

However, in cases where the servicer is unable to help the Veteran borrower, VA has loan technicians in eight Regional Loan Centers and two special servicing centers who take an active role in interceding with the servicer to explore all options to avoid foreclosure. Veterans with VA-guaranteed home loans can call 1-877 827-3702 to reach the nearest VA office where loan specialists are prepared to discuss potential ways to help save the loan.

### **VA Acquired Property Foreclosures**

VA acquires properties as a result of foreclosures. A private contractor is currently marketing the properties through listing agents using local Multiple Listing Services. A listing of "VA Properties for Sale" may be found at <http://va.equator.com>. Contact a real estate agent for information on purchasing a VA-acquired property.

### **Preventing Veteran Homelessness**

Veterans who feel they may be facing homelessness as a result of losing their home can call 1-877-4AID VET (877-424-3838) or go to <http://www.va.gov/HOMELESS/index.asp> to receive assistance from VA.

### **Assistance to Veterans with Non-VA Guaranteed Home Loans**

For Veterans or Servicemembers who have a conventional or sub-prime loan, VA has a network of eight Regional Loan Centers and two special servicing centers that can offer advice and guidance. Borrowers may visit [www.benefits.va.gov/homeloans/](http://www.benefits.va.gov/homeloans/), or call toll free 1-877-827-3702 to speak with a VA loan technician. However, unlike when a Veteran has a VA-guaranteed home loan, VA does not have

the legal authority to intervene on the borrower's behalf. It is imperative that a borrower contact his/her servicer as quickly as possible.

### **VA Refinancing of a Non-VA Guaranteed Home Loan**

Veterans with conventional home loans now have new options for refinancing to a VA-guaranteed home loan. These new options are available as a result of the Veterans' Benefits Improvement Act of 2008. Veterans who wish to refinance their subprime or conventional mortgage may now do so for up to 100 percent of the value of the property, which is up from the previous limit of 90 percent.

Additionally, Congress raised VA's maximum loan guaranty for these types of refinancing loans. Loan limits were effectively raised from \$144,000 to \$417,000. High-cost counties have even higher maximum loan limits. VA county loan limits can be found at <http://www.benefits.va.gov/homeloans/>. These changes will allow more qualified Veterans to refinance through VA, allowing for savings on interest costs and avoiding foreclosure.

### **Other Assistance for Delinquent Veteran Borrowers**

If VA is not able to help a Veteran borrower retain his/her home (whether a VA-guaranteed loan or not), the HOPE NOW Alliance may be of assistance. HOPE NOW is a joint alliance consisting of servicers, counselors, and investors whose main goal is to assist distressed borrowers retain their homes and avoid foreclosure. They have expertise in financial counseling, as well as programs that take advantage of relief measures that VA cannot. HOPE NOW provides outreach, counseling and assistance to homeowners who have the willingness and ability to keep their homes but are facing financial difficulty as a result of the crisis in the mortgage market. The HOPE NOW Alliance can be reached at (888) 995-HOPE (4673), or by visiting [www.hopenow.com](http://www.hopenow.com).

For more information go to <http://www.benefits.va.gov/homeloans/>, or call (877) 827-3702

### **Loans for Native American Veterans**

Eligible Native American Veterans can obtain a loan from VA to purchase, construct, or improve a home on Federal Trust Land, or to reduce the interest rate on such a VA loan. Native American Direct Loans are only available if a memorandum of understanding exists between the tribal organization and VA.

Veterans who are not Native American, but who are married to Native American non-Veterans, may be eligible for a direct loan under this program. To be eligible for such a loan, the qualified non-Native American Veteran and the Native American spouse must reside on Federal Trust Land, and both the Veteran and spouse must have a meaningful interest in the dwelling or lot.

The following safeguards have been established to protect Veterans:

1. VA may suspend from the loan program those who take unfair advantage of Veterans or discriminate because of race, color, religion, sex, disability, family status, or national origin.
2. The builder of a new home (or manufactured) is required to give the purchasing Veteran either a one-year warranty or a 10-year insurance-backed protection plan.
3. The borrower obtaining a loan may only be charged closing costs allowed by VA.
4. The borrower can prepay without penalty the entire loan or any part not less than one installment or \$100.
5. VA encourages holders to extend forbearance if a borrower becomes temporarily unable to meet the terms of the loan.



# Chapter 6

## VA Life Insurance

For complete details on government life insurance, visit the VA Internet site at [www.insurance.va.gov/](http://www.insurance.va.gov/) or call VA's Insurance Center toll-free at 1-800-669-8477. Specialists are available between the hours of 8:30 a.m. and 6 p.m., Eastern Time, to discuss premium payments, insurance dividends, address changes, policy loans, naming beneficiaries and reporting the death of the insured.

If the insurance policy number is not known, send whatever information is available, such as the Veteran's VA file number, date of birth, Social Security number, military serial number or military service branch and dates of service to:

Department of Veterans Affairs  
Regional Office and Insurance Center  
Box 42954  
Philadelphia, PA 19101

For information about Servicemembers' Group Life Insurance, Veterans Group Life Insurance, Servicemembers' Group Life Insurance Traumatic Injury Protection, or Servicemembers' Group Life Insurance Family Coverage, visit the Website above or call the Office of Servicemembers' Group Life Insurance directly at 1-800-419-1473.

### **Servicemembers' Group Life Insurance**

The following are automatically insured for \$400,000 under Servicemembers' Group Life Insurance

1. Active-duty members of the Army, Navy, Air Force, Marines and Coast Guard.
2. Commissioned members of the National Oceanic and Atmospheric Administration (NOAA) and the Public Health Service (PHS).
3. Cadets or midshipmen of the U.S. military academies.
4. Members, cadets and midshipmen of the ROTC while engaged in authorized training and practice cruises.
5. Members of the Ready Reserves/National Guard who are

scheduled to perform at least 12 periods of inactive training per year.

6. Members who volunteer for a mobilization category in the Individual Ready Reserve.

Individuals may elect in writing to be covered for a lesser amount or no coverage. Part-time coverage may be provided to reservists who do not qualify for full-time coverage. Premiums are automatically deducted from the servicemember's pay. At the time of separation from service, SGLI can be converted to either Veterans' Group Life Insurance (VGLI) or a commercial plan through participating companies. SGLI coverage continues for 120 days after separation at no charge. Coverage of \$10,000 is also automatically provided for dependent children of members insured under SGLI with no premium required.

### **SGLI Traumatic Injury Protection**

Members of the armed services serve our nation heroically during times of great need, but what happens when they experience great needs of their own because they have sustained a traumatic injury? Servicemembers' Group Life Insurance Traumatic Injury Protection (TSGLI) helps severely injured servicemembers through their time of need with a one-time payment. The amount varies depending on the injury, but it could make a difference in the lives of servicemembers by allowing their families to be with them during their recovery. TSGLI helps them with unforeseen expenses or gives them a financial head start on life after recovery.

TSGLI is an insurance program that is bundled with Servicemembers' Group Life Insurance (SGLI). An additional \$1.00 has been added to the servicemember's SGLI premium to cover TSGLI. After Dec. 1, 2005, all servicemembers who are covered by SGLI are automatically also covered by TSGLI, regardless of where their qualifying traumatic injury occurred. However, TSGLI claims require approval.

In addition, there is retroactive TSGLI coverage for servicemembers who sustained a qualifying traumatic injury while in theater supporting Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), or while on orders in a Combat Zone Tax Exclusion (CZTE) area from Oct. 7, 2001, through Nov. 30, 2005. TSGLI coverage is available for these servicemembers regardless of whether SGLI coverage was in force. Beginning on Oct. 1, 2011, TSGLI benefits can

be paid for qualifying traumatic injuries incurred during this period, regardless of where the injury occurred. The member is not required to have served under OEF/OIF orders to be eligible for a TSGLI payment.

For more information, and branch of service contact information, visit [www.insurance.va.gov/sgliSite/TSGLI/TSGLI.htm](http://www.insurance.va.gov/sgliSite/TSGLI/TSGLI.htm), or call 1-800-237-1336 (Army); 1-800-368-3202 (Navy); 1-877-216-0825 (Marine Corps); 1-800-433-0048 (Active Duty Air Force); 1-800-525-0102 (Air Force Reserves); 1-703-607-5093 (Air National Guard); 1-202-493-1931 (U.S. Coast Guard); 1-301-594-2963 (PHS); or 1-301-713-3444 (NOAA).

### **Servicemembers' Group Life Insurance Family Coverage**

FSGLI provides up to \$100,000 of life insurance coverage for spouses of servicemembers with full-time SGLI coverage, not to exceed the amount of SGLI the member has in force. FSGLI is a servicemembers' benefit; the member pays the premium and is the only person allowed to be the beneficiary of the coverage. FSGLI spousal coverage ends when: 1) the servicemember elects in writing to terminate coverage on the spouse; 2) the servicemember elects to terminate his or her own SGLI coverage; 3) the servicemember dies; 4) the servicemember separates from service; or 5) the servicemember divorces the spouse. The insured spouse may convert his or her FSGLI coverage to a policy offered by participating private insurers within 120 days of the date of any of the termination events noted above.

### **Veterans' Group Life Insurance**

SGLI may be converted to Veterans' Group Life Insurance (VGLI), which provides renewable term coverage to:

1. Veterans who had full-time SGLI coverage upon release from active duty or the reserves.
2. Members of the Ready Reserves/National Guard with part-time SGLI coverage who incur a disability or aggravate a pre-existing disability during a period of active duty or a period of inactive duty for less than 31 days that renders them uninsurable at standard premium rates.
3. Members of the Individual Ready Reserve and Inactive National Guard.

SGLI can be converted to VGLI up to the amount of coverage the

servicemember had when separated from service. Veterans who submit an application and the initial premium within 120 days of leaving the service will be covered regardless of their health. Veterans who don't apply within this period can still convert to VGLI if they submit an application, pay the initial premium, and show evidence of insurability within one year after the end of the 120-day period.

Beginning on Oct. 1, 2011, current VGLI policyholders who are under the age of 60 and are not insured by the maximum amount of VGLI as prescribed by law have an opportunity to increase their VGLI coverage by \$25,000, once every five years.

### **SGLI Disability Extension**

Servicemembers who are totally disabled at the time of separation are eligible for free SGLI Disability Extension of up to two years. They must apply to the Office of Servicemembers' Group Life Insurance (OSGLI) at 80 Livingston Ave., Roseland, N.J., 07068-1733.

Those covered under the SGLI Disability Extension are automatically converted to VGLI at the end of their extension period. VGLI is convertible at any time to a permanent plan policy with any participating commercial insurance company.

### **Accelerated Death Benefits**

SGLI, FSGLI and VGLI policyholders who are terminally ill (prognosis of nine months or less to live) have a one-time option of requesting up to 50 percent of their coverage amount (in increments of \$5,000) paid in advance.

### **Service-Disabled Veterans' Insurance**

A Veteran who was discharged under other than dishonorable conditions and who has a service-connected disability but is otherwise in good health may apply to VA for up to \$10,000 in life insurance coverage under the Service-Disabled Veterans' Insurance (S-DVI) program. Applications must be submitted within two years from the date of being notified of the approval of a new service-connected disability by VA. This insurance is limited to Veterans who left service on or after April 25, 1951.

Veterans who are totally disabled may apply for a waiver of premiums and additional supplemental insurance coverage of up to \$20,000. Effective Oct. 1, 2011, the supplemental insurance coverage increased to \$30,000. However, premiums cannot be waived on the additional supplemental insurance. To be eligible for this type

of supplemental insurance, Veterans must meet all of the following three requirements:

1. Be under age 65.
2. Be eligible for a waiver of premiums due to total disability.
3. Apply for additional insurance within one year from the date of notification of waiver approval on the S-DVI policy.

### ***Veterans' Mortgage Life Insurance***

VMLI is mortgage protection insurance available to severely disabled Veterans who have been approved by VA for a Specially Adapted Housing Grant (SAH). Maximum coverage is the amount of the existing mortgage up to \$90,000, and is payable only to the mortgage company. Effective Oct. 1, 2011, maximum coverage increased to \$150,000. The maximum coverage amount increased again on Jan. 1, 2012, to \$200,000. Protection is issued automatically following SAH approval, provided the Veteran submits information required to establish a premium and does not decline coverage. Coverage automatically terminates when the mortgage is paid off. If a mortgage is disposed of through sale of the property, VMLI may be obtained on the mortgage of another home.

### ***Other Insurance Information***

The following information applies to policies issued to World War II, Korean, and Vietnam-era Veterans and any Service-Disabled Veterans Insurance policies. Policies in this group are prefixed by the letters K, V, RS, W, J, JR, JS, or RH.

**Insurance Dividends Issued Annually:** World War II, and Korean-era Veterans with active policies beginning with the letters V, RS, W, J, JR, JS, or K are issued tax-free dividends annually on the policy anniversary date. (Policies prefixed by RH do not earn dividends.) Policyholders do not need to apply for dividends, but may select from among the following dividend options:

1. Cash: The dividend is paid directly to the insured either by a mailed check or by direct deposit to a bank account.
2. Paid-Up Additional Insurance: The dividend is used to purchase additional insurance coverage.
3. Credit or Deposit: The dividend is held in an account for the policyholder with interest. Withdrawals from the account can be made at any time. The interest rate may be adjusted.
4. Net Premium Billing Options: These options use the dividend

to pay the annual policy premium. If the dividend exceeds the premium, the policyholder has options to choose how the remainder is used. If the dividend is not enough to pay an annual premium, the policyholder is billed the balance.

5. Other Dividend Options: Dividends can also be used to repay a loan or pay premiums in advance.

**Reinstating Lapsed Insurance:** Lapsed term policies may be reinstated within five years from the date of lapse. A five-year term policy that is not lapsed at the end of the term is automatically renewed for an additional five years. Lapsed permanent plans may be reinstated within certain time limits and with certain health requirements. Reinstated permanent plan policies require repayment of all back premiums, plus interest.

**Converting Term Policies:** Term policies are renewed automatically every five years, with premiums increasing at each renewal. Premiums do not increase after age 70. Term policies may be converted to permanent plans, which have fixed premiums for life and earn cash and loan values.

**Paid-up Insurance Available on Term Policies:** Effective September 2000, VA provides paid-up insurance on term policies whose premiums have been capped. Veterans with National Service Life Insurance (NSLI) term insurance that has renewed at age 71 or older and who stop paying premiums on their policies will be given a termination dividend. This dividend will be used to purchase a reduced amount of paid-up insurance, which insures the Veteran for life with no premium payments required. The amount of insurance remains level. This does not apply to S-DVI (RH) policies.

**Borrowing on Policies:** Policyholders with permanent plan policies may borrow up to 94 percent of the cash surrender value of their insurance after the insurance is in force for one year or more. Interest is compounded annually. The loan interest rate is variable and may be obtained by calling toll-free 1-800-669-8477.

# Chapter 7

## Burial and Memorial Benefits

### *Eligibility*

Veterans discharged from active duty under conditions other than dishonorable and servicemembers who die while on active duty, active duty for training, or inactive duty training, as well as spouses and dependent children of Veterans and active duty servicemembers, may be eligible for VA burial and memorial benefits including burial in a national cemetery, a headstone to mark the grave of a Veteran interred in a private cemetery or a Presidential Memorial Certificate for loved ones. The Veteran does not have to die before a spouse or dependent child can be eligible.

With certain exceptions, active duty service beginning after Sept. 7, 1980, as an enlisted person, and after Oct. 16, 1981, as an officer, must be for a minimum of 24 consecutive months or the full period of active duty (as in the case of reservists or National Guard members called to active duty for a limited duration). Active duty for training, by itself, while serving in the reserves or National Guard, is not sufficient to confer eligibility. Reservists and National Guard members, as well as their spouses and dependent children, are eligible if they were entitled to retired pay at the time of death, or would have been upon reaching requisite age. See Chapter 8 for more information.

VA's National Cemetery Scheduling Office or local national cemetery directors verify eligibility for burial. A copy of the Veteran's discharge document that specifies the period(s) of active duty and character of service is usually sufficient to determine eligibility. In some instances, a copy of the deceased's death certificate and proof of relationship to the Veteran (for eligible family members) may be required.

Under Section 2411 of Title 38 of the United States Code, certain otherwise eligible individuals found to have committed federal or state capital crimes are barred from burial or memorialization in a VA national cemetery, and from receipt of Government-furnished headstones, markers, medallions, burial flags, and Presidential Memorial Certificates. Veterans and other claimants for VA burial benefits

have the right to appeal decisions made by VA regarding eligibility for national cemetery burial or other memorial benefits. Chapter 13 discusses the procedures for appealing VA claims. This chapter contains information on the full range of VA burial and memorial benefits. Readers with questions may contact the nearest national cemetery, listed by state in the VA Facilities section of this book, call 1-800-827-1000, or visit the web site at [www.cem.va.gov/](http://www.cem.va.gov/).

### **Burial in VA National Cemeteries**

Burial in a VA national cemetery is available for eligible Veterans, their spouses and dependents at no cost to the family and includes the gravesite, grave-liner, opening and closing of the grave, a headstone or marker, and perpetual care as part of a national shrine. For Veterans, benefits may also include a burial flag (with case for active duty), and military funeral honors. Family members and other loved ones of deceased Veterans may request Presidential Memorial Certificates.

VA operates 131 national cemeteries, of which 72 are open for new casketed interments and 18 are open to accept only cremated remains. Burial options are limited to those available at a specific cemetery and may include in-ground casket, or interment of cremated remains in a columbarium, in-ground or in a scattering garden. Contact the national cemetery directly, or visit our Web site at: [www.cem.va.gov](http://www.cem.va.gov) to determine if a particular cemetery is open for new burials, and which other options are available.

The funeral director or the next of kin makes interment arrangements by contacting the National Cemetery Scheduling Office or, in some cases, the national cemetery in which burial is desired. VA does not normally conduct burials on weekends. Gravesites cannot be reserved; however, VA will honor reservations made before 1973 by the Department of the Army.

**Surviving spouses of Veterans** who died on or after Jan. 1, 2000, do not lose eligibility for burial in a national cemetery if they remarry. Burial of dependent children is limited to unmarried children under 21 years of age, or under 23 years of age if a full-time student at an approved educational institution. Unmarried adult children who become physically or mentally disabled and incapable of self-support before age 21, or age 23 if a full-time student, also are eligible for burial.



**Certain Eligible Parents:** A new Federal law passed in 2010 (Public Law 111-275) extends burial benefits to certain parents of servicemembers who die as a result of hostile activity or from combat training-related injuries who are buried in a national cemetery in a gravesite with available space. The biological or adopted parents of a servicemember who dies in combat or while performing training in preparation for a combat mission, leaving no surviving spouse or dependent child, may be buried with the deceased servicemember if the Secretary of Veterans Affairs determines that there is available space. The law applies to servicemembers who died on or after Oct. 7, 2001 and to parents who died on or after Oct. 13, 2010.

**Headstones, Markers and Medallions:** Veterans, active duty servicemembers, and retired Reservists and National Guard servicemembers are eligible for an inscribed headstone or marker for their grave at any cemetery – national, state veterans, tribal Veterans, or private. VA will deliver a headstone or marker at no cost, anywhere in the world. For eligible Veterans whose deaths occurred on or after November 1, 1990, VA may furnish a government headstone or marker even if the grave is already marked with a private one, or VA may furnish a medallion instead of a headstone or marker for Veterans' graves in private cemeteries when the grave is already marked with a privately-purchased headstone or marker. Spouses and dependent children are eligible for a government headstone or marker only if they are buried in a national, State, or tribal Veterans cemetery.

Flat markers are available in bronze, granite or marble. Upright headstones come in granite or marble. In national cemeteries, the style provided will be consistent with existing monuments at the place of burial. Niche markers are available to mark columbaria used for inurnment of cremated remains. Medallions are made of bronze and are available in three sizes: 5-inch, 3-inch, and 1 ½-inches.

Headstones, markers and medallions previously furnished by the government may be replaced at the government's expense if badly deteriorated, illegible, vandalized or stolen. To check the status of a claim for a headstone or marker for placement in a national, state or tribal Veterans cemetery, please call the cemetery. To check the status of one being placed in a private cemetery, please call 1-800-697-6947.

Inscription: Headstones and markers must be inscribed with the name of the deceased, branch of service, and year of birth and death. They also may be inscribed with other optional information, including an emblem of belief and, space permitting, additional text including military rank; war service such as “World War II;” complete dates of birth and death; military awards; military organizations; civilian or Veteran affiliations; and personalized words of endearment.

**Private Cemeteries:** To submit a claim for a headstone, marker or medallion for use in a private cemetery, mail a completed VA Form 40-1330 Application for Standard Government Headstone or Marker (available at [www.va.gov/vaforms/va/pdf/VA40-1330.pdf](http://www.va.gov/vaforms/va/pdf/VA40-1330.pdf)), and a copy of the Veteran’s military discharge document to Memorial Programs Service (41A1), Department of Veterans Affairs, 5109 Russell Road., Quantico, VA 22134-3903. The form and supporting documents may also be faxed toll free to 1-800-455-7143.

Before ordering, check with the cemetery to ensure that the Government-furnished headstone or marker will be accepted. All installation fees at private cemeteries are the responsibility of the applicant.

**“In Memory Of” Markers:** VA provides memorial headstones and markers with “In Memory Of” as the first line of inscription, to memorialize those whose remains have not been recovered or identified, were buried at sea, donated to science or cremated and scattered. Eligibility requirements are the same as for regular headstones and markers. There is no fee when the “In Memory Of” marker is placed in a national cemetery. All installation fees at private cemeteries are the responsibility of the applicant.

**Medallions in Lieu of Government Headstone/Marker:** For Veterans whose deaths occurred on or after Nov. 1, 1990, Public Law 110-157, enacted December 26, 2007, expanded VA authority to provide a medallion instead of a headstone or marker for Veteran’s graves in private cemeteries when the grave is already marked with a privately-purchased headstone or marker. Claimants may apply for either a Government furnished headstone or marker to place on the grave, or a medallion to affix to a privately-purchased headstone or marker. For more information visit [www.cem.va.gov](http://www.cem.va.gov).

**Presidential Memorial Certificates** are issued upon request to recognize the United States military service of honorably discharged de-

ceased Veterans. Next of kin, relatives and other loved ones may apply for a certificate by mailing, or faxing a completed and signed VA Form 40-0247 along with a copy of the Veteran's military discharge documents or proof of honorable military service. The processing of requests sent without supporting documents will be delayed until eligibility can be determined. The form and eligibility requirements can be found at [www.cem.va.gov](http://www.cem.va.gov).

**Burial Flags:** Generally, VA will furnish a U.S. burial flag to memorialize Veterans who received an other than dishonorable discharge. This includes certain persons who served in the organized military forces of the Commonwealth of the Philippines while in service of the U.S. Armed forces and who died on or after April 25, 1951. Also eligible for a burial flag are Veterans who were entitled to retired pay for service in the Reserve or National Guard, or would have been entitled if over age 60; and members or former members of the Selected Reserve who served their initial obligation, or were discharged for a disability incurred or aggravated in the line of duty, or died while a member of the Selected Reserve.

The next of kin may apply for the flag at any VA regional office or U.S. Post Office by completing VA Form 21-2008, Application for United States Flag for Burial Purposes, available at <http://vbaw.vba.va.gov/bl/20/cio/20s5/forms/VBA-21-2008-ARE.pdf>. In most cases, a funeral director will help the family obtain the flag.

**Reimbursement of Burial Expenses:** VA will pay a burial allowance up to \$2,000 if the Veteran's death is service-connected. In such cases, the person who bore the Veteran's burial expenses may claim reimbursement from VA.

In some cases, VA will pay the cost of transporting the remains of a Veteran whose death was service-connected to the nearest national cemetery with available gravesites. There is no time limit for filing reimbursement claims in service-connected death cases.

**Burial Allowance:** VA will pay a \$300 burial and funeral allowance for Veterans who, at time of death, were entitled to receive pension or compensation or would have been entitled if they were not receiving military retirement pay. Eligibility also may be established when death occurs in a VA facility, a VA-contracted nursing home or a State Veterans nursing home. In cases in which the Veteran's death was not service-connected, claims must be filed within two years

after burial or cremation.

**Plot Allowance:** VA will pay a plot allowance when a Veteran is buried in a cemetery not under U.S. government jurisdiction if: the Veteran was discharged from active duty because of disability incurred or aggravated in the line of duty; the Veteran was receiving compensation or pension or would have been if the Veteran was not receiving military retired pay; or the Veteran died in a VA facility. The plot allowance may be paid to the State for the cost of a plot or interment in a State-owned cemetery reserved solely for Veteran burials if the Veteran is buried without charge. Burial expenses paid by the deceased's employer or a state agency will not be reimbursed.

**Military Funeral Honors:** Upon request, DoD will provide military funeral honors consisting of folding and the presenting of the United States flag and the playing of "Taps." A funeral honors detail consists of two or more uniformed members of the armed forces, with at least one member from the deceased's branch of service.

Family members should inform their funeral director if they want military funeral honors. DoD maintains a toll-free number (1-877-MIL-HONR) for use by funeral directors only to request honors. VA can help arrange honors for burials at VA national cemeteries. Veterans service organizations or volunteer groups may help provide honors. For more information, visit [www.militaryfuneralhonors.osd.mil/](http://www.militaryfuneralhonors.osd.mil/).

### **Veterans Cemeteries Administered by Other Agencies**

**Department of the Army:** Administers Arlington National Cemetery. Eligibility is more restrictive than at VA national cemeteries. For information, call (703) 607-8000, write Superintendent, Arlington National Cemetery, Arlington, VA 22211, or visit [www.arlingtoncemetery.mil/](http://www.arlingtoncemetery.mil/).

**Department of the Interior:** Administers two active national cemeteries – Andersonville National Cemetery in Georgia and Andrew Johnson National Cemetery in Tennessee. Eligibility is similar to VA national cemeteries.

**State Veterans Cemeteries:** Eighty-three State Veterans cemeteries offer burial options for Veterans and their families. These cemeteries have similar eligibility requirements but many require State residency. Some services, particularly for family members, may require a fee. Contact the State cemetery or State Veterans affairs office for information. To locate a State Veterans cemetery, [http://www.cem.va.gov/cem/grants/cemetery\\_list.asp](http://www.cem.va.gov/cem/grants/cemetery_list.asp)

# Chapter 8

## Reserve and National Guard

### ***Eligibility for VA Benefits***

Reservists who serve on active duty establish Veteran status and may be eligible for the full-range of VA benefits, depending on the length of active military service and a discharge or release from active duty under conditions other than dishonorable. In addition, reservists not activated may qualify for some VA benefits.

National Guard members can establish eligibility for VA benefits if activated for federal service during a period of war or domestic emergency. Activation for other than federal service does not qualify guard members for all VA benefits. Claims for VA benefits based on federal service filed by members of the National Guard should include a copy of the military orders, presidential proclamation or executive order that clearly demonstrates the federal nature of the service.

### ***Qualifying for VA Health Care***

Effective Jan. 28, 2008, Veterans discharged from active duty on or after Jan. 28, 2003, are eligible for enhanced enrollment placement into Priority Group 6 (unless eligible for higher Priority Group placement) for 5 years post discharge. Veterans with combat service after Nov. 11, 1998, who were discharged from active duty before Jan. 28, 2003.

Activated reservists and members of the National Guard are eligible if they served on active duty in a theater of combat operations after Nov. 11, 1998, and, have been discharged under other than dishonorable conditions.

Veterans who enroll with VA under this “Combat Veteran” authority will retain enrollment eligibility even after their five-year post discharge period ends. At the end of their post-discharge period, VA will reassess the Veteran’s information (including all applicable eligibility factors) and make a new enrollment decision. For additional information, call 1-877-222-VETS (8387).

### ***Disability Benefits***

VA pays monthly compensation benefits for disabilities incurred or

aggravated during active duty and active duty for training as a result of injury or disease, and for disabilities due to injury, heart attack, or stroke that occurred during inactive duty training. For additional information see Chapter 2, “Veterans with Service-connected Disabilities”.

### ***Montgomery GI Bill – Selected Reserve***

Members of reserve elements of the Army, Navy, Air Force, Marine Corps and Coast Guard, and members of the Army National Guard and the Air National Guard, may be entitled to up to 36 months of educational benefits under the Montgomery GI Bill (MGIB) – Selected Reserve. To be eligible, the participant must:

1. Have a six-year obligation in the Selected Reserve or National Guard signed after June 30, 1985, or, if an officer, agree to serve six years in addition to the original obligation.
2. Complete initial active duty for training.
3. Have a high school diploma or equivalency certificate before applying for benefits.
4. Remain in good standing in a Selected Reserve or National Guard unit.

Reserve components determine eligibility for benefits. VA does not make decisions about eligibility and cannot make payments until the reserve component has determined eligibility and notified VA.

**Period of Eligibility:** Benefits generally end the day a reservist or National Guard member separates from the military. Additionally, if in the Selected Reserve and called to active duty, VA can generally extend the eligibility period by the length of time on active duty plus four months for each period of active duty. Once this extension is granted, it will not be taken away after leaving the Selected Reserve.

Eligible members separated because of unit deactivation, a disability that was not caused by misconduct, or otherwise involuntarily separated during Oct. 1, 1991, through Dec. 31, 2001, have 14 years after their eligibility date to use benefits. Similarly, members involuntarily separated from the Selected Reserve due to a deactivation of their unit between Oct. 1, 2007, and Sept. 30, 2014, may receive a 14-year period of eligibility.

**Payments:** The rate for full-time training effective Oct. 1, 2011, is

\$345 a month for 36 months. Part-time benefits are reduced proportionately. For complete current rates, visit [www.gibill.va.gov/](http://www.gibill.va.gov/). DOD may make additional contributions.

**Training:** Participants may pursue training at a college or university, or take technical training at any approved facility. Training includes undergraduate, graduate, or post-graduate courses; State licensure and certification; courses for a certificate or diploma from business, technical or vocational schools; cooperative training; apprenticeship or on-the-job training; correspondence courses; independent study programs; flight training; entrepreneurship training; remedial, deficiency or refresher courses needed to complete a program of study; or preparatory courses for tests required or used for admission to an institution of higher learning or graduate school.

Accelerated payments for certain high-cost programs are authorized effective Jan. 28, 2008.

**Work-Study:** See page 49

**Educational and Vocational Counseling:** Refer to Chapter 10, “Transition Assistance”, for detailed information on available services.

### ***Reserve Educational Assistance Program (REAP)***

This program provides educational assistance to members of National Guard and reserve components – Selected Reserve and Individual Ready Reserve (IRR) – who are called or ordered to active duty service in response to a war or national emergency as declared by the President or Congress. Visit [www.gibill.va.gov/](http://www.gibill.va.gov/) for more information.

**Eligibility:** Eligibility is determined by DOD or the Department of Homeland Security. Generally, a Servicemember who serves on active duty on or after Sept. 11, 2001, for at least 90 consecutive days or accumulates a total of three or more of years of service is eligible.

**Payments:** Reserve or National Guard members whose eligibility is based upon continuous service receive a payment rate based upon their number of continuous days on active duty. Members who qualify after the accumulation of three or more years of aggregate active duty service receive the full payment allowable.

**Reserve Educational Assistance Rates**

| <b>Active Duty Service</b>          | <b>Monthly Payment<br/>Rate for Full-Time Students</b> |
|-------------------------------------|--|
| 90 days but less than one year      | \$589.20   |
| One year but less than two<br>years | \$883.80   |
| Two or more continuous years        | \$1,178.40   |

\* Effective Oct. 1, 2011

**Training:** Participants may pursue training at a college or university, or take technical training at any approved facility. Training includes undergraduate, graduate, or post-graduate courses; state licensure and certification courses; courses for a certificate or diploma from business, technical or vocational schools; cooperative training; apprenticeship or on-the-job training; correspondence courses; independent study programs; flight training; entrepreneurship training; remedial, deficiency, or refresher courses needed to complete a program of study; or preparatory courses for tests required or used for admission to an institution of higher learning or graduate school. Accelerated payments for certain high-cost programs are authorized.

**Period of Eligibility:** Prior to Jan. 28, 2008, members of the Selected Reserve called to active duty were eligible as long as they continued to serve in the Selected Reserve. They lost eligibility if they went into the Inactive Ready Reserve (IRR). Members of the IRR called to active duty were eligible as long as they stayed in the IRR or Selected Reserve.

Effective Jan. 28, 2008, members who are called up from the Selected Reserve, complete their REAP-qualifying period of active duty service, and then return to the Selected Reserve for the remainder of their service contract, have 10 years to use their benefits after separation.

In addition, members who are called up from the IRR or Inactive National Guard (ING), complete their REAP-qualifying period of active duty service, and then enter the Selected Reserve to complete their service contract, have 10 years to use their benefits after separation.

**Work-Study Program:** See page 51.

**Educational and Vocational Counseling:** Refer to Chapter 10,



“Transition Assistance”, for detailed information on available services.

### ***Home Loan Guaranty***

National Guard members and reservists are eligible for a VA home loan if they have completed at least six years of honorable service, are mobilized for active duty service for a period of at least 90 days, or are discharged because of a service-connected disability.

Reservists who do not qualify for VA housing loan benefits may be eligible for loans on favorable terms insured by the Federal Housing Administration (FHA), part of HUD. Additional information can be found in Chapter 5 – “Home Loan Guaranty.”

### ***Life Insurance***

National Guard members and reservists are eligible to receive Servicemembers’ Group Life Insurance (SGLI), Veterans’ Group Life Insurance (VGLI), and Family Servicemembers’ Group Life Insurance (FSGLI). They may also be eligible for SGLI Traumatic Injury Protection if severely injured and suffering a qualifying loss, Service-Disabled Veterans Insurance if they receive a service-connected disability rating from VA, and Veterans’ Mortgage Life Insurance if approved for a Specially Adapted Housing Grant. Complete details can be found in Chapter 6 – “VA Life Insurance.”

### ***Burial and Memorial Benefits***

VA provides a burial flag to memorialize members or former members of the Selected Reserve who served their initial obligation, or were discharged for a disability incurred or aggravated in the line of duty, or died while a member of the Selected Reserve. Information about other benefits that may be available can be found in Chapter 7 – “Burial and Memorial Benefits.”

### ***Re-employment Rights***

A person who left a civilian job to enter active duty in the armed forces is entitled to return to the job after discharge or release from active duty if they:

1. Gave advance notice of military service to the employer.
2. Did not exceed five years cumulative absence from the civilian job (with some exceptions).
3. Submitted a timely application for re-employment.

4. Did not receive a dishonorable or other punitive discharge.

The law calls for a returning Veteran to be placed in the job as if he/she had never left, including benefits based on seniority such as pensions, pay increases and promotions. The law also prohibits discrimination in hiring, promotion or other advantages of employment on the basis of military service. Veterans seeking re-employment should apply, verbally or in writing, to the company's hiring official and keep a record of their application. If problems arise, contact the Department of Labor's Veterans' Employment and Training Service (VETS) in the state of the employer.

Federal employees not properly re-employed may appeal directly to the Merit Systems Protection Board. Non-federal employees may file complaints in U.S. District Court. For information, visit [www.dol.gov/vets/programs/userra/main.htm](http://www.dol.gov/vets/programs/userra/main.htm).

### **National Guard and VA Partnership to Assist Veterans**

The Transition Assistance Advisor (TAA) program within the National Guard (NG) Office of Warrior Support places a NG/VA trained expert at the NG Headquarters in each of the 50 states and PR, GU, VI and District of Columbia, as an advocate for Guard members and their families as well as other geographically dispersed military members and families. In collaboration with state directors of Veterans Affairs and other state and local coalition partners, the Transition Assistance Advisor provides enrollment, referrals and facilitates access for Veterans through the overwhelming maze of programs, with the compassion of someone who knows what it's like to transition from Guard to active duty and to civilian status. Transition Assistance Advisors receive annual training by VA experts in VA health care and benefits to assist Guard members and their families with access to VA health care facilities and TRICARE facilities within their network. To find a local Transition Assistance Advisor call 1 877 577-6691 or go to <http://www.taapmo.com/>

### **Outreach for OEF/OIF (New Dawn) Veterans**

VA's OEF/OIF New Dawn Outreach Teams focus on improving outreach to members of the National Guard and Reserve by engaging Guard members throughout the deployment cycle with targeted messages and face-to-face encounters with VA staff. These Teams are located at VA Medical centers to help ease the transition from military

to civilian life. Cost-free VA health care and medications may be provided for conditions potentially related to combat service, including full access to VA's medical benefits package. To learn more, visit [www.oefoif.va.gov](http://www.oefoif.va.gov).

When separating from active service, OEF/OIF Veterans are eligible for a one-time dental evaluation and treatment, if the Veteran did not have any dental treatment in theater. Veterans must call to request a dental appointment within the first 180 days post separation from active duty.

A full list of facilities can be found beginning on page 121 of this guide. Veterans can also call the toll-free OEF/OIF New Dawn Help Line at 1-866-606-8216 for answers to questions about VA benefits, health care and enrollment procedures.

### ***Air Reserve Personnel Center***

The Air Reserve Personnel Center (ARPC) is available to assist with various personnel issues to include requests for personnel records, DD214's or any other military documents. Many Veterans file an Air Force Board Correction of Military Records (AFBCMR) or write their Congressman to get these basic issues resolved. These methods must be routed through appropriate authorities therefore they can take up to as long as 180 days to complete. The ARPC can routinely handle these actions much quicker. Members should call the ARPC for assistance at 1-800-525-0102 or logon to <https://gum-crm.csd.disa.mil/>.

# Chapter 9

## Special Groups of Veterans

### Homeless Veterans

VA's homeless programs constitute the largest integrated network of homeless assistance programs in the country, offering a wide array of services to help Veterans recover from homelessness and live as self-sufficiently and independently as possible.

The **VA Health Care for Homeless Veterans (HCHV) Program** provides a gateway to VA and community supportive services for eligible Veterans. Through the HCHV Program, Veterans are provided with case management and residential treatment in the community. The program also conducts outreach to homeless Veterans who are not likely to come to VA facilities on their own.

The **National Call Center for Homeless Veterans (NCCHV)** assists homeless Veterans, at-risk Veterans, their families and other interested parties with linkages to appropriate VA and community-based resources. The call center provides trained VA staff members 24 hours a day, seven days a week to assess a caller's needs and connect them to appropriate resources. The call center can be accessed by dialing 1-877-4AID VET (1-877-424-3838).

The **VA Grant and Per Diem (GPD) Program** provides funds to non-profit community agencies providing transitional housing (up to 24 months) and/or offering services to homeless Veterans, such as case management, education, crisis intervention, counseling, and services targeted towards specialized populations including homeless women Veterans. The goal of the program is to help homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

The **Housing and Urban Development-Veterans Affairs Supported Housing (HUD-VASH) Program** provides permanent housing and ongoing case management for eligible homeless Veterans who would not be able to live independently otherwise. This program allows eligible Veterans to live in Veteran-selected housing units with a "Housing Choice" voucher. These vouchers are portable to support the Veteran's choice of housing in communities served by their VA medical facility where case management services can be provided.

HUD-VASH services include outreach and case management to ensure integration of services and continuity of care. This program enhances the ability of VA to serve homeless women Veterans, and homeless Veterans with families.

Through the **Supportive Services for Veteran Families Program**, VA aims to improve very low-income Veteran families' housing stability by providing supportive services in, or transitioning to, permanent housing. VA funds community-based organizations to provide eligible Veteran families with outreach, case management and assistance in obtaining VA and other benefits. Grantees may also provide time-limited payments to third parties (e.g., landlords, utility companies, moving companies and licensed child care providers) if these payments help Veterans' families stay in or acquire permanent housing on a sustainable basis.

In **VA's Compensated Work Therapy/Transitional Residence (CWT/TR) Program**, disadvantaged, at-risk, and homeless Veterans live in CWT/TR community-based supervised group homes while working for pay in VA's CWT Program, to learn new job skills, relearn successful work habits, and regain a sense of self-esteem and self-worth.

The **Healthcare for Re-Entry Veterans (HCRV) Program** offers outreach, referrals and short-term case management assistance for incarcerated Veterans who may be at risk for homelessness upon their release.

For more information on VA homeless programs and services, Veterans currently enrolled in VA health care can speak with their VA mental health or health care provider. Other Veterans and interested parties can find a complete list of VA health care facilities at [www.va.gov](http://www.va.gov), or they can call VA's general information hotline at 1-800-827-1000. If assistance is needed when contacting a VA facility, ask to speak to the Health Care for Homeless Veterans Program or the Mental Health service manager. Information is also available on the VA Homeless program Web-site at [www.va.gov/homeless](http://www.va.gov/homeless).

### ***Filipino Veterans***

World War II era Filipino Veterans are eligible for certain VA benefits. Generally, Old Philippine Scouts are eligible for VA benefits in the same manner as U.S. Veterans. Commonwealth Army Veterans, including certain organized Filipino guerrilla forces and New Philip-

pine Scouts residing in the United States who are citizens or lawfully admitted for permanent residence, are also eligible for VA health care in the United States on the same basis as U.S. Veterans.

Certain Commonwealth Army Veterans and new Philippine Scouts may be eligible for disability compensation and burial benefits. Other Veterans of recognized guerrilla groups also may be eligible for certain VA benefits. Survivors of World War II era Filipino Veterans may be eligible for dependency and indemnity compensation. Eligibility and the rates of benefits vary based on the recipient's citizenship and place of residence. Call 1-800-827-1000 for additional information.

### ***VA Benefits for Veterans Living Overseas***

VA monetary benefits, including disability compensation, pension, educational benefits, and burial allowances are generally payable overseas. Some programs are restricted. Home loan guaranties are available only in the United States and selected U.S. territories and possessions. Educational benefits are limited to approved, degree-granting programs in institutions of higher learning. Beneficiaries living in foreign countries should contact the nearest American embassy or consulate for help. In Canada, contact an office of Veterans Affairs Canada. For information, visit <http://www.vba.va.gov/bln/21/Foreign/index.htm>.

### ***World War II Era Merchant Marine Seamen***

Certain Merchant Marine seamen who served in World War II may qualify for Veterans benefits. When applying for medical care, seamen must present their discharge certificate from the Department of Defense. Call 1-800-827-1000 for help obtaining a certificate.

### ***Allied Veterans Who Served During WWI or WWII***

VA may provide medical care to certain Veterans of nations allied or associated with the United States during World War I or World War II if authorized and reimbursed by the foreign government. VA also may provide hospitalization, outpatient care and domiciliary care to former members of the armed forces of Czechoslovakia or Poland who fought in World War I or World War II in armed conflict against an enemy of the United States if they have been U.S. citizens for at least 10 years.

### ***World War Service by Particular Groups***

A number of groups who provided military-related service to the United States can receive VA benefits. A discharge by the Secretary

of Defense is needed to qualify. Service in the following groups has been certified as active military service for benefits purposes:

1. Women Air Force Service Pilots (WASPs).
2. World War I Signal Corps Female Telephone Operators Unit.
3. World War I Engineer Field Clerks.
4. Women's Army Auxiliary Corps (WAAC).
5. Quartermaster Corps female clerical employees serving with the American Expeditionary Forces in World War I.
6. Civilian employees of Pacific naval air bases who actively participated in defense of Wake Island during World War II.
7. Reconstruction aides and dietitians in World War I.
8. Male civilian ferry pilots.
9. Wake Island defenders from Guam.
10. Civilian personnel assigned to OSS secret intelligence.
11. Guam Combat Patrol.
12. Quartermaster Corps members of the Keswick crew on Corregidor during World War II.
13. U.S. civilians who participated in the defense of Bataan.
14. U.S. merchant seamen on block ships in support of Operation Mulberry in the World War II invasion of Normandy.
15. American merchant marines in oceangoing service during World War II.
16. Civilian Navy IFF radar technicians who served in combat areas of the Pacific during World War II.
17. U.S. civilians of the American Field Service who served overseas in World War I.
18. U.S. civilians of the American Field Service who served overseas under U.S. armies and U.S. army groups in World War II.
19. U.S. civilian employees of American Airlines who served overseas in a contract with the Air Transport Command between Dec. 14, 1941, and Aug. 14, 1945.
20. Civilian crewmen of U.S. Coast and Geodetic Survey vessels who served in areas of immediate military hazard while conducting cooperative operations with and for the U.S. armed forces between Dec. 7, 1941, and Aug. 15, 1945. Qualifying vessels are: the Derickson, Explorer, Gilber, Hilgard, E. Lester Jones, Lydonia Patton, Surveyor, Wainwright, Westdahl, Oceanographer, Hydrographer and Pathfinder.
21. Members of the American Volunteer Group (Flying Tigers) who served between Dec. 7, 1941, and July 18, 1942.

22. U.S. civilian flight crew and aviation ground support employees of United Air Lines who served overseas in a contract with Air Transport Command between Dec. 14, 1941, and Aug. 14, 1945.
23. U.S. civilian flight crew, including pursers, and aviation ground support employees of Transcontinental and Western Air, Inc. who served overseas in a contract with the Air Transport Command between Dec. 14, 1941, and Aug. 14, 1945.
24. U.S. civilian flight crew and aviation ground support employees of Consolidated Vultee Aircraft Corp. who served overseas in a contract with Air Transport Command between Dec. 14, 1941, and Aug. 14, 1945.
25. U.S. civilian flight crew and aviation ground support employees of Pan American World Airways and its subsidiaries and affiliates, who served overseas in a contract with the Air Transport Command and Naval Air Transport Service between Dec. 14, 1941, and Aug. 14, 1945.
26. Honorably discharged members of the American Volunteer Guard, Eritrea Service Command, between June 21, 1942, and March 31, 1943.
27. U.S. civilian flight crew and aviation ground support employees of Northwest Airlines who served overseas under the airline's contract with Air Transport Command from Dec. 14, 1941, through Aug. 14, 1945.
28. U.S. civilian female employees of the U.S. Army Nurse Corps who served in the defense of Bataan and Corregidor between Jan. 2, 1942, and Feb. 3, 1945.
29. U.S. flight crew and aviation ground support employees of Northeast Airlines Atlantic Division, who served overseas as a result of Northeast Airlines' contract with the Air Transport Command from Dec. 7, 1941, through Aug. 14, 1945.
30. U.S. civilian flight crew and aviation ground support employees of Braniff Airways, who served overseas in the North Atlantic or under the jurisdiction of the North Atlantic Wing, Air Transport Command, as a result of a contract with the Air Transport Command between Feb. 26, 1945, and Aug. 14, 1945.
31. Chamorro and Carolina former native police who received military training in the Donnal area of central Saipan and were placed under command of Lt. Casino of the 6th Provisional Military Police Battalion to accompany U.S.



- Marines on active, combat patrol from Aug. 19, 1945, to Sept. 2, 1945.
32. Three scouts/guides, Miguel Tenorio, Penedicto Taisacan, and Cristino Dela Cruz, who assisted the United States Marines in the offensive operations against the Japanese on the Northern Mariana Islands from June 19, 1944, through Sept. 2, 1945.
  33. The operational Analysis Group of the Office of Scientific Research and Development, Office of Emergency Management, which served overseas with the U.S. Army Air Corps from Dec. 7, 1941, through Aug. 15, 1945.
  34. Service as a member of the Alaska Territorial Guard during World War II or any individual who was honorably discharged under section 8147 of the Department of Defense Appropriations Act of 2001.

### **Incarcerated Veterans**

VA benefits are affected if a beneficiary is convicted of a felony and imprisoned for more than 60 days. Disability or death pension paid to an incarcerated beneficiary must be discontinued. Disability compensation paid to an incarcerated Veteran rated 20 percent or more disabled is limited to the 10 percent rate. For a Veteran whose disability rating is 10 percent, the payment is reduced to half of the rate payable to a Veteran evaluated as 10 percent disabled.

Any amounts not paid may be apportioned to eligible dependents. Payments are not reduced for participants in work-release programs, residing in halfway houses or under community control.

Failure to notify VA of a Veteran's incarceration can result in overpayment of benefits and the subsequent loss of all VA financial benefits until the overpayment is recovered. VA benefits will not be provided to any Veteran or dependent wanted for an outstanding felony warrant.

The Healthcare for Reentry Veterans Program (HCRV) offers outreach to Veterans incarcerated in state and federal prisons, and referrals and short-term case management assistance upon release from prison. The Veterans Justice Outreach Program (VJO) offers outreach and case management to Veterans involved in law enforcement encounters, overseen by treatment courts, and incarcerated in local jails. Visit [www.va.gov/homeless/](http://www.va.gov/homeless/) to locate an outreach worker.

# **Chapter 10**

## **Transition Assistance**

### ***Joint Transition Assistance***

The Departments of Veterans Affairs, Defense, and Labor re-launched a new and improved Website for wounded warriors – the National Resource Directory (NRD). This directory ([www.nationalresourcedirectory.gov](http://www.nationalresourcedirectory.gov)) provides access to thousands of services and resources at the national, state and local levels to support recovery, rehabilitation and community reintegration. The NRD is a comprehensive online tool available nationwide for wounded, ill and injured Servicemembers, Veterans and their families.

The NRD includes extensive information for Veterans seeking resources on VA benefits such as disability benefits, pensions for Veterans and their families, VA health care insurance and the GI Bill. The NRD's design and interface is simple, easy-to-navigate and intended to answer the needs of a broad audience of users within the military, Veteran and Caregiver communities.

### ***Transition From Military to VA***

VA has personnel stationed at major military hospitals to help seriously injured Servicemembers returning from Operations Enduring Freedom, Iraqi Freedom, and New Dawn (OEF/OIF/OND) as they transition from military to civilian life. OEF/OIF Servicemembers who have questions about VA benefits or need assistance in filing a VA claim or accessing services can contact the nearest VA office or call 1-800-827-1000.

### **eBenefits**

The eBenefits portal ([www.ebenefits.va.gov](http://www.ebenefits.va.gov)) provides Servicemembers, Veterans, their families, and Caregivers with self-service access to benefit applications, benefits information, and access to personal information such as official military personnel file documents. The portal provides two main services; it catalogs links to information on other Websites about military and Veterans benefits, and it provides a personalized workspace called My eBenefits, which gives quick access to all the online tools currently integrated into eBenefits. (Also see the Introduction on Page)

**Transition Assistance Program**

The Transition Assistance Program (TAP) consists of comprehensive three-day workshops at military installations designed to help Servicemembers as they transition from military to civilian life. The program includes job search, employment and training information, as well as VA benefits information for Servicemembers who are within 12 months of separation or 24 months of retirement. A companion workshop, the Disabled Transition Assistance Program, provides information on VA's Vocational Rehabilitation and Employment Program, as well as other programs for the disabled. Additional information about these programs is available at [www.dol.gov/vets/programs/tap/tap\\_fs.htm](http://www.dol.gov/vets/programs/tap/tap_fs.htm).

**The inTransition**

Servicemembers and Veterans may receive assistance from the inTransition Program when they are receiving mental health treatment and are making transitions from military service, location or a health care system. This program provides access to transitional support, motivation and healthy lifestyle assistance and advice from qualified coaches through a toll-free telephone number: 1-800-424-7877. For more information about The inTransition Program, please log onto [www.health.mil/inTransition](http://www.health.mil/inTransition).

**Pre-Discharge Program**

The Pre-Discharge Program is a joint VA and DoD program that affords Servicemembers the opportunity to file claims for disability compensation and other benefits up to 180 days prior to separation or retirement. Included in the Pre-Discharge program is the Integrated Disability Evaluation System (IDES)

The two primary components of the Pre-Discharge Program, Benefits Delivery at Discharge (BDD) and Quick Start, may be utilized by separating and retiring Servicemembers on active duty, including members of the Coast Guard, and members of the National Guard and Reserves (activated under Titles 10 or 32) in CONUS and some overseas locations.

BDD is offered to accelerate receipt of VA disability benefits, with a goal of providing benefits within 60 days after release or discharge from active duty.

To participate in the BDD program, Servicemembers must:

1. have at least 60 days, but not more than 180 days, remaining on active duty.
2. have a known date of separation or retirement.
3. provide VA with service treatment records, originals or photocopies.
4. be available to complete all necessary examinations prior to leaving the point of separation.

Quick Start is offered to Servicemembers who have less than 60 days remaining on active duty or are unable to complete the necessary examinations prior to leaving the point of separation.

To participate in the Quick Start Program, Servicemembers must:

1. have at least one day remaining on active duty.
2. have a known date of separation or retirement.
3. provide VA with service treatment records, originals or photocopies.

Servicemembers should contact the local Transition Assistance Office or Army Career Alumni Program Center to schedule appointments to attend VA benefits briefings and learn how to initiate a pre-discharge claim. Servicemembers can obtain more information by calling VA toll-free at 1-800-827-1000 or by visiting [www.vba.va.gov/predischarge](http://www.vba.va.gov/predischarge).

### **Integrated Disability Evaluation System (IDES)**

A third component of the Pre-Discharge program is the Integrated Disability Evaluation System. The IDES program covers Servicemembers who are referred to Medical Evaluation Boards. The IDES program has three goals:

1. a single disability exam conducted to VA standards that will be used by both Departments;
2. a single disability rating completed by VA that is binding upon both Departments; and
3. expeditious payment of VA benefits within 30 days of a Servicemember's separation from service.

VA Form 21-0819, VA/DoD Joint Disability Evaluation Board Claim, is completed by the Military Treatment Facility when a Servicemember is referred to IDES.

### ***Federal Recovery Coordination Program***

The Federal Recovery Coordination Program, a joint program of DOD and VA, helps coordinate and access federal, state and local programs, benefits and services for seriously wounded, ill, and injured Servicemembers, and their families through recovery, rehabilitation, and reintegration into the community.

Federal Recovery Coordinators (FRCs) have the delegated authority for oversight and coordination of the clinical and non-clinical care identified in each client's Federal Individual Recovery Plan (FIRP). Working with a variety of case managers, FRCs assist their clients in reaching their FIRP goals. FRCs remain with their clients as long as they are needed regardless of the client's location, duty or health status. In doing so, they often serve as the central point of contact and provide transition support for their clients.

### ***Military Services Provide Pre-Separation Counseling***

Servicemembers may receive pre-separation counseling 24 months prior to retirement or 12 months prior to separation from active duty. These sessions present information on education, training, employment assistance, National Guard and reserve programs, medical benefits, and financial assistance.

### ***Verification of Military Experience and Training***

The Verification of Military Experience and Training (VMET) Document, DD Form 2586, helps Servicemembers verify previous experience and training to potential employers, negotiate credits at schools, and obtain certificates or licenses. VMET documents are available only through Army, Navy, Air Force and Marine Corps Transition Support Offices and are intended for Servicemembers who have at least six months of active service. Servicemembers should obtain VMET documents from their Transition Support Office within 12 months of separation or 24 months of retirement.

### ***Transition Bulletin Board***

To find business opportunities, a calendar of transition seminars, job fairs, information on Veterans associations, transition services, training and education opportunities, as well as other announcements at [www.turbotap.org](http://www.turbotap.org)

### ***DOD Transportal***

To find locations and phone numbers of all Transition Assistance

Offices as well as mini-courses on conducting successful job-search campaigns, writing resumes, using the Internet to find a job, and links to job search and recruiting Websites, visit the DOD Transportal at [www.Veteranprograms.com/index.html](http://www.Veteranprograms.com/index.html)

### ***Educational and Vocational Counseling***

The Vocational Rehabilitation and Employment (VR&E) Program provides educational and vocational counseling to Servicemembers, Veterans, and certain dependents (U.S.C. Title 38, Section 3697) at no charge. These counseling services are designed to help an individual choose a vocational direction, determine the course needed to achieve the chosen goal, and evaluate the career possibilities open to them.

Assistance may include interest and aptitude testing, occupational exploration, setting occupational goals, locating the right type of training program, and exploring educational or training facilities which can be utilized to achieve an occupational goal.

Counseling services include, but are not limited to, educational and vocational counseling and guidance; testing; analysis of and recommendations to improve job-marketing skills; identification of employment, training, and financial aid resources; and referrals to other agencies providing these services.

**Eligibility:** Educational and vocational counseling services are available during the period the individual is on active duty with the armed forces and within 180 days of the estimated date of his or her discharge or release from active duty. The projected discharge must be under conditions other than dishonorable.

Servicemembers are eligible even if they are only considering whether or not they will continue as members of the armed forces. Veterans are eligible if not more than one year has elapsed since the date they were last discharged or released from active duty. Individuals who are eligible for VA education benefits may receive educational and vocational counseling at any time during their eligibility period. This service is based on having eligibility for a VA program such as Chapter 30 (Montgomery GI Bill); Chapter 31 (Vocational Rehabilitation and Employment); Chapter 32 (Veterans Education Assistance Program – VEAP); Chapter 33 (Post-9/11 GI Bill); Chapter 35 (Dependents' Educational Assistance Program) for certain spouses and

dependent children; Chapter 18 (Spina Bifida Program) for certain dependent children; and Chapter 1606 and 1607 of Title 10.

Veterans and Servicemembers may apply for counseling services using VA Form 28-8832, Application for Counseling. Veterans and Servicemembers may also write a letter expressing a desire for counseling services.

Upon receipt of either type of request for counseling from an eligible individual, an appointment for counseling will be scheduled. Counseling services are provided to eligible persons at no charge.

### ***Veterans' Workforce Investment Program***

Recently separated Veterans and those with service-connected disabilities, significant barriers to employment or who served on active duty during a period in which a campaign or expedition badge was authorized can contact the nearest state employment office for employment help through the Veterans Workforce Investment Program. The program may be conducted through state or local public agencies, community organizations or private, nonprofit organizations.

### ***State Employment Services***

Veterans can find employment information, education and training opportunities, job counseling, job search workshops, and resume preparation assistance at state Workforce Career or One-Stop Centers. These offices also have specialists to help disabled Veterans find employment.

### ***Unemployment Compensation***

Veterans who do not begin civilian employment immediately after leaving military service may receive weekly unemployment compensation for a limited time. The amount and duration of payments are determined by individual states. Apply by contacting the nearest state employment office listed in the local telephone directory.

### ***Veterans Preference for Federal Jobs***

Since the time of the Civil War, Veterans of the U.S. armed forces have been given some degree of preference in appointments to federal jobs. Veterans' preference in its present form comes from the Veterans' Preference Act of 1944, as amended, and now codified in

Title 5, United States Code. By law, Veterans who are disabled or who served on active duty in the U.S. armed forces during certain specified time periods or in military campaigns are entitled to preference over others when hiring from competitive lists of eligible candidates, and also in retention during a reduction in force (RIF).

To receive preference, a Veteran must have been discharged or released from active duty in the U.S. armed forces under honorable conditions (honorable or general discharge). Preference is also provided for certain widows and widowers of deceased Veterans who died in service; spouses of service-connected disabled Veterans; and mothers of Veterans who died under honorable conditions on active duty or have permanent and total service-connected disabilities. For each of these preferences, there are specific criteria that must be met in order to be eligible to receive the Veterans' preference.

Recent changes in Title 5 clarify Veterans' preference eligibility criteria for National Guard and Reserve members. Veterans eligible for preference include National Guard and Reserve members who served on active duty as defined by Title 38 at any time in the armed forces for a period of more than 180 consecutive days, any part of which occurred during the period beginning on Sept. 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last date of OEF/OIF. The National Guard and Reserve servicemembers must have been discharged or released from active duty in the armed forces under honorable conditions.

Another recent change involves Veterans who earned the Global War on Terrorism Expeditionary Medal for service in OEF/OIF/OND. Under Title 5, service on active duty in the armed forces during a war or in a campaign or expedition for which a campaign badge has been authorized also qualifies for Veterans' preference. Any Armed Forces Expeditionary medal or campaign badge qualifies for preference. Medal holders must have served continuously for 24 months or the full period called or ordered to active duty.

As of December 2005, Veterans who received the Global War on Terrorism Expeditionary Medal are entitled to Veterans' preference if otherwise eligible. For additional information, visit the Office of Personnel Management (OPM) Website at [www.fedshirevets.gov](http://www.fedshirevets.gov)

Veterans' preference does not require an agency to use any par-



ticular appointment process. Agencies can pick candidates from a number of different special hiring authorities or through a variety of different sources. For example, the agency can reinstate a former federal employee, transfer someone from another agency, reassign someone from within the agency, make a selection under merit promotion procedures or through open, competitive exams, or appoint someone noncompetitively under special authority such as a Veterans Readjustment Appointment or special authority for 30 percent or more disabled Veterans. The decision on which hiring authority the agency desires to use rests solely with the agency.

When applying for federal jobs, eligible Veterans should claim preference on their application or resume. Veterans should apply for a federal job by contacting the personnel office at the agency in which they wish to work. For more information, visit [www.usajobs.gov/](http://www.usajobs.gov/) for job openings or help creating a federal resume.

**Veterans' Employment Opportunities Act:** When an agency accepts applications from outside its own workforce, the Veterans' Employment Opportunities Act of 1998 allows preference eligible candidates or Veterans to compete for these vacancies under merit promotion procedures.

Veterans who are selected are given career or career-conditional appointments. Veterans are those who have been separated under honorable conditions from the U.S. armed forces with three or more years of continuous active service. For information, visit [www.usajobs.gov](http://www.usajobs.gov) or [www.fedshirevets.gov](http://www.fedshirevets.gov).

**Veterans' Recruitment Appointment:** Allows federal agencies to appoint eligible Veterans to jobs without competition. These appointments can be converted to career or career-conditional positions after two years of satisfactory work. Veterans should apply directly to the agency where they wish to work. For information, [www.fedshirevets.gov/](http://www.fedshirevets.gov/).

### ***Small Businesses***

VA's Center for Veterans Enterprise helps Veterans interested in forming or expanding small businesses and helps VA contracting offices identify Veteran-owned small businesses. For information, write the U.S. Department of Veterans Affairs (OOVE), 810 Vermont Avenue, N.W., Washington, DC 20420-0001, call toll-free 1-866-584-

2344 or visit [www.vetbiz.gov/](http://www.vetbiz.gov/).

**Small Business Contracts:** Like other federal agencies, VA is required to place a portion of its contracts and purchases with small and disadvantaged businesses. VA has a special office to help small and disadvantaged businesses get information on VA acquisition opportunities. For information, write the U.S. Department of Veterans Affairs (OOSB), 810 Vermont Avenue, N.W., Washington, DC 20420-0001, call toll-free 1-800-949-8387 or visit [www.va.gov/osdbu/](http://www.va.gov/osdbu/).

### **VOW to Hire Heroes Act**

The “VOW to Hire Heroes Act” aims to lower the rate of unemployment among Veterans. Below is a summary of the provisions.

**Improving the Transition Assistance Program (TAP):** The Act will make TAP mandatory for most Servicemembers transitioning to civilian status, upgrade career counseling options, and tailor the program for the 21st Century job market.

**Facilitating Seamless Transition:** The Act will allow Servicemembers to begin the federal employment process prior to separation in order to facilitate a truly seamless transition from the military to jobs at VA, Department of Homeland Security, or the many other federal agencies in need of our Veterans.

**Expanding Education & Training:** The VOW to Hire Heroes Act provides nearly 100,000 unemployed Veterans of past eras and wars with up to one year of assistance (equal to the full-time payment rate under the Montgomery GI Bill-Active Duty program) to qualify for jobs in high-demand sectors. It also provides disabled Veterans up to one year of additional Vocational Rehabilitation and Employment benefits.

**Translating Military Skills and Training:** The Act requires the Department of Labor to take a hard look at military skills and training equivalencies that are transferrable to the civilian sector and work to make it easier to get licenses and certifications.

**Veterans Tax Credits:** The Act provides tax credits for hiring Veterans and disabled Veterans who are out of work.

# Chapter 11

## Dependents and Survivors Health Care Benefits

Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA). Under CHAMPVA, certain dependents and survivors can receive reimbursement for most medical expenses – inpatient, outpatient, mental health, prescription medication, skilled nursing care and durable medical equipment.

**Eligibility:** To be eligible for CHAMPVA, an individual cannot be eligible for TRICARE (the medical program for civilian dependents provided by DoD) and must be one of the following:

1. The spouse or child of a Veteran whom VA has rated permanently and totally disabled due to a service-connected disability.
2. The surviving spouse or child of a Veteran who died from a VA-rated service-connected disability, or who, at the time of death, was rated permanently and totally disabled.
3. The surviving spouse or child of a Veteran who died on active duty service and in the line of duty, not due to misconduct. However, in most of these cases, these family members are eligible for TRICARE, not CHAMPVA.

A surviving spouse under age 55 who remarries loses CHAMPVA eligibility at midnight of the date on remarriage. He/she may re-establish eligibility if the remarriage ends by death, divorce or annulment effective the first day of the month following the termination of the remarriage or Dec. 1, 1999, whichever is later. A surviving spouse who remarries after age 55 does not lose eligibility upon remarriage.

For those who have Medicare entitlement or other health insurance, CHAMPVA is a secondary payer. Beneficiaries with Medicare must be enrolled in Parts A&B to maintain CHAMPVA eligibility. For additional information, contact Purchased Care at the VA Health Administration Center, CHAMPVA, P.O. Box 469028, Denver, CO 80246, call 1-800-733-8387 or visit [www.va.gov/hac/forbeneficiaries/champva/champva.asp](http://www.va.gov/hac/forbeneficiaries/champva/champva.asp).

Many VA health care facilities provide services to CHAMPVA ben-

eficiaries under the CHAMPVA In-house Treatment Initiative (CITI) program. Contact the nearest VA health care facility to determine if it participates. Those who use a CITI facility incur no cost for services; however, services are provided on a space-available basis, after the needs of Veterans are met. Not all services are available at all times. The coverage of services is dependent upon the CHAMPVA benefit coverage. CHAMPVA beneficiaries who are covered by Medicare cannot use CITI.

The VA's Comprehensive Assistance for Family Caregivers Program entitles the designated Primary Family Caregiver, who is without health insurance coverage, CHAMPVA benefits. Some of the health plans that would make a Primary Family Caregiver ineligible for CHAMPVA benefits include Medicare, Medicaid, commercial health plans through employment and individual plans.

**Children Born with Spina Bifida to Certain Vietnam or Korea Veterans:** The Spina Bifida Program (SB) is a comprehensive health care benefits program administered by the Department of Veterans Affairs for birth children of certain Vietnam and Korea Veterans who have been diagnosed with spina bifida (except spina bifida occulta). The SB program provides reimbursement for inpatient and outpatient medical services, pharmacy, durable medical equipment, and supplies. Purchased Care at the VA's Health Administration Center in Denver, Colorado manages the SB Program, including the authorization of benefits and the subsequent processing and payment of claims. For more information about spina bifida health care benefits, call 1-888-820-1756 or visit [www.va.gov/hac/forbeneficiaries/spina/spina.asp](http://www.va.gov/hac/forbeneficiaries/spina/spina.asp)

**Eligibility:** To be eligible for the SB Program, Veterans must be eligible for a monetary award under the Veterans Benefits Administration (VBA). The Denver VA Regional Office makes the determination regarding this entitlement. The VBA notifies Purchased Care at the VA Health Administration Center after an award is made and the eligible child is enrolled in SB.

**Children of Women Vietnam Veterans (CWVV) Born with Certain Birth Defects:** The CWVV Health Care Program is a federal health benefits program administered by the Department of Veterans Affairs for children of women Vietnam Veterans born with certain birth defects. The CWVV Program provides reimbursement for medical

care related to covered birth defects and conditions associated with the covered birth defect except for spina bifida. For more information about benefits for children with birth defects, call 1-888-820-1756 or visit [www.va.gov/hac/forbeneficiaries](http://www.va.gov/hac/forbeneficiaries) and select Spina Bifida/Children of Women Vietnam Veterans (CWWV.)

**Eligibility:** To be eligible for the CWWV Program, Veterans must have received an award under VBA. The Denver VA Regional Office makes determination regarding this entitlement. The VBA notifies Purchased Care at the VA Health Administration Center after an award is made and the eligible child is enrolled in CWWV.

### ***Bereavement Counseling***

VA Vet Centers provide bereavement counseling to all family members including spouses, children, parents, and siblings of Servicemembers who die while on active duty. This includes federally activated members of the National Guard and reserve components. Bereavement services may be accessed by calling (202) 461-6530.

**Bereavement Counseling related to Veterans:** Bereavement counseling is available through any Veterans Health Administration medical center to immediate family members of Veterans who die unexpectedly or while participating in a VA hospice or similar program, as long as the immediate family members had been receiving family support services in connection with or in furtherance of the Veteran's treatment. (In other cases, bereavement counseling is available to the Veteran's legal guardian or the individual with whom the Veteran had certified an intention to live, as long as the guardian or individual had been receiving covered family support services.) This bereavement counseling is of limited duration and may only be authorized up to 60 days. However, VA medical center directors have authority to approve a longer period of time when medically indicated. Contact the Social Work Service at the nearest VA Medical Center to access bereavement counseling services.

# Chapter 12

## Dependents and Survivors Benefits

### Death Gratuity Payment

Military services provide payment, called a death gratuity, in the amount of \$100,000 to the next of kin of Servicemembers who die while on active duty (including those who die within 120 days of separation) as a result of service-connected injury or illness.

If there is no surviving spouse or child, then parents or siblings designated as next of kin by the Servicemember may be provided the payment. The payment is made by the last military command of the deceased. If the beneficiary is not paid automatically, application may be made to the military service concerned.

### *Dependency and Indemnity Compensation*

**Eligibility:** For a survivor to be eligible for Dependency and Indemnity Compensation (DIC), the Veteran's death must have resulted from one of the following causes:

1. A disease or injury incurred or aggravated in the line of duty while on active duty or active duty for training.
2. An injury, heart attack, cardiac arrest, or stroke incurred or aggravated in the line of duty while on inactive duty for training.
3. A service-connected disability or a condition directly related to a service-connected disability.

DIC also may be paid to certain survivors of Veterans who were totally disabled from service-connected conditions at the time of death, even though their service-connected disabilities did not cause their deaths. The survivor qualifies if the Veteran was:

1. Continuously rated totally disabled for a period of 10 years immediately preceding death; or
2. Continuously rated totally disabled from the date of military discharge and for at least 5 years immediately preceding death; or
3. A former POW who died after Sept. 30, 1999, and who was continuously rated totally disabled for a period of at least one year immediately preceding death.

Payments will be offset by any amount received from judicial proceedings brought on by the Veteran's death. When the surviving spouse is eligible for payments under the military's Survivor Benefit Plan (SBP), only the amount of SBP greater than DIC is payable. If DIC is greater than SBP, only DIC is payable. The Veteran's discharge must have been under conditions other than dishonorable.

**Payments for Deaths After Jan. 1, 1993:** Surviving spouses of Veterans who died on or after Jan. 1, 1993, receive a basic rate, plus additional payments for dependent children, for the aid and attendance of another person if they are patients in a nursing home or require the regular assistance of another person, or if they are permanently housebound.

### **Aid and Attendance and Housebound Benefits**

Surviving spouses who are eligible for DIC or death pension may also be eligible for Aid and Attendance or Housebound benefits. They may apply for these benefits by writing to their VA regional office. They should include copies of any evidence, preferably a report from an attending physician or a nursing home, validating the need for Aid and Attendance or Housebound type care. The report should be in sufficient detail to determine whether there is disease or injury producing physical or mental impairment, loss of coordination, or conditions affecting the ability to dress and undress, to feed oneself, to attend to sanitary needs, and to keep oneself ordinarily clean and presentable. In addition, it is necessary to determine whether the claimant is confined to the home or immediate premises.

### **2012 DIC Payment Rates for Surviving Spouses**

DIC rates (Veteran died on or after Jan. 1, 1993.)

| <b>Allowances</b>      | <b>Monthly Rate</b> |
|------------------------|---------------------|
| Basic Payment Rate     | \$1,195             |
| Additional Allowances: |                     |
| Each Dependent Child   | \$296               |
| Aid and Attendance     | \$296               |
| Housebound             | \$139               |

**Special Allowances:** Add \$254 if the Veteran was totally disabled eight continuous years prior to death.

Add \$259 to the additional allowance if there are dependent children under age 18 for the initial two years of entitlement for DIC awards commencing on or after Jan. 1, 2005.

**Payments for Deaths Prior to Jan. 1, 1993:** Surviving spouses of Veterans who died prior to Jan. 1, 1993, receive an amount based on the deceased's military pay grade.

\*

**DIC Rates (Veteran who prior to Jan. 1, 1993)**

| Enlisted | Rate    | Warrant Officer | Rate    | Officer | Rate    |
|----------|---------|-----------------|---------|---------|---------|
| E-1      | \$1,195 | W-1             | \$1,262 | O-1     | \$1,262 |
| E-2      | \$1,195 | W-2             | \$1,312 | O-2     | \$1,305 |
| E-3      | \$1,195 | W-3             | \$1,351 | O-3     | \$1,395 |
| E-4      | \$1,195 | W-4             | \$1,429 | O-4     | \$1,478 |
| E-5      | \$1,195 |                 |         | O-5     | \$1,627 |
| E-6      | \$1,195 |                 |         | O-6     | \$1,834 |
| E-7      | \$1,236 |                 |         | O-7     | \$1,980 |
| E-8      | \$1,305 |                 |         | O-8     | \$2,175 |
| E-9      | \$1,361 |                 |         | O-9     | \$2,326 |
|          |         |                 |         | O-10    | \$2,551 |

**Parents' DIC:** VA provides an income-based monthly benefit to the surviving parent(s) of a Servicemember or Veteran whose death was service-related. When countable income exceeds the limit set by law, no benefits are payable. The spouse's income must also be included if living with a spouse.

A spouse may be the other parent of the deceased Veteran, or a spouse from remarriage. Unreimbursed medical expenses may be used to reduce countable income. Benefit rates and income limits change annually.

**Restored Entitlement Program for Survivors:** Survivors of Veterans who died of service-connected causes incurred or aggravated prior to Aug. 13, 1981, may be eligible for a special benefit payable in addition to any other benefits to which the family may be entitled. The amount of the benefit is based on information provided by the Social Security Administration.



### **Death Pension**

VA provides pensions to low-income surviving spouses and unmarried children of deceased Veterans with wartime service.

**Eligibility:** To be eligible, spouses must not have remarried and children must be under age 18, or under age 23 if attending a VA-approved school, or have become permanently incapable of self-support because of disability before age 18.

The Veteran must have been discharged under conditions other than dishonorable and must have had 90 days or more of active military service, at least one day of which was during a period of war, or a service-connected disability justifying discharge. Longer periods of service may be required for Veterans who entered active duty on or after Sept. 8, 1980, or Oct. 16, 1981, if an officer. If the Veteran died in service but not in the line of duty, the death pension may be payable if the Veteran completed at least two years of honorable service.

Children who become incapable of self-support because of a disability before age 18 may be eligible for the death pension as long as the condition exists, unless the child marries or the child's income exceeds the applicable limit.

**Payment:** The death pension provides a monthly payment to bring an eligible person's income to a level established by law. The payment is reduced by the annual income from other sources such as Social Security. The payment may be increased if the recipient has unreimbursed medical expenses that can be deducted from countable income.

### **Aid and Attendance and Housebound Benefits**

Surviving spouses who are eligible for VA death pension may also be eligible for Aid and Attendance or Housebound benefits, which increase the maximum annual pension rate. An eligible individual may qualify if he or she requires the regular aid of another person in order to perform personal functions required for everyday living, or is bedridden, a patient in a nursing home due to mental or physical incapacity, blind, or permanently and substantially confined to his/her immediate premises because of a disability.

Surviving spouses who are ineligible for basic death pension based on annual income may still be eligible for Aid and Attendance or Housebound benefits because a higher income limit applies. In ad-

dition, unreimbursed medical expenses for nursing-home or home-health care may be used to reduce countable annual income, which may result in a higher pension benefit.

To apply for Aid and Attendance or Housebound benefits, write to a VA regional office. Please include copies of any evidence, preferably a report from an attending physician or a nursing home, validating the need for Aid and Attendance or Housebound type care. The report should be in sufficient detail to determine whether there is disease or injury producing physical or mental impairment, loss of coordination, or conditions affecting the ability to dress and undress, to feed oneself, to attend to sanitary needs, and to keep oneself ordinarily clean and presentable. In addition, it is necessary to determine whether the claimant is confined to the home or immediate premises.

### Death Pension Rates

| Recipient of Pension             | Maximum Annual Rate |
|----------------------------------|---------------------|
| Surviving spouse                 | \$8,219             |
| (With dependent child)           | \$10,759            |
| Permanently housebound           | \$10,046            |
| (With dependent child)           | \$12,582            |
| Needs regular aid & attendance   | \$13,138            |
| (With dependent child)           | \$15,673            |
| Each additional dependent child  | \$2,093             |
| Pension for each surviving child | \$2,093             |

### ***Survivors' & Dependents' Educational Assistance***

**Eligibility:** VA provides educational assistance to qualifying dependents as follows:

1. The spouse or child of a Servicemember or Veteran who either died of a service-connected disability, or who has permanent and total service-connected disability, or who died while such a disability existed.
2. The spouse or child of a Servicemember listed for more than 90 days as currently Missing in Action (MIA), captured in the line of duty by a hostile force, or detained or interned by a foreign government or power.
3. The spouse or child of a Servicemember who is hospitalized or is receives outpatient care or treatment for a disability that

is determined to be totally and permanently disabling, incurred or aggravated due to active duty, and for which the service member is likely to be discharged from military service.

Surviving spouses lose eligibility if they remarry before age 57 or are living with another person who has been recognized publicly as their spouse. They can regain eligibility if their remarriage ends by death or divorce or if they cease living with the person. Dependent children do not lose eligibility if the surviving spouse remarries. Visit [www.gibill.va.gov/](http://www.gibill.va.gov/) for more information.

**Period of Eligibility:** The period of eligibility for Veterans' spouses expires 10 years from either the date they become eligible or the date of the Veteran's death. VA may grant an extension. Children generally must be between the ages of 18 and 26 to receive educational benefits, though extensions may be granted.

The period of eligibility for spouses of Servicemembers who died on active duty expires 20 years from the date of death. This is a change in law that became effective Dec. 10, 2004. Spouses of Servicemembers who died on active duty whose 10-year eligibility period expired before Dec. 10, 2004, now have 20 years from the date of death to use educational benefits. Effective Oct. 10, 2008, Public Law 110-389 provides a 20-year period of eligibility for spouses of Veterans with a permanent and total service-connected disability rating effective within 3 years of release from active duty.

**Payments:** The payment rate effective Oct. 1, 2011, is \$957 a month for full-time school attendance, with lesser amounts for part-time. Benefits are paid for full-time training up to 45 months or the equivalent in part-time training.

**Training Available:** Benefits may be awarded for pursuit of associate, bachelor, or graduate degrees at colleges and universities; independent study; cooperative training study abroad certificate or diploma from business, technical or vocational schools, apprenticeships, on-the-job training programs; farm cooperative courses; and preparatory courses for tests required or used for admission to an institution of higher learning or graduate school. Benefits for correspondence courses under certain conditions are available to spouses only.

Beneficiaries without high-school degrees can pursue secondary schooling, and those with a deficiency in a subject may receive tuto-

rial assistance if enrolled half-time or more.

**Special Benefits:** Dependents over age 14 with physical or mental disabilities that impair their ability to pursue an education may receive specialized vocational or restorative training, including speech and voice correction, language retraining, lip reading, auditory training, Braille reading and writing, and similar programs. Certain disabled or surviving spouses are also eligible.

### ***Marine Gunnery Sergeant John David Fry Scholarship***

Children of those who die in the line of duty on or since Sept. 11, 2001, are potentially eligible to use Post-9/11 GI Bill benefits. Refer to Chapter 4, “Education and Training”, for more details.

**Work-Study:** See page 49

**Counseling:** VA may provide counseling to help participants pursue an educational or vocational objective.

**Montgomery GI Bill (MGIB) Death Benefit:** VA will pay a special MGIB death benefit to a designated survivor in the event of the service-connected death of a Servicemember while on active duty or within one year after discharge or release. The deceased must either have been entitled to educational assistance under the MGIB program or a participant in the program who would have been so entitled but for the high school diploma or length-of-service requirement. The amount paid will be equal to the participant’s actual military pay reduction, less any education benefits paid.

**Children of Veterans Born with Certain Birth Defects** Children of Vietnam or Korean Veterans Born with Spina Bifida: Biological children of male and female Veterans who served in Vietnam at any time during the period beginning Jan. 9, 1962 and ending May 7, 1975, or who served in or near the Korean demilitarized zone (DMZ) during the period beginning Sept. 1, 1967 and ending August 31, 1971, born with spina bifida may be eligible for a monthly monetary allowance, and vocational training if reasonably feasible.

The law defines “child” as the natural child of a Vietnam Veteran, regardless of age or marital status. The child must have been conceived after the date on which the Veteran first entered the Republic of Vietnam. For more information about benefits for children with

birth defects, visit [www.va.gov/hac/forbeneficiaries/spina/spina.asp](http://www.va.gov/hac/forbeneficiaries/spina/spina.asp).

A monetary allowance is paid at one of three disability levels based on the neurological manifestations that define the severity of disability: impairment of the functioning of extremities, impairment of bowel or bladder function, and impairment of intellectual functioning.

### 2012 VA Benefits for Children of Vietnam or Korean Veterans Born with Spina Bifida

|               | Level I | Level II | Level III |
|---------------|---------|----------|-----------|
| Monthly Rate* | \$297   | \$1,020  | \$1,739   |

**Children of Women Vietnam Veterans Born with Certain Birth Defects:** Biological children of women Veterans who served in Vietnam at any time during the period beginning on Feb. 28, 1961 and ending on May 7, 1975, may be eligible for certain benefits because of birth defects associated with the mother's service in Vietnam that resulted in a permanent physical or mental disability.

The covered birth defects do not include conditions due to family disorders, birth-related injuries, or fetal or neonatal infirmities with well-established causes. A monetary allowance is paid at one of four disability levels based on the child's degree of permanent disability.

### 2012 VA Benefits for Children of Women Vietnam Veterans Born with Certain Birth Defects

|               | Level I | Level II | Level III | Level IV |
|---------------|---------|----------|-----------|----------|
| Monthly Rate* | \$136   | \$297    | \$1,020   | \$1,739  |

**Vocational Training:** VA provides vocational training, rehabilitation services, and employment assistance to help these children prepare for and attain suitable employment. To qualify, an applicant must be a child receiving a VA monthly allowance for spina bifida or another covered birth defect and for whom VA has determined that achievement of a vocational goal is reasonably feasible. A child may not begin vocational training before his/her 18th birthday or the date he/

she completes secondary schooling, whichever comes first. Depending on need and eligibility, a child may be provided up to 24 months of full-time training with the possibility of an extension of up to 24 months if it is needed to achieve the identified employment goal.

## **Other Benefits for Survivors**

### **VA Home Loan Guaranty**

A VA loan guaranty to acquire a home may be available to an unmarried spouse of a Veteran or Servicemember who died as a result of service-connected disabilities, a surviving spouse who remarries after age 57, or to a spouse of a Servicemember officially listed as MIA or who is currently a POW for more than 90 days. Spouses of those listed MIA/POW are limited to one loan.

### **“No-Fee” Passports**

“No-fee” passports are available to immediate family members (spouse, children, parents, brothers and sisters) for the expressed purpose of visiting their loved one’s grave or memorialization site at an American military cemetery on foreign soil. For additional information, write to the American Battle Monuments Commission, Courthouse Plaza II, Suite 500, 2300 Clarendon Blvd., Arlington, VA 22201, or telephone 703-696-6897, or visit [www.abmc.gov](http://www.abmc.gov)

### **Burial and Memorial Benefits for Survivors**

The Department of Veterans Affairs offers several burial and memorial benefits for eligible survivors and dependents. These benefits may include internment at a state or national Veterans cemetery, plot, marker and more. To learn more about these and other benefits please refer to Chapter 7 of this guide.

# Chapter 13

## Appeals of VA Claims Decisions

Veterans and other claimants for VA benefits have the right to appeal decisions made by a VA regional office, medical center or National Cemetery Administration (NCA) office. Typical issues appealed are disability compensation, pension, education benefits, recovery of overpayments, reimbursement for unauthorized medical services, and denial of burial and memorial benefits.

A claimant has one year from the date of the notification of a VA decision to file an appeal. The first step in the appeal process is for a claimant to file a written notice of disagreement with the VA regional office, medical center or NCA office that made the decision.

Following receipt of the written notice, VA will furnish the claimant a “Statement of the Case” describing what facts, laws, and regulations were used in deciding the case. To complete the request for appeal, the claimant must file a “Substantive Appeal” within 60 days of the mailing of the Statement of the Case, or within one year from the date VA mailed its decision, whichever period ends later.

### **Board of Veterans’ Appeals**

The Board of Veterans’ Appeals makes decisions on appeals on behalf of the Secretary of Veterans Affairs. Although it is not required, a Veterans service organization, an agent, or an attorney may represent a claimant. Appellants may present their cases in person to a member of the Board at a hearing in Washington, D.C., at a VA regional office or by videoconference.

Decisions made by the Board can be found at [www.index.va.gov/search/va/bva.html](http://www.index.va.gov/search/va/bva.html). The pamphlet, “Understanding the Appeal Process,” is available on the Website or may be requested by writing: Mail Process Section (014), Board of Veterans’ Appeals, 810 Vermont Avenue, NW, Washington, DC 20420.

### ***U.S. Court of Appeals for Veterans Claims***

A final Board of Veterans' Appeals decision that does not grant a claimant the benefits desired may be appealed to the U.S. Court of Appeals for Veterans Claims, an independent court, not part of the Department of Veterans Affairs.

Notice of an appeal must be received by the court with a postmark that is within 120 days after the Board of Veterans' Appeals mailed its decision. The court reviews the record considered by the Board of Veterans' Appeals. It does not hold trials or receive new evidence.

Appellants may represent themselves before the court or have lawyers or approved agents as representatives. Oral argument is held only at the direction of the court. Either party may appeal a decision of the court to the U.S. Court of Appeals for the Federal Circuit and may seek review in the Supreme Court of the United States.

Published decisions, case status information, rules and procedures, and other special announcements can be found at <http://www.uscourts.cavc.gov/>. The court's decisions can also be found in West's Veterans Appeals Reporter, and on the Westlaw and LEXIS online services. For questions, write the Clerk of the Court, 625 Indiana Ave. NW, Suite 900, Washington, DC 20004, or call (202) 501-5970.



# Chapter 14

## Military Medals and Records

### *Replacing Military Medals*

Medals awarded while in active service are issued by the individual military services if requested by Veterans or their next of kin. Requests for replacement medals, decorations, and awards should be directed to the branch of the military in which the Veteran served. However, for Air Force (including Army Air Corps) and Army Veterans, the National Personnel Records Center (NPRC) verifies awards and forwards requests and verification to appropriate services.

Requests for replacement medals should be submitted on Standard Form 180, "Request Pertaining To Military Records," which may be obtained at VA offices or the Internet at [www.va.gov/vaforms/](http://www.va.gov/vaforms/). Forms, addresses, and other information on requesting medals can be found on the Military Personnel Records section of NPRC's Website at [www.archives.gov/st-louis/military-personnel/index.html](http://www.archives.gov/st-louis/military-personnel/index.html). For questions, call Military Personnel Records at (314) 801-0800 or e-mail questions to: [MPR.center@nara.gov](mailto:MPR.center@nara.gov).

When requesting medals, type or clearly print the Veteran's full name, include the Veteran's branch of service, service number or Social Security number and provide the Veteran's exact or approximate dates of military service. The request must contain the signature of the Veteran or next of kin if the Veteran is deceased. If available, include a copy of the discharge or separation document, WDAGO Form 53-55 or DD Form 214.

If discharge or separation documents are lost, Veterans or the next of kin of deceased Veterans may obtain duplicate copies through the eBenefits portal ([www.ebenefits.va.gov](http://www.ebenefits.va.gov)) or by completing forms found on the Internet at [www.archives.gov/research/index.html](http://www.archives.gov/research/index.html) and mailing or faxing them to the NPRC.

Alternatively, write the National Personnel Records Center, Military

Personnel Records, One Archives Drive, St. Louis, MO 63138-1002. Specify that a duplicate separation document is needed. The Veteran's full name should be printed or typed so that it can be read clearly, but the request must also contain the signature of the Veteran or the signature of the next of kin, if the Veteran is deceased. Include the Veteran's branch of service, service number or Social Security number and exact or approximate dates and years of service. Use Standard Form 180, "Request Pertaining To Military Records."

It is not necessary to request a duplicate copy of a Veteran's discharge or separation papers solely for the purpose of filing a claim for VA benefits. If complete information about the Veteran's service is furnished on the application, VA will obtain verification of service.

### ***Replacing Military Records***

The secretary of a military department, acting through a Board for Correction of Military Records, has authority to change any military record when necessary to correct an error or remove an injustice. A correction board may consider applications for correction of a military record, including a review of a discharge issued by court-martial.

The Veteran, survivor, or legal representative must file a request for correction within three years of discovering an alleged error or injustice. The board may excuse failure to file within this time, however, if it finds it would be in the interest of justice. It is an applicant's responsibility to show why the filing of the application was delayed and why it would be in the interest of justice for the board to consider it despite the delay.

To justify a correction, it is necessary to show to the satisfaction of the board that the alleged entry or omission in the records was in error or unjust. Applications should include all available evidence, such as signed statements of witnesses or a brief of arguments supporting the correction. Application is made with DD Form 149, available at VA offices, Veterans organizations or visit [www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm](http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm).

### ***Review of Discharge from Military Service***

Each of the military services maintains a discharge review board with authority to change, correct or modify discharges or dismissals not issued by a sentence of a general court-martial. The board has no

authority to address medical discharges.

The Veteran or, if the Veteran is deceased or incompetent, the surviving spouse, next of kin or legal representative, may apply for a review of discharge by writing to the military department concerned, using DD Form 293 – “Application for the Review of Discharge from the Armed Forces of the United States.” This form may be obtained at a VA regional office, from Veterans organizations or online at [www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm](http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm).

However, if the discharge was more than 15 years ago, a Veteran must petition the appropriate Service’s Board for Correction of Military Records using DD Form 149 – “Application for Correction of Military Records Under the Provisions of Title 10, U.S. Code, Section 1552.” A discharge review is conducted by a review of an applicant’s record and, if requested, by a hearing before the board.

Discharges awarded as a result of a continuous period of unauthorized absence in excess of 180 days make persons ineligible for VA benefits regardless of action taken by discharge review boards, unless VA determines there were compelling circumstances for the absence. Boards for the Correction of Military Records also may consider such cases.

Veterans with disabilities incurred or aggravated during active duty may qualify for medical or related benefits regardless of separation and characterization of service. Veterans separated administratively under other than honorable conditions may request that their discharge be reviewed for possible recharacterization, provided they file their appeal within 15 years of the date of separation.

Questions regarding the review of a discharge should be addressed to the appropriate discharge review board at the address listed on DD Form 293.

# **Chapter 15**

## **Benefits Provided by Other Federal Agencies**

### ***Internal Revenue Service***

This year many workers will qualify for the Earned Income Credit (EIC) because their income declined or they became unemployed; tax refunds through the EIC and Child Tax Credit can help low- and moderate-income families cover day-to-day expenses such as utilities, rent, and child care. Many low-wage tax filers in 2012 may be eligible for an EIC worth up to \$5,751. To learn more, visit [www.irs.gov](http://www.irs.gov) or consult your tax preparer.

### ***USDA Provides Loans for Farms and Homes***

The U.S. Department of Agriculture (USDA) provides loans and guarantees to buy, improve or operate farms. Loans and guarantees are generally available for housing in towns with a population up to 20,000. Applications from Veterans have preference. For further information, contact Farm Service Agency or Rural Development, USDA, 1400 Independence Ave., S.W., Washington, DC 20250, or apply at local Department of Agriculture offices, usually located in county seats.

### ***Housing and Urban Development (HUDVET)***

Housing and Urban Development (HUD) sponsors the Veteran Resource Center (HUDVET), which works with national Veterans service organizations to serve as a general information center on all HUD-sponsored housing and community development programs and services. To contact HUDVET, call 1-800-998-9999, TDD 800-483-2209, or visit [www.hud.gov/hudvet](http://www.hud.gov/hudvet).

### ***Veterans Receive Naturalization Preference***

Honorable active-duty service in the U.S. armed forces during a designated period of hostility allows an individual to naturalize without being required to establish any periods of residence or physical

presence in the United States. A Servicemember who was in the United States, certain territories, or aboard an American public vessel at the time of enlistment, re-enlistment, extension of enlistment or induction, may naturalize even if he or she is not a lawful permanent resident.

On July 3, 2002, the president issued Executive Order 13269 establishing a new period of hostility for naturalization purposes beginning Sept. 11, 2001, and continuing until a date designated by a future Executive Order. Qualifying members of the armed forces who have served at any time during a specified period of hostility may immediately apply for naturalization using the current application – Form N-400 – “Application for Naturalization.” Additional information about filing and requirement fees and designated periods of hostility are available on the U.S. Citizenship and Immigration Services Website at [www.uscis.gov](http://www.uscis.gov).

Individuals who served honorably in the U.S. armed forces, but were no longer serving on active duty status as of Sept. 11, 2001, may still be naturalized without having to comply with the residence and physical presence requirements for naturalization if they filed Form N-400 while still serving in the U.S. armed forces or within six months of termination of their active duty service.

An individual who files the application for naturalization after the six-month period following termination of active-duty service is not exempt from the residence and physical presence requirements, but can count any period of active-duty service towards the residence and physical presence requirements. Individuals seeking naturalization under this provision must establish that they are lawful permanent residents (such status not having been lost, rescinded or abandoned) and that they served honorably in the U.S. armed forces for at least one year.

If a Servicemember dies as a result of injury or disease incurred or aggravated by service during a time of combat, the Servicemember’s survivor(s) can apply for the deceased Servicemember to receive posthumous citizenship at any time within two years of the Servicemember’s death. The issuance of a posthumous certificate of citizenship does not confer U.S. citizenship on surviving relatives. However, a non-U.S. citizen spouse or qualifying family member may file for certain immigration benefits and services based upon their relation-

ship to a Servicemember who died during hostilities or a non-citizen Servicemember who died during hostilities and was later granted posthumous citizenship.

For additional information, USCIS has developed a web page – [www.uscis.gov/military](http://www.uscis.gov/military) – that contains information and links to services specifically for the military and their families. Members of the U.S. military and their families stationed around the world can also call USCIS for help with immigration services and benefits using a dedicated, toll-free Military help line at 1-877-CIS-4MIL (1-877-247-4645).

### ***Small Business Administration (SBA)***

Historically, Veterans do very well as small business entrepreneurs. Veterans interested in entrepreneurship and small business ownership should look to the U.S. Small Business Administration's Office of Veterans Business Development ([www.sba.gov/vets](http://www.sba.gov/vets)) for assistance. OVBD conducts comprehensive outreach to Veterans, service-disabled Veterans and Reserve Component members of the U.S. military. OVBD also provides assistance to Veteran- and reservist-owned small businesses. SBA is the primary federal agency responsible for assisting Veterans who own or are considering starting their own small businesses.

Among the services provided by SBA are business-planning assistance, counseling and training through community based Veterans Business Outreach Centers. For more information, go to [www.sba.gov/aboutsba/sbaprograms/ovbd/OVBD\\_VBOP.html](http://www.sba.gov/aboutsba/sbaprograms/ovbd/OVBD_VBOP.html). More than 1,000 university-based Small Business Development Centers; nearly 400 SCORE chapters ([www.score.org/Veteran.html](http://www.score.org/Veteran.html)) with 11,000 volunteer counselors, many of whom are Veterans; and 100 Women's Business Centers.

SBA also manages a range of special small business lending programs at thousands of locations, ranging from Micro Loans to the Military-community-targeted Patriot Express Pilot Loan, to venture capital and Surety Bond Guarantees ([www.sba.gov/services/financialassistance/index.html](http://www.sba.gov/services/financialassistance/index.html)). Veterans also participate in all SBA federal procurement programs, including a special 3 percent federal procurement goal specifically for service-connected disabled Veterans, and SBA supports Veterans and others participating in international trade.

A special Military Reservist Economic Injury Disaster Loan ([www.sba.gov/reservists](http://www.sba.gov/reservists)) is available for self-employed Reservists whose small businesses may be damaged through the absence of the owner or an essential employee as a result of Title 10 activation to Active Duty.

A Veterans Business Development Officer is stationed at every SBA District Office to act as a guide to Veterans, and SBA offers a full range of self-paced small business planning assistance at [www.sba.gov/survey/checklist/index.cgi](http://www.sba.gov/survey/checklist/index.cgi) for Veterans, reservists, discharging servicemembers and their families. Information about the full range of services can be found at <http://www.sba.gov/about-offices-content/1/2985>, or by calling 202-205-6773 or 1-800-U-ASK-SBA (1-800-827-5722).

### ***Social Security Administration***

Monthly retirement, disability and survivor benefits under Social Security are payable to Veterans and dependents if the Veteran has earned enough work credits under the program. Upon the Veteran's death, a one-time payment of \$255 also may be made to the Veteran's spouse or child. In addition, a Veteran may qualify at age 65 for Medicare's hospital insurance and medical insurance. Medicare protection is available to people who have received Social Security disability benefits for 24 months, and to insured people and their dependents who need dialysis or kidney transplants, or who have amyotrophic lateral sclerosis (more commonly known as Lou Gehrig's disease).

Since 1957, military service earnings for active duty (including active duty for training) have counted toward Social Security and those earnings are already on Social Security records. Since 1988, inactive duty service in the Reserve Component (such as weekend drills) has also been covered by Social Security. Servicemembers and Veterans are credited with \$300 credit in additional earnings for each calendar quarter in which they received active duty basic pay after 1956 and before 1978.

Veterans who served in the military from 1978 through 2001 are credited with an additional \$100 in earnings for each \$300 in active duty basic pay, up to a maximum of \$1,200 a year. No additional Social Security taxes are withheld from pay for these extra credits. Veterans who enlisted after Sept. 7, 1980, and did not complete at

least 24 months of active duty or their full tour of duty, may not be able to receive the additional earnings. Check with Social Security for details. Additional earnings will no longer be credited for military service periods after 2001.

Also, non-contributory Social Security earnings of \$160 a month may be credited to Veterans who served after Sept. 15, 1940, and before 1957, including attendance at service academies. For information, call 1-800-772-1213 or visit [www.socialsecurity.gov/](http://www.socialsecurity.gov/). (Note: Social Security cannot add these extra earnings to the record until an application is filed for Social Security benefits).

### ***Armed Forces Retirement Homes***

Veterans are eligible to live in the Armed Forces Retirement Homes located in Gulfport, Miss., or Washington, D.C., if their active duty military service is at least 50 percent enlisted, warrant officer or limited duty officer if they qualify under one of the following categories:

1. Are 60 years of age or older; and were discharged or released under honorable conditions after 20 or more years of active service.
2. Are determined to be incapable of earning a livelihood because of a service-connected disability incurred in the line of duty.
3. Served in a war theater during a time of war declared by Congress or were eligible for hostile-fire special pay and were discharged or released under honorable conditions; and are determined to be incapable of earning a livelihood because of injuries, disease or disability.
4. Served in a women's component of the armed forces before June 12, 1948; and are determined to be eligible for admission due to compelling personal circumstances.

Eligibility determinations are based on rules prescribed by the Home's Chief Operating Officer. Veterans are not eligible if they have been convicted of a felony or are not free from alcohol, drug or psychiatric problems. Married couples are welcome, but both must be eligible in their own right. At the time of admission, applicants must be capable of living independently.

The Armed Forces Retirement Home is an independent federal



agency. For information, call 1-800-332-3527 or 1-800-422-9988, or visit [www.afrh.gov/](http://www.afrh.gov/).

### ***Commissary and Exchange Privileges***

Unlimited commissary and exchange store privileges in the United States are available to honorably discharged Veterans with a service-connected disability rated at 100 percent or totally disabling, and to the unremarried surviving spouses and dependents of Servicemembers who die on active duty, military retirees, recipients of the Medal of Honor, and Veterans whose service-connected disability was rated 100 percent or totally disabling at the time of death. Certification of total disability is done by VA. National Guard Reservists and their dependents may also be eligible. Privileges overseas are governed by international law and are available only if agreed upon by the foreign government concerned

Though these benefits are provided by DOD, VA does provide assistance in completing DD Form 1172, "Application for Uniformed Services Identification and Privilege Card." For detailed information, contact the nearest military installation.

### **U.S. Department of Health and Human Services**

The U.S. Department of Health and Human Services provides funding to states to help low-income households with their heating and home energy costs under the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP can also assist with insulating homes to make them more energy efficient and reduce energy costs. The LIHEAP program in your community determines if your household's income qualifies for the program. To find out where to apply call 1-866-674-6327 or e-mail [energy@ncat.org](mailto:energy@ncat.org) 7 a.m.- 5 p.m. (Mountain Time). More information can be found at [www.acf.hhs.gov/programs/ocs/liheap/#index.html](http://www.acf.hhs.gov/programs/ocs/liheap/#index.html)

# VA Facilities

Patients should call the telephone numbers listed to obtain clinic hours of operation and services.

For more information or to search for a facility by zip code, visit [www1.va.gov/directory/guide/home.asp?isFlash=1](http://www1.va.gov/directory/guide/home.asp?isFlash=1)

**ALABAMA**

**Regional Office:**

Montgomery 36109 (345 Perry Hill Rd., statewide 1-800-827-1000)

**VA Medical centers:**

BBirmingham 35233 (700 S. 19th St., 205-933-8101 or 800-872-0328)

Montgomery 36109-3798 (215 Perry Hill Rd., 334-260-4100 or 800-214-8387)

Tuscaloosa 35404 (3701 Loop Rd., East, 205-554-2000 or 888-269-3045)

Tuskegee 36083-5001 (2400 Hospital Rd., 334-725-3085 or 800-214-8387)

**Clinics:**

Bessemer 32055 (975 9th Ave., SW-Suite 400 at UAB West Medical Center West Bessemer, 205-428-3495)

Childersburg 35044 (151 9Th Ave NW, 256-378-9026)

Dothan 36301 (2020 Alexander Dr., 334-673-4166)

Dothan Mental Health Center 36303 (3753 Ross Clark Cir Ste 4, 334-678-1933)

Ft. Rucker 36362 (301 Andrews Ave., 334-503-7831)

Gadsden 35906 (206 Rescia Ave., 256-413-7154)

Guntersville 35976 (100 Judy Smith Drive, 205-933-8101)

Huntsville 35801 (301 Governor's Dr., 256-535-3100)

Jasper 35501 (3400 Highway 78 East Suite #215, 205-221-7384)

Madison 35758 (8075 Madison Blvd., Suite 101, 256-772-6220)

Mobile 36604 (1504 Springhill Ave, 251-219-3900/888-201-0110)

Tuscaloosa MOC 35404 (3701 Loop Road East, 205-554-3581)

Oxford 36203 (96 Ali Way Creekside South, 256-832-4141)

Sheffield 35660 (Florence Shoals Area: 422 DD Cox Blvd., 256-381-9055)

**Vet Centers:**

Birmingham 35233 (1500 5th Ave. S., 205-731-0550)

Mobile 36607 (3221 Springhill Avenue, Building 2, Suite C, 251-478-5906)

Montgomery 36109 (4405 Atlanta HWY, 334-273-7796)

**National Cemeteries:**

Alabama 35115 (3133 Hwy. 119, Montevallo, 205-665-9039)

Fort Mitchell 36856 (553 Hwy. 165, Fort Mitchell, 334-855-4731)

Mobile 36604 (1202 Virginia St., 850-453-4846)

**ALASKA**

**VA Medical Center:**

Anchorage 99504 (1201 N. Muldoon Rd., 888-353-7574/907-257-4700)

**Clinics:**

Fort Wainwright 99703 (Bldg 4076, Neeley Rd., Room 1J-101, Mailing

Address: P.O. Box 74570, Fairbanks, AK 99707, 907-361-6370 or 888-353-5242)

## **123    *Benefits Provided by Other Federal Agencies*    Chapter 15**

Kenai 99611 (11312 Kenai Spur Highway, #39, 907-395-4100 or 1-877-797-8924)

Wasilla 99654 (Mat-Su) (865 N. Seward Meridian Parkway, Suite 105, 907-631-3100 or 1-866-323-8648)

Juneau VA Outreach Clinic (Located in the Juneau Federal Building 709 West 9th Street Mailing Address: P.O. Box 20069, Juneau, AK 99802, 907-796-4300 or 1-888-308-7890 (Note: This site is a VA Outreach Clinic, and VAST currently does not track Outreach Clinics).

### **Regional Office:**

Anchorage 99508-2989 (1201 N. Muldoon Rd., statewide 1-800-827-1000)

### **Vet Centers:**

Anchorage 99508 (4201 Tudor Centre Dr., Suite 115, 907-563-6966)

Fairbanks 99701 (540 4th Ave., Suite 100, 907-456-4238)

Kenai 99669 (Red Diamond Ctr., Bldg. F, Suite 4, 43335 Kalifornsky Beach Rd., 907-260-7640)

Wasilla 99654 (851 E. West Point Dr., Suite 111, 907-376-4318)

### **National Cemeteries:**

Fort Richardson 99505-5498 (Building 997, Davis Hwy., 907-384-7075)

Sitka 99835 (803 Sawmill Creek Rd., 907-384-7075)

## **AMERICAN SAMOA**

### **Clinics:**

Pago Pago 96799 (Fiatele Teo Army Reserve Bldg, Mailing Address: PO Box 1005, Pago Pago, AS 96799, 684-699-3730)

### **Benefits Office:**

Pago Pago 96799 (PO Box 1005, 684-633-5073)

### **Vet Centers:**

Pago Pago 96799 (Ottoville Rd., PO Box 982942, 648-699-3730)

## **ARIZONA**

### **VA Medical centers:**

Prescott 86313 (500 N. Hwy 89, 928-445-4860 or 800-949-1005)

Tucson 85723 (3601 South 6th Avenue, 520-792-1450 or 800-470-8262)

Phoenix 85012 (650 E. Indian School Rd., 602-277-5551 or 800-554-7174)

### **Clinics:**

Anthem 85086 (Anthem Medical Plaza, 3618 W. Anthem Way, Building D, #120, 623-551-6092)

Bellefont 86001 (1300 W University Avenue, 928-226-1056)

Buckeye 85326 (213 E. Monroe Ave., 623-386-6093)

## **Chapter 15 Benefits Provided by Other Federal Agencies 124**

Casa Grande 85222 (1876 E. Sabin Drive, 520-629-4900 or 800-470-8262)  
Chinle 86503 (Community PTSD Outreach Service, Chinle Vet Center,  
1-800-949-1005 ext 7806 or 7807)  
Cottonwood 86326 (501 S Willard Street, 928-649-1523 or 1532)  
Fort Defiance 86504 (Community PTSD Outreach Service, Fort Defiance  
Indian Hospital/Board, Inc. 928-729-8048) The 2 PTSD Outreach  
Services listed in red are not tracked in VAST.  
Globe-Miami 85502 (5860 S. Hospital Dr., Suite 111, 602-277-5551)  
Green Valley 85614 (380 West Vista Hermosa Drive Suite #140, 520-399-  
2291 or 800-470-8262)  
Kingman 86401 (1726 Beverly Ave., 928-692-0080 or 928-445-4860x6830)  
Lake Havasu City 86403 (2035 Mesquite, Suite E, 928-680-0090 or 928-  
445-4860 ext. 7300)  
(Sun City CBOC in VAST) Northwest 85374 (13985 W. Grand Ave., Suite  
101, 623-251-2884)  
Payson 85541 (1106 N. Beeline Highway, 928-472-3148)  
Safford 85546 (711 South 14th Ave., 928-428-8010)  
Second Mesa 86043 (Community PTSD Outreach Service, Hopi Guidance  
Center, 928-737-2685) (currently VAST does not track Outreach Clinics).  
Show Low 85901 (2450 Show Low Lake Rd, Suite 1 & 3, 928-532-1069  
ext. 2001 or 2002)  
Sierra Vista 85635 (101 North Coronado Dr., Suite A, 520-459-1529 or  
800-470-8262)  
(Mesa CBOC in VAST) Southeast 85212 (6950 E. Williams Field Rd., Bldg.  
23, 602-222-6568)  
Thunderbird 85021 (9424 N. 25th Ave, 602-633-6900)  
Tucson 85741 (2945 W. Ina Rd., 520-219-2148)  
Tucson 85747 (7395 S. Houghton Rd. Ste. 129, 520-664-1836 or 800-470-  
8262)  
Yuma 85365 (2555 E. Gila Ridge Rd. Building 1220, 928-317-9973)

### **Regional Office:**

Phoenix 85012 (3333 N. Central Ave., statewide 1-800-827-1000)

### **Benefits Offices:**

Tucson 85746 Voc Rehab (1360 W. Irvington Rd., Ste. 150, 602-627-0020)  
Flagstaff 86001 Voc Rehab (123 N. San Francisco, Suite 103, 928-226-1845)

### **Vet Centers:**

Chinle 86503 (Navajo [Indn] Rt. 7, Old CBI Bldg., (928) 647-3682)  
Hopi 86030 (1 Main St. Hotevilla, 928-734-5166)  
Phoenix 85012 (77 E. Weldon Ave., Suite 100, 602-640-2981)  
Phoenix-East Valley 85202 (1303 S. Longmore, Suite 5, Mesa, 480-610-  
6727)  
Prescott 86303 (3180 Stillwater Dr., Suite A, 928-778-3469)  
Tucson 85719 (3055 N. 1st Ave., 520-882-0333)

**National Cemeteries:**

Nat. Mem. Cem. of Arizona 85024 (23029 N. Cave Creek Rd., Phoenix, 480-513-3600)

Prescott 86301 (500 Hwy. 89 N., 480-513-3600)

**ARKANSAS**

**VA Medical centers:**

Fayetteville 72703 (1100 N. College Ave., 479-443-4301 or 800-691-8387)

Little Rock 72205-5484 (4300 West 7th St., 501-257-1000)

North Little Rock 72114-1706 (2200 Fort Roots Dr., 501-257-1000)

**Clinics:**

Conway 72032 (1520 East Dave Ward Drive, 501-548-0500)

El Dorado 71730 (460 W Oak St, 870-862-2489)

Ft Smith 72917 (1500 Dodson Ave Sparks Medical Plaza, 479-441-2600 or 1-877-604-0798)

Harrison 72601 (707 N Main St., 870-741-3592)

Helena 72342 (812B Newman Drive, 870-338-6200)

Hot Springs 71913 (1661 Airport Rd, Suite E, 501-881-4112)

Jonesboro 72401 (1901 Woodsprings Road, 870- 268-6962)

Mena 71953 (1706 Hwy. 71 N, 479-394-4800)

Mountain Home CBOC 72653 (# 10 Medical Plaza, 870-424-4109) The Veterans are seen at this location.

Mountain Home 72653 (405 Buttercup Dr., 870-425-3030) this is a private clinic where Veterans used to be seen per business office at the facility.

Ozark 72949 (2713 West Commercial, 479-508-1000 or 877-760-8387)

Paragould 72450 (2420 Linwood Drive Suite #3, 870-236-9756)

Pine Bluff 71603 (4747 Dusty Lake Drive, 870-541-9300)

Russellville 72801(3106 West 2nd Court, 479-880-5100)

Searcy 72143 (1120 South Main, 501-207-4700)

Texarkana 71854 (910 Realtor Rd.,870-216-2242)

**Regional Office:**

North Little Rock 72114 (2200 Fort Roots Dr., Bldg. 65, statewide 1-800-827-1000)

**Vet Center:**

Fayetteville 72703 (1416 College Avenue, 479-582-7152)

North Little Rock 72114 (201 W. Broadway, Suite A, 501-324-6395)

**National Cemeteries:**

Fayetteville 72701 (700 Government Ave., 479-444-5051)

Fort Smith 72901 (522 Garland Ave., 479-783-5345)

Little Rock 72206 (2523 Confederate Blvd., 501-324-6401)

## CALIFORNIA

### Benefits Office:

Sacramento 95827 (10365 Old Placerville Rd., 916-364-6500)

### VA Medical centers:

Fresno 93703 (2615 E. Clinton Ave., 559-225-6100 or 888-826-2838)

Livermore 94550 (4951 Arroyo Rd., 925-373-4700)

Loma Linda 92357 (11201 Benton St., 909-825-7084 or 800-741-8387)

Long Beach 90822 (5901 E. 7th St., 562-826-8000 or 888-769-8387)

Los Angeles 90073 (11301 Wilshire Blvd., 310-478-3711 or 800-952-4852)

Sacramento 95655 (10535 Hospital Way, Mather, 800-382-8387 or 916-366-5366)

Menlo Park 94025 (795 Willow Rd., 650-614-9997)

Palo Alto 94304-1290 (3801 Miranda Avenue, 650-493-5000 or 800-455-0057)

San Diego 92161 (3350 La Jolla Village Drive, 858-552-8585 or 800-331-8387)

San Francisco 94121-1598 (4150 Clement Street, 415-221-4810 or 800-733-0502)

### Clinics:

Anaheim 92801 (Professional Center, 3rd Floor, Suite 303, 1801 W. Romneya Dr., 714-780-5400)

Atwater 95301-5140 (3605 Hospital Road, Suite D, 209-381-0105)

Auburn 95603 (11985 Heritage Oaks Place, 530-889-0872 or 888-227-5404)

Bakersfield 93301 (1801 Westwind Dr., 661-632-1800)

Imperial Valley 92243 (El Centro, 1600 South Imperial Ave., 760-352-1506)

Capitola 95010-3906 (1350 N. 41st St., Suite 102, 831-464-5519)

Chico 95926 (280 Cohasset Rd., 800-382-8387 or 530-879-5000)

Chula Vista 91910 (South Bay, 835 3rd Ave., 619-409-1600)

City of Commerce 90040 (East Los Angeles, 5426 E. Olympic Blvd., 323-725-7557)

Clearlake 95422 (15145 Lakeshore Drive, 707-995-7200)

Corona 92879 (800 Magnolia Ave., #101, 951-817-8820)

Escondido 92025 (815 E. Pennsylvania Ave., 760-466-7020)

Eureka 95501 (714 F St., 707-442-5335)

Fairfield 94535 (103 Bodin Circle, Travis Air Force Base, 800-382-8387 or 707-437-1800)

Fremont 94538 (39199 Liberty Street, Fremont, 510-791-4000)

French Camp 95231 (Stockton Clinic, 7777 South Freedom Dr., 209-946-3400)

Gardena 90247 (1251 Redondo Beach Blvd, 3rd Floor, 310-851-4705)

Imperial Valley Clinic 92243 (El Centro, 1600 South Imperial Ave.,

## **127 VA Facilities**

760-352-1506 Laguna Hills 92653 (25292 McIntyre St., 949-269-0700)  
Lancaster 93536 (Antelope Valley, 547 West Lancaster Blvd., 661-729-8655 or 800-515-0031)  
Long Beach 90806 (Villages at Cabrillo: 2001 River Ave, Bldg 28, 562-388-8000)  
Los Angeles 90012 (351 East Temple St., 213-253-2677)  
Los Angeles 90073 (West Los Angeles Ambulatory Care Center, 11301 Wilshire Blvd., 310-268-3526)  
Martinez 94553 (Community Living Center - Clinic and Center for Rehabilitation & Extended Care, 150 Muir Rd., 800-382-8387 or 925-372-2000)  
Modesto 95350 (1524 McHenry Ave., 209-557-6200)  
Monterey 93955 (3401 Engineer Lane, Seaside, 831-883-3800)  
Murrieta 92563 (28078 Baxter Road, Suite 540, 951-290-6500) North Hills 91343: (Sepulveda Clinic and Nursing Home, 16111 Plummer St., 818-891-7711 or 800-516-4567)  
Oakland 94612 (Behavioral Health Clinic, 525 21st St., 800-382-8387 or 510-587-3400)  
Oakland 94612 (Clinic, 2221 Martin Luther King Jr. Way, 800-382-8387 or 510-267-7800)  
Oceanside 92056 (1300 Rancho del Oro Dr., 760-643-2000)  
Oxnard 93036 (2000 Outlet Center Drive., Ste 225, 805-604-6969, 800-310-5001)  
Palm Desert 92211 (41-990 Cook St., Bldg. F, Suite 1004, 760-341-5570)  
Rancho Cucamonga 91730 ( 8599 Haven Ave., Suite 102, 909-946-5348)  
Redding 96002 (351 Hartnell Ave., 800-382-8387 or 530-226-7555)  
Sacramento 95655 (Mental Health Clinic at Mather, 10535 Hospital Way., 800-382-8387 or 916-366-5420)  
Sacramento 95652 (McClellan Dental Clinic, 5401 Arnold Ave., 800-382-8387 or 916-561-7800)  
Sacramento 95652 (McClellan Outpatient Clinic, 5342 Dudley Blvd., 800-382-8387 or 916-561-7400)  
San Bruno 94066 (1001 Sneath Lane, Suite 300, Third Floor, 650-615-6000)  
San Diego 92108 (Mission Valley, 8810 Rio San Diego Dr., 619-400-5000)  
San Francisco 94107 (Downtown Clinic, 401 3rd St., 415-221-5100)  
San Gabriel 91776 (Pasadera, 420 W. Las Tunas Drive, 626-289-5973)  
San Jose 95119 (80 Great Oaks Boulevard, 408-363-3011)  
San Luis Obispo 93401 (Pacific Medical Plaza, 1288 Morro St., Ste.200, 805-543-1233)  
Santa Ana 92704 (1506 Brookhollow Drive, 714-434-4600) Santa Barbara 93110 (4440 Calle Real, 805-683-1491)  
Santa Fe Springs 90670 (10210 Orr & Day Rd., 562-864-5565)  
Santa Maria 93454 (1550 East Main St., 805-354-6000)  
Santa Rosa 95403 (3841 Brickway Blvd., 707-569-2300)  
Seaside 93955 (Monterey Clinic, 3401 Engineering Lane, 831-883-3800)



Sonora 95370 (13663 Mono Way 209-588-2600)  
Stockton 95231 (500 West Hospital Rd., 209-946-3400)  
Susanville 96130 (Diamond View Outpatient Clinic: 110 Bella Way, 775-328-1453)  
Tulare 93274 (VA South Valley Clinic, 1050 N. Cherry St., 559-684-8703)  
Ukiah 95482 (630 Kings Court 707-468-7700)  
Vallejo 94592 (Mare Island Clinic, 201 Walnut Ave., 800-382-8387 or 707-562-8200)  
Ventura 93001 (790 E. Santa Clara St. Suite 100, 805-585-1860)  
Victorville 92395 (12138 Industrial Boulevard, Suite 120, 760-951-2599)  
Yreka 96067 (Rural Outreach Clinic, 101 E. Oberlin Road, 530-226-7500)  
North Hills 91343 (16111 Plummer Street, 818-891-7711) – formerly known as Sepulveda  
San Luis Obispo 93401 (1070 Southwood Drive, 805-210-6634) – moved)

**Regional Office:**

Los Angeles 90024 (Fed. Bldg., 11000 Wilshire Blvd., serving counties of Inyo, Kern, Los Angeles, San Bernardino, San Luis Obispo, Santa Barbara and Ventura, statewide 1-800-827-1000)  
Oakland 94612 (1301 Clay St., Rm. 1300 North, serving all CA counties not served by the Los Angeles, San Diego, or Reno VA Regional Offices, 1-800-827-1000)  
San Diego 92108 (8810 Rio San Diego Dr., serving Imperial, Orange, Riverside and San Diego, statewide 1-800-827-1000). The counties of Alpine, Lassen, Modoc, and Mono are served by the Reno, NV, Regional Office.

**Benefits Office:**

Sacramento 95827 (10365 Old Placerville Rd., 1-800-827-1000)  
Camp Pendleton 92055 (Family Services, Bldg 13150, Rm 226, 760-385-0416, VR&E 619-980-6113)  
Camp Pendleton 92055 (Wounded Warrior Transition Ctr, Santa Margarita Rd, 760-870-4428, VR&E 760-909-7291)  
Hemet 92543 (VR&E, Work Force Development Center, 1075 N. State Street, 951-791-3503)  
Laguna Hills 92653 (Outbased Clinic, 25292 McIntyre St, 949-269-0700, VR&E 562-826-8582)  
Riverside 92507 (VR&E Riverside County Government Offices, 1153 Spruce Street, Suite A, 951-955-3032)  
San Diego 92134 (Balboa Career Transition Ctr, Naval Medical Ctr, Bldg 26, 619-532-5122, VR&E 619-532-8194)  
San Diego 92136 (Naval Station San Diego, Dolphin Alley, Bldg 270, 619-230-0393, VR&E 619-230-0390)  
San Diego 92140 (Marine Corps Recruit Depot, 4025 Tripoli Ave, Bldg 14, 619-524-8233)  
San Diego 92145 (MCAS Miramar, Bldg 5305, 858-689-2141)  
San Diego 92182 (VR&E San Diego State University, Student Services

## **129 VA Facilities**

West, 5500 Campanile Dr, 619-594-2444)

### **Vet Centers:**

Anaheim 92805 (859 S. Harbor Blvd., 714-776-0161)  
CAAnaheim 92805 (859 S. Harbor Blvd., 714-776-0161)  
Colton 92324 (1325 E. Cooley Dr., Suite 101, 909-801-5762)  
Chico 95926 (280 Cohasset Rd., Suite 100, 530-899-8549)  
Chula Vista 91902 (180 Otay Lakes Road, Ste. 108, 858-404-8380)  
Citrus Heights 95610 (5650 Sunrise Blvd., Suite 150, 916-535-0420)  
Concord 94520 (1333 Willow Pass Rd., Suite 106, 925-680-4526)  
Corona 92879 (800 Magnolia Ave., 110, 951-734-0525)  
East Los Angeles 90022 (5400 E. Olympic Blvd., 140, 323-728-9966)  
Eureka 95501 (2830 G St., Suite A, 707-444-8271)  
Fresno 93726 (3636 N. 1st St., Suite 112, 559-487-5660)  
Gardena 90247 (1045 W. Redondo Beach Blvd., 150, Gardena, 310-767-1221)  
West Los Angeles 90230 (5730 Uplander Way, Suite 100, Culver City, 310-641-0326)  
Modesto 95351 (1219 N. Carpenter Rd., Suites 11 & 12, 209-569-0713)  
North Orange County 92840 (12453 Lewis Street, 562-596-3101)  
Oakland 94612 (1504 Franklin St., Suite 200, 510-763-3904)  
Redwood City 94062 (2946 Broadway St., 650-299-0672)  
Rohnert Park 94928 (6225 State Farm Dr., Suite 101, 707-586-3295)  
Sacramento 95825 (1111 Howe Ave., Suite 390, 916-566-7430)  
San Diego 92103 (2790 Tructon Rd. Suite 130, 858-642-1500)  
San Francisco 94102 (505 Polk St., 415-441-5051)  
San Jose 95112 (278 N. 2nd St., 408-993-0729)  
San Luis Obispo 93401 (801 Grande Ave., 805-210-6634)  
San Marcos 92069 (1 Civic Center Dr., Suite 140, 760-744-6914)  
Santa Cruz 95010 (1350 41st Ave., Suite 102, 831-464-5477)  
Sepulveda 91343 (9737 Haskell Ave., 818-892-9227)  
South Orange County 92691 (26431 Crown Valley Parkway, 949-348-6700)  
Temecula 92591 (40935 County Center Dr. Suite A, 951-302-4849)  
Ventura 93001 (790 E. Santa Clara, Suite 100, 805-585-1860)  
Victorville 92394 (15095 Amargosa Rd. Suite 107, 760-261-5925)

### **National Cemeteries:**

Bakersfield 93203 (30338 E. Bear Mountain Blvd., Arvin, 661-867-8850)  
Fort Rosecrans 92106 (P.O. Box 6237, Point Loma, San Diego, 619-553-2084)  
Golden Gate 94066 (1300 Sneath Ln., San Bruno, 650-589-7737)  
Los Angeles 90049 (950 South Sepulveda Blvd., 310-268-4675)  
Miramar 92122 (5795 Nobel Dr., San Diego, 619-553-2084)  
Riverside 92518 (22495 Van Buren Blvd., 951-653-8417)

Sacramento Valley VA 95620 (5810 Midway Rd., Dixon, 707-693-2460)  
San Francisco 94129 (1 Lincoln Blvd., Presidio of San Francisco, 650-589-7737)  
San Joaquin Valley 95322 (32053 West McCabe Rd., Santa Nella, 209-854-1040)

## **COLORADO**

### **Medical centers:**

Denver 80220 (1055 Clermont Street, 303-399-8020 or toll free: 888-336-8262)  
Grand Junction 81501 (2121 North Avenue, 970-263-2800 or toll free 866-206-6415)  
Health Administration Center:  
Denver 80209 (3773 Cherry Creek North Dr., 303-331-7500)

### **Clinics:**

Alamosa 81101 (San Luis Valley Clinic/Sierra Blanca Med. Ctr.: 622 Del Sol Drive, 719-587-6800 or toll free 1-866-659-0930)  
Aurora 80045 (13701 East Mississippi Ave , Gateway Medical Bld. 200, 2nd Floor, West Wing, 303-398-6340)  
Burlington 80807 (1177 Rose Avenue, 719-346-5239)  
Colorado Springs 80905 (25 North Spruce St., 719-327-5660 or toll free 800-278-3883)  
Craig 81625 (585 Russell St, Suite 400, 970-824-6721 or 970-242-0731)  
Durango 81301 (1970 E Third Ave, 970-247-2214)  
Fort Collins 80526 (2509 Research Blvd. 970-224-1550 Or 888-481-8828)  
Greeley 80631 (2001 70th Ave Suite# 200 970-313-0027 Or 888-481-4065)  
La Junta 81050 (1100 Carson Ave., Suite 104, 719-383-5195)  
Lakewood 80225 (155 Van Gordon St., Suite 395, 303-914-2680)  
Lamar 81052 (High Plains Community Health Center 201 Kendall Dr., 719-336-5972)  
Montrose 81401 (4 Hillcrest Plaza Way, 970-249-7791 or 970-242-0731)  
Pueblo 81008 (4112 Outlook Boulevard, 719-553-1000 or 800-369-6748)  
Salida 81201 (920 Rush Drive, 719-539-8666)

### **Regional Office:**

Denver 80225 (Mailing Address: PO Box 25126. Physical Address: 155 Van Gordon St., Lakewood, 80228, statewide 1-800-827-1000)

### **Vet Centers:**

Boulder 80302 (2336 Canyon Blvd., Suite 103, 303-440-7306)  
Colorado Springs 80903 (602 S. Nevada Ave., 719-471-9992)  
Denver 80230 (7465 E First Ave., Ste. B, 303-326-0645)  
Fort Collins 80526 (702 W Drake, Bldg. C, 970-221-5176)  
Grand Junction 81505 (2472 F. Rd. Unit 16, 970-245-4156)  
Pueblo 81008 (1515 Fortino Blvd., Suite 130, 719-583-4058)

## **131 VA Facilities**

### **VHA Chief Business Office:**

Health Administration Center: Denver 80209 (3773 Cherry Creek North Dr., 303-331-7500)

Project HERO: Denver 80209 (3773 Cherry Creek North Dr., 303-370-7755)

### **National Cemeteries:**

Fort Logan 80236 (4400 W. Kenyon Ave., Denver, 303-761-0117)

Fort Lyon 81504 (15700 County Road HH, Las Animas, 303-761-0117)

## **CONNECTICUT**

### **VA Medical centers:**

Newington 06111 (555 Willard Ave., 860-666-6951)

West Haven 06516 (950 Campbell Avenue, 203-932-5711)

### **Clinics:**

Danbury 06810 (7 Germantown Rd., Suite 2B, 203-798-8422)

New London 06320 (4 Shaw's Cove , 860-437-3611)

Stamford 06905 (1275 Summer St, Suite 102, 203-325-0649)

Waterbury 06706 (95 Scovill St., 203-465-5292)

Willimantic 06226 (Windham Hospital, 96 Mansfield St., 860-450-7583)

Winsted 06908 (Winsted Health Center, 115 Spencer St., 860-738-6985)

### **Regional Office:**

Hartford (PO Box 310909, Newington, CT 06131), 1-800-827-1000)

### **For UPS shipments :**

VA Regional Office – 308, Building 2E - Room 5137, 555 Willard Ave.,  
Newington, CT 06111

### **Vet Centers:**

Danbury 06831 (457 N Main St., 203-790-4000)

Rocky Hill 06067 (25 Elm St. 860-563-8800)

Norwich 06360 (2 Cliff St., 860-887-1755)

West Haven 06516 (141 Captain Thomas Blvd., 203-932-9899)

## **DELAWARE**

### **VA Medical Center:**

Wilmington 19805 (1601 Kirkwood Highway, 302-994-2511 or  
800-461-8262)

### **Clinics:**

Dover 19901 (1198 S. Governors Ave., 302-994-2511 x2400)

Georgetown 19947 (15 Georgetown Plaza, 302-994-2511 x5251)

### **Regional Office:**

Wilmington 19805 (1601 Kirkwood Hwy., local, 1-800-827-1000)

**Vet Center:**

Wilmington 19805 (2710 Centerville Rd. Suite 103, 302-994-1660)

**DISTRICT OF COLUMBIA**

**VA Medical Center:**

Washington 20422 (50 Irving Street, NW, 202-745-8000 or 888-553-0242)

**Clinic:**

Washington 20032 (820 Chesapeake Street, S.E., 202-745-8685)

**Appeals Management Center:**

Washington, D.C., 20421 (1722 I St., N.W., local, 1-800-827-1000)

**Regional Office:**

Washington, D.C., 20421 (1722 I St., N.W., local, 1-800-827-1000)

**Vet Center:**

Washington, D.C. 20011 (1250 Taylor St., N.W., 202-726-5212)

**FLORIDA**

**VA Medical centers:**

Bay Pines 33744 (10000 Bay Pines Blvd., P.O. Box 5005, Bay Pines, FL 33744, 727-398-6661/888-820-0230)

Gainesville 32608-1197 (1601 S.W. Archer Rd., 352-376-1611 or 800-324-8387)

Lake City 32025-5808 (619 S. Marion Avenue, 386-755-3016 or 800-308-8387)

Miami 33125 (1201 N.W. 16th St., 305-575-7000 or 888-276-1785)

Orlando 32803 (5201 Raymond St., 407-629-1599 or 800-922-7521)

Tampa 33612 (13000 Bruce B. Downs Blvd., 813-972-2000 or 888-716-7787)

West Palm Beach 33410-6400 (7305 N. Military Trail, 561-422-8262 or 800-972-8262)

**Clinics:**

Boca Raton 33433 (901 Meadows Rd., 561-416-8995)

Bradenton 34208 (5530 S.R. 64, 941-721-0649)

Brooksville 34613 (14540 Cortez Blvd., Suite 200, 352-597-8287)

Broward 33351 (9800 West Commercial Blvd., 954-745-5500)

Clermont 34711 (805 Oakley Seaver Drive, 352-536-8200) Coral Springs 33065 (9900 West Sample Road, Suite 100, 954-575-4940)

Daytona Beach 32114 (551 National Health Care Dr., 386-323-7500)

Deerfield Beach 33442 (2100 S.W. 10th St., 954-570-5572)

Delray Beach 33445 (4800 Linton Blvd., Suite 300E, 561-495-1973)

Eglin AFB 32542 (100 Veterans Way, 850-609-2600/866-520-7359)

Fort Myers 33916 (3033 Winkler Extension, 239-939-3939)

### **133 VA Facilities**

Ft. Pierce 34950 (727 North US 1, 772-595-5150)  
Hollywood 33021 (3702 Washington St., Suite 201, 954-986-1811)  
Hollywood 33024 (Pembroke Pines, 7369 W. Sheridan St., Suite 102, 954-894-1668)  
Homestead 33030 (950 Krome Avenue, Suite 401, 305-248-0874)  
Jacksonville 32206 (1833 Boulevard, 904-232-2751)  
Key Largo 33037 (105662 Overseas Highway, 305-451-0164)  
Key West 33040 (1300 Douglas Circle, Building L-15, 305-293-4609)  
Kissimmee 34741 (2285 North Central Avenue, 407-518-5004)  
Lakeland 33811 (4237 South Pipkin Road , 863-701-2470)Lecanto 34461 (2804 W. Marc Knighton Ct., Suite A, 352-746-8000)  
Leesburg 34748 (711 W. Main St., 352-435-4000)  
Marianna 32446 (4970 Highway 90, 850-718-5620)  
Miami 33135 (Healthcare for Homeless Veterans, 1492 West Flagler St., 305-541-5864)  
Miami 33135 (Substance Abuse Clinic, 1492 West Flagler St., Suite 101, 305-541-8435)  
Naples 34104 (2685 Horseshoe Drive - Suite 101, 239-659-9188)  
New Port Richey 34654 (9912 Little Road, 727-869-4100)  
Ocala 34470 (1515 Silver Springs Blvd., 352-369-3320)  
Okeechobee 34972 (1201 N. Parrot Avenue, 863-824-3232)  
Orange City 32763 (2583 South Volusia Ave., Ste 300, 386-456-2080)  
Palm Harbor (35209 US Highway 19 North 727-734-5276)  
Panama City Mental Health 32407 (4408 Delwood Ln, 850-636-7000 or 888-231-5047)  
Panama City 32407 (Naval Support Activity-Panama City, 101 Vernon Ave Building 387, 850-636-7000 or 888-231-5047)  
Pembroke Pines (Pembroke Pines, 7369 W. Sheridan St., Suite 102, 954-894-1668)  
Pensacola 32507 (Joint Ambulatory Care Center, 790 Veterans Way, 850-912-2000/866-927-1420)  
St. Petersburg (840 Dr. MLK Street North 727-502-1700)  
Port Charlotte 33952 (4161 Tamiami Trail, 941-235-2710)  
Port St. Lucie County PTSD Clinic 34986 (126 SW Chambers Court 772878-7876)  
Sarasota 34233 (5682 Bee Ridge Rd., Suite 100, 941-371-3349)  
Sebring 33870 (3760 U.S. Highway 27 South, 863-471-6227,)  
St. Augustine 32086 (1955 U.S. 1 South, Suite 200, 904-829-0814 or 866-401-8387)  
Stuart 34997 (3501 S E Willoughby Boulevard, 772-288-0304)  
Sunrise 33351 (9800 W Commercial St., 954-475-5500)  
Tallahassee 32308 (1607 St. James Ct., 850-878-0191)  
The Villages 32162 (Laurel Lake Professional Park, 1950 Laurel Manor Drive, Building 240, 352-205-8900)  
Vero Beach 32960 (372 17th Street, 772-299-4623)  
Viera 32940 (2900 Veterans Way 321-637-3788)

Zephyrhills 33541 (6937 Medical View Ln., 813-780-2550)

**Regional Office:**

St. Petersburg 33708 (mailing address: P.O. Box 1437, 33731; physical address: 9500 Bay Pines Blvd., statewide 1-800-827-1000)

**Benefits Offices:**

Fort Lauderdale 33301 (VR&E-28S, 9800 W. Commercial Blvd., Sunrise, FL 33351 1-800-827-1000)

Jacksonville 32256 (VR&E, 7825 Baymeadows Way, Suite 120-B, 1-800-827-1000)

Orlando 32801 (1000 Legion Pl., VRE-Suite 1500, C&P-Suite 1550, 1-800-827-1000)

Pensacola 32503-7492 (C&P, 312 Kenmore Rd., Rm. 1G250, 1-800-827-1000)

West Palm Beach 33410 (C&P, 7305 North Military Tr., Suite 1A-167, 1-800-827-1000)

**Vet Centers:**

Bay County 32408 (4408 Delwood Ln., 850-522-6102)

Clearwater 33761 (29259 US Highway 19N, 727-549-3600)

Clermont 34711 (1655 East Highway 50, Suite 502; 352-536-6701)

Daytona Beach 32117 (703 Avenue A, Bldg. 703, 386-366-6600)

Ft. Lauderdale 33304 (713 N.E. 3rd Ave., 954-356-7926)

Fort Myers 33916 (4110 Center Pointe Drive, Unit 204, 239-479-4401)

Gainesville 32607 (105 NW 75th St., Suite 2, 352-331-1408)

Jacksonville 32202 (300 East State St., 904-232-3621)

Jupiter 33458 (6650 W, Indiantown Road, Suite 120, 561-422-1220)

Melbourne 32935 (2098 Sarno Rd., 321-254-3410)

Miami 33122 (8280 NW 27th St., Suite 511, 305-718-3712)

Naples 34104 (2705 S. Horseshoe Dr., Unit 203, 239-313-9577)

Ocala 34471 (612 SW 1st Ave., 352-260-7183)

Odessa 33556 (4111 Land O'Lakes Blvd, 352-536-6701)

Okaloosa 32579 (Shalimar Centre II, 6 11th Ave, Ste G1-3, 850-651-1000)

Orlando 32822 (5575 S. Semoran Blvd., Suite 36, 407-857-2800)

Palm Beach 33461 (4996 10th Ave North Suite 6; 561-422-1201)

Pensacola 32501 (4504 Twin Oaks Dr., 850-456-5886)

Polk County 33542 (4237 S Pipkin Rd., 863-701-2470)

Pompano Beach 33073 (2300 West Sample Road, 954-357-5555)

Sarasota 34231 (4801 Swift Rd., 941-927-8285)

St. Petersburg 33710 (6798 Crosswinds Drive, Building A, 727-549-3633)

Tallahassee 32303 (548 Bradford Rd., 850-942-8810)

Tampa 33614 (4747 W. Waters Avenue, Suite 600, 813-228-2621)

**VHA Chief Business Office:**

Disability Examination Management Office (DEMO)

## **135 VA Facilities**

St. Petersburg 33716 (140 Fountain Parkway N, Suite 220, 727-398-6661 ext 18300)

### **National Cemeteries:**

Barrancas 32508-1054 (1 Cemetery Rd., Naval Air Station Pensacola, 850-453-4846)

Bay Pines 33504-0477 (10000 Bay Pines Blvd., Bay Pines, 727-398-9426)

Florida 33513 (6502 SW 102nd Ave., Bushnell, 352-793-7740)

Jacksonville 32218 (4083 Lannie Rd., 904-766-5222)

St. Augustine 32084 (104 Marine St., 352-793-7740)

Sarasota 34241 (9810 State Road 72, Sarasota, 941-922-7200)

South Florida 33467 (6501 South State Road 7, Lake Worth, 561-649-6489)

## **GEORGIA**

### **VA Medical centers:**

Augusta 30904-6285 (1 Freedom Way, 706-733-0188 or 800-836-5561)

Decatur 30033 (1670 Clairmont Road, 404-321-6111 or 800-944-9726)

Dublin 31021 (1826 Veterans Blvd., 478-272-1210 or 800-595-5229)

### **Clinics:**

Albany 31701 (526 West Broad Avenue 229-446-9000)

Athens 30601 (9249 Highway 29, 706-227-4534)

Brunswick 31525 (1111 Glynco Parkway, 912-261-2355)

Columbus 31906 (1310 13th St., 706-257-7200)

Decatur 30030 (755 Commerce Dr., 2nd Floor, 404-417-5200)

East Point 30344 (1513 Cleveland Ave., 404-321-6111 x2600)

Kathleen 31047 (2370 S. Houston Lake Rd., 478-224-1309)

Lawrenceville 30043 (1970 Riverside Pkwy, 404-417-1750)

Macon 31220 (5398 Thomaston Road, Suite B, 478-476-8868)

Newnan 30265 (39-A Oak Hill, 404-321-6111 x 2222)

Oakwood 30566 (3931 Munday Mill Rd., 404-728-8212)

Perry Outreach 31047 (2370 S. Houston Lake Road, 478-224-1309)

Rome 30161 (30 Chateau Dr, SE, 706-235-6581)

Savannah 31406 (325 West Montgomery Crossroads, 912-920-0214)

,Austell 30106 (2041 Mesa Valley Way, 404-329-2222 or 404-321-6111)

St. Marys 31558 (205 Lake Shore Point, 912-510-3420)

Stockbridge 30281 (175 Medical Blvd., 404-329-2222)

Valdosta 31602 (2841 N. Patterson Street, 229-293-0132)

### **Regional Office:**

Decatur 30033 (1700 Clairmont Rd., statewide 1-800-827-1000)

### **Vet Centers:**

Atlanta 30324 (1440 Dutch Valley Place, Suite 1100, 404-347-7264)

Augusta 30904 (2050 Walton Way, 706-729-5762)

Columbus 31901 (1824 Victory Dr., 706-687-4977)

Lawrenceville 30043 (930 River Centre Place, 404-728-4195)



Macon 31201 (750 Riverside Dr., 478-477-3813)  
Marietta 30060 (40 Dodd Street, Suite 700, 404-327-4954)  
Savannah 31406 (321 Commercial Drive, 912-961-5800)

**VHA Chief Business Office**

Health Eligibility Center: Atlanta, 30329-1647 (2957 Clairmont Rd, STE 200, 404-828-5200)

**National Cemeteries:**

Georgia 30114 (2025 Mt. Carmel Church Lane, Canton, 866-236-8159)  
Marietta 30060 (500 Washington Ave., 866-236-8159)

**GUAM**

**Clinic:**

Agana Heights 96919 (U.S. Naval Hospital, Bldg-1, E-200, Box 7608, 671-344-9200)

**Benefits Office/Vet Center:**

Hagatna 96910 (Reflection Center, Suite 201, 222 Chalan Santo Papa St., 671-472-7161)

**Vet Center:**

Hagatna 96910 (222 Chalan Santo Papa, 671-472-7161)

**HAWAII**

**Medical Center:**

Honolulu 96819-1522 (459 Patterson Rd., E Wing) (Hawaii, Guam, Saipan, Rota and Tinian at 800-827-1000; from American Samoa at 877-899-4400)

**Clinics:**

Hilo 96720 (1285 Wainuenuue Ave., Suite 211, 808-935-3781)  
Honolulu PTSD 96819 (3375 Koapaka St., Suite I-560, 808-566-1546)  
Kauai; Lihue 96766 (4485 Pahe'e Street, Suite #150, 808-246-0497) Kona;  
Kailua-Kona 75-377 Hualalai Rd., Kailua-Kona 808-329-0774  
Maui; Kahului 96732 (203 Ho'ohana St., Suite 303, 808-871-2454)

**Regional Office:**

Honolulu 96819-1522 (459 Patterson Rd., E Wing. Mailing address: PO Box 29020, Honolulu, HI 96820) (toll-free from Hawaii, Guam, Saipan, Rota and Tinian, 1-800-827-1000; toll-free from American Samoa, 684-699-3730)

**VR&E Benefits Offices:**

Hilo 96720 (1285 Waiuanuenuue, 2nd Floor, 808-935-6691)

## **137 VA Facilities**

Kahului 96732 (203 Ho'ohana St., 808-873-9426)

### **Vet Centers:**

Hilo 96720 (126 Pu'uuhonu Way, Suite 2, Hilo 808-969-3833)

Honolulu 96814 (1680 Kapiolani Blvd., Suite F.3, 808-973-8387)

Kailua-Kona 96740 96740 (Hale Kui Plaza, Suite 207, 73-4976 Kamanu St., 808-329-0574)

Kapolei 96707 (885 Kamokila Blvd., 808-421-8796)

Lihue 96766 (3367 Kuhio Hwy., Suite 101, 808-246-1163)

Wailuku 96793 (35 Lunalilo, Suite 101, 808-242-8557)

### **National Cemetery:**

Nat. Mem. Cem. of the Pacific 96813-1729 (2177 Puowaina Dr., Honolulu, 808-532-3720)

## **IDAHO**

### **Medical Center:**

Boise 83702 (500 West Fort St., 208-422-1000)

### **Clinics:**

Caldwell 83605 (120 E. Pine St., 208-454-4820)

Caldwell 83605 (4521 Thomas Jefferson Drive, 208-454-4820)

Coeur d'Alene 83815 (2177 Ironwood Center Drive. 208-665-1700)

Lewiston 83501 (1630 23rd Ave., Stes. 301 & 401, Bldg. 2, 208-746-7784)

Pocatello 83201 (444 Hospital Way, Suite 801, 208-232-6214)

Salmon 83467 (111 Lillian St., #203, 208-756-8515)

Twin Falls 83301 (260 2nd Ave, E., 208-732-0959)

### **Regional Office:**

Boise 83702 (444 W. Fort St., statewide, 1-800-827-1000)

### **Vet Centers:**

Boise 83705 (2424 Bank Drive, 208-342-3612)

Pocatello 83201 (1800 Garrett Way, 208-232-0316)

## **ILLINOIS**

### **VA Medical centers:**

Aurora 60504 (750 Shoreline Drive, Suite 150, 630-858-1853)

Chicago 60612 (820 South Damen Ave., 312-569-8387)

Danville 61832-5198 (1900 East Main Street, 217-554-3000 or 800-320-8387)

Hines 60141 (5000 S 5th Ave., 708-202-8387)

Marion 62959 (2401 West Main, 618-997-5311)

North Chicago 60064 (Captain James A. Lovell Federal Health Care Center, 3001 Green Bay Road, 847-688-1900 or 800-393-0865)

### **Clinics:**

Aurora 60542 (161 S. Lincoln Way Suite 120, 630-859-2504)  
Belleville 62223 (6500 W Main St., 314-286-6988)  
Chicago 60620 (7731 S Halsted St., 773-962-3700)  
Chicago 60611 (211 E. Ontario, 312-569-8387)  
Chicago Heights 60411 (30 E. 15th Street, Suite 314, 708-756-5454)  
Decatur 62526-9381 (3035 East Mound Road, 217-875-2670)  
Effingham 62401 (1901 S 4th St Suite 21, 217-347-7600)  
Elgin 60120 (450 Dundee Rd., 847-742-5920)  
Evanston 60202 (1942 Dempster St., 847-869-6315)  
Freeport 61032 (1301 Kiwanis Dr., 815-235-4881)  
Galesburg 61401 (387 East Grove, 309-343-0311)  
Joliet 60435 (2000 Glenwood Ave., 815-744-0492)  
LaSalle 61354 (4461 N Progress Blvd. 815-223-9678)  
Kankakee County 60914 (581 William Latham Dr. Suite 301, 815-932-3823)  
Mattoon (501 Lake Land Blvd. 217-258-3370)  
McHenry 60050 (620 South Route 31, 815-759-2306)  
Mt. Vernon 62864 (4105 N. Water Tower Place 618-246-2910)  
Oak Lawn 60453 (4700 W. 95th St., 708-499-3675)  
Oak Park 60302 (149 S. Oak Park Ave., 708-386-3008)  
Orland Park 60462 (8651 W. 159th Street, 708-444-0561)  
Peoria 61605-2400 (7717 N Orange Prairie Rd. 309-589-6800)  
Quincy 62301 (721 Broadway, 217-224-3366)  
Rockford 61108 (4940 East State St., 815-227-0081)  
Rockford 61108 (7015 Rote Road Suite 105; 815-395-1276)  
Springfield 62702 (1227 S.Ninth St., 217-492-4955)

**Regional Office:**

Chicago 60612 (2122 W. Taylor St., statewide 1-800-827-1000)

**Benefits Office:**

North Chicago 60064 (3001 Green Bay Rd.,

**Vet Centers:**

Aurora 60504 (750 Shoreline Drive, Suite 150, 630-585-1853)  
Chicago 60620 (7731 S. Halsted St., Suite 200, 773-962-3740)  
Chicago Heights 60411 (1600 S. Halsted St., 708-754-0340)  
East St. Louis 62203 (1265 N. 89th St., Suite 5, 618-397-6602)  
Evanston 60202 (565 Howard St., 847-332-1019)  
Moline 61265 (1529 46th Ave., 6, 309-762-6955)  
Orland Park 60462 (8651 W. 159th Street, Suite 1, 708-444-0561)  
Oak Park 60302 (155 S. Oak Park Blvd., 708-383-3225)  
Peoria 61603 (8305 N. Allen Rd., 309-689-9708)  
Rockford 61107 (7015 Rote Rd., 815-395-1276)  
Springfield 62702 (1227 S.Ninth St., 217-492-4955)

## **139 VA Facilities**

### **National Cemeteries:**

Abraham Lincoln 60421 (20953 W. Hoff Rd., Elwood, 815-423-9958)  
Alton 62003 (600 Pearl St., 314-845-8320)  
Camp Butler 62707 (5063 Camp Butler Rd., Springfield, 217-492-4070)  
Danville 61832 (1900 East Main St., 217-554-4550)  
Mound City 62963 (Highways 37 & 51, 314-845-8320)  
Quincy 62301 (36th and Maine St., 309-782-2094)  
Rock Island 61299-7090 (Rock Island Arsenal, Bldg. 118, 309-782-2094)

## **INDIANA**

### **VA Medical centers:**

Fort Wayne 46805 (2121 Lake Ave., 260-426-5431 or 800-360-8387)  
Indianapolis 46202 (1481 W. 10th St., 317-554-0000 or 888-878-6889)  
Marion 46953-4589 (1700 East 38th St., 765-674-3321 or 800-360-8387)  
Muncie 47303-5263 (2600 W. White River Blvd., 765-284-6822)

### **Clinics:**

Bloomington 47403 (455 South Landmark Avenue, 812-336-5723, or toll free 877-683-0865)  
Crown Point 46307 (9301 Madison Street 219-662-5000)  
Dearborn 42025 (1600 Flossie Drive, 812-539-2313)  
Evansville 47715 (6211 E. Waterford Blvd. 812-465-6202)  
Goshen 46526 (2014 Lincolnway East Ste. #3, 574-534-6108)  
Greendale 47025 (1600 Flossie Dr., 812-539-2313)  
Muncie 47303-5263 ( 2600 W. White River Blvd., 765-284-6822)  
New Albany 47150 (811 Northgate Blvd, 502-287-4100)  
Peru 46970-1027 (750 N. Broadway, 765-472-8900)  
Richmond 47374 (4351 South A St., 765-973-6915)  
Scottsburg 47170 (1467 N. Scott Valley Drive, 502-287-6900)  
South Bend 46614-9668 (5735 S. Ironwood Road, 574-299-4847)  
Terre Haute 47802 (110 W Honeycreek Pkwy, 812-232-2890)  
Vincennes 47591 (1813 Willow St. Ste. 6A, 812-882-0894)  
West Lafayette 47906 (3851 N. River Road, 765-464-2280)

### **Vet Centers:**

Crown Point 46307 (107 E. 93rd, St., 219-736-5633)  
Evansville 47711 (311 N. Weinbach Ave., 812-473-5993)  
Fort Wayne 46807 (5800 Fairfield Avenue, Suite 265, 260-460-1456)  
Indianapolis 46208 (8330 Naab Rd., Suite 103, 317-998-1600)  
South Bend 46614 (4727 Miami Street, St, 574-231-8480)

### **Regional Office:**

Indianapolis 46204 (575 North Pennsylvania St. statewide 800-827-1000)

### **National Cemeteries:**

Crown Hill 46208 (700 W. 38th St., Indianapolis, 765-674-0284)  
Marion 46952 (1700 E. 38th St., 765-674-0284)  
New Albany 47150 (1943 Ekin Ave., 502-893-3852)

## **IOWA**

### **VA Medical centers:**

Des Moines 50310-5774 (3600 30th St., 515-699-5999 or 800-294-8387)  
Iowa City 52246-2208 (601 Highway 6 West, 319-338-0581 or 800-637-0128)  
Knoxville 50138 (1515 W. Pleasant Street, 641-842-3101 or 800-816-8878)

### **Clinics:**

Bettendorf 52722 (2979 Victoria St., 563-332-8528)  
Carroll 51401 (311 S. Clark Street, 712-794-6780) Opening Feb. 2011  
Dubuque 52001 (Mercy Health Center,) 200 Mercy Drive., 563-588-5520  
Fort Dodge 50501 (2419 2nd Avenue N, 515-576-2235)  
Marshalltown 50158 (101 Iowa Avenue West, 877-424-4404, 641-754-6700)  
Mason City 50401 (520 S. Pierce, Suite 150, 641-421-8077)  
Shenandoah 51601 (512 S. Fremont St, 712-246-0092)  
Sioux City 51104 (1551 Indian Hills Drive, Suite 206, 712-258-4700)  
Spirit Lake 51360 (1310 Lake St., 712-336-6400)  
Waterloo 50701 (1015 S Hackett Rd., 319-235-1230)

### **Regional Office:**

Des Moines 50309 (210 Walnut St., Rm. 1063, statewide 1-800-827-1000)

### **Vet Centers:**

Cedar Rapids 52402 (1642 42nd St. N.E., 319-378-0016)  
Des Moines 50310 (2600 Martin Luther King Jr. Pkwy., 515-284-4929)  
Sioux City 51104 (1551 Indian Hills Dr., Suite 214, 712-255-3808)

### **National Cemetery:**

Keokuk 52632 (1701 J St., 309-782-2094)  
National Cemetery:  
Keokuk 52632 (1701 J St., 309-782-2094)

### **National Cemetery:**

Keokuk 52632 (1701 J St., 309-782-2094)

## **KANSAS**

### **VA Medical centers:**

Leavenworth 66048-5055 (4101 S. 4th Street Trafficway, 913-682-2000 or 800-952-8387)  
Topeka 66622 (2200 SW, Gage Boulevard, 785-350-3111 or 800-574-8387)  
Wichita 67218 (5500 E. Kellogg, 316-685-2221 or 888-878-6881)

### **Clinics:**

## **141 VA Facilities**

Chanute 66720 (629 South Plummer, 1-800-574-8387 Ext. 54453)  
Emporia 66801 (Newman Hospital, 919 W. 12th Avenue, Suite D, 1-800-574-8387 Ext. 54453)  
Ft. Dodge 67801 (300 Custer, 1-888-878-6881 x41040)  
Ft. Scott 66701 (902 Horton St., 620-223-8655)  
Garnett 66032 (Anderson County Hospital: 421 South Maple, 785-448-3131)  
Hays 67601 (Hays Clinic: 207-B East Seventh, 1-888-878-6881 x41000)  
Holton 66436 (Holton Community Hospital: 1110 Columbine Dr., 1-800-574-8387 Ext. 54453)  
Hutchinson 67502 (1625 E. 30th Ave., 888-878-6881 x41100)  
Junction City 66441 (715 Southwind Dr., 800-574-8387 ext. 54670)  
Kansas City 66102 21 N 12th Street, Bethany Medical Building, Suite 110, 1-800-952-8387 ext. 56990)  
Lawrence 66049 (2200 Harvard Road, 800-574-8387 ext. 54650)  
Liberal 67901 (Liberal Clinic: 2 Rock Island Road, Suite 200, 620-626-5574)  
Paola 66071 (510 South Hospital Drive, 816-922-2160)  
Manhattan Vet Center, 205 S. 4th St. Suite 1B, Manhattan, KS 66502  
Parsons 67357 (1907 Harding Drive, 1-888-878-6881 x41060)  
Russell 67665 (Regional Hospital Medical Arts Building: 200 South Main St., 785-483-3131 ext. 155)  
Salina 67401 (1410 E. Iron, Suite 1, 1-888-878-6881 x41020)  
Seneca 66538 (Nemaha Valley Community Hospital: 1600 Community Dr., 1-800-574-8387 EXT 54453)

### **Regional Office:**

Wichita 67208 (Wichita Regional Office, P.O. Box 21318, 1-800-827-1000)

### **Benefits Offices:**

Leavenworth 66048 (150 Muncie Rd.,)  
Ft. Riley 66442 (VA Military Services Coordinators Office)

### **Vet Center:**

Manhattan 66502 (205 S. 4th Street, Suite B, 785-350-4920)  
Wichita 67202 (251 N. Water, 316-265-0889)

### **National Cemeteries:**

Fort Leavenworth 66027 (395 Biddle Blvd., 913-758-4105)  
Fort Scott 66701 (900 East National Ave., 620-223-2840)  
Leavenworth 66048 (150 Muncie Rd., 913-758-4105)

## **KENTUCKY**

### **VA Medical centers:**

Lexington-Cooper Division 40502 (1101 Veterans Dr., 859-233-4511 or 888-824-3577)  
Lexington-Leestown Division 40511 (2250 Leestown Rd., 859-233-4511 or

888-824-3577)

Louisville 40206 (800 Zorn Avenue, 502-287-4000 or 800-376-8387)

**Clinics:**

Bellevue 41073 (103 Landmark Dr. 3rd floor, 859-392-3840)

Berea 40403 (209 Pauline Drive 859-986-1259)

Bowling Green 42103 (Hartland Medical Plaza, 1110 Wilkinson Trace Cir., 270-796-3590)

Carrollton 41008 (309 Eleventh St., 502-732-7146)

Carrollton 41008 (1911 US Highway 227, 502-287-6060)

Clarkson 42726 (619 W. Main St., 866-653-8232)

Florence 41042 (7711 Ewing Boulevard, 859-282-4480)

Ft. Campbell 42223 (Desert Storm Ave. Building 39, 270-798-4118)

Ft. Knox 40121 (Ireland Army Community Hospital 289 Ireland Avenue, 502-624-9396)

Hanson 42413 (926 Veterans Drive, 270-322-8019)

Hazard 41701 (210 Black Gold Blvd., 606-436-2350)

Hopkinsville (1102 South Virginia Drive 270-885-2106)

Louisville 40207 (4010 Dupont Circle, Suite 100 502-287-6986)

Louisville-Newburg 40218 (3430 Newburg Rd., 502-287-6223)

Louisville-Shively 40216 (3934 North Dixie Highway, Suite 210, 502-287-6000)

Louisville-Standiford Field 40213 (1101 Grade Ln., 502-413-4635)

Mayfield 42066 (1253 Paris Rd Suite A, 270-247-2455)

Morehead (333 Beacon Hill Drive, Suite 100 (606) 784-3004)

Owensboro 42303 (3400 New Hartford Road, 270-684-5034)

Paducah 42001 (2620 Perkins Creek Dr., 270-444-8465)

Prestonsburg 41653 (5230 Kentucky. Route 321, Suite 8 606-886-1970)

Somerset 42503 (163 Tower Circle, MedPark West Medical Campus 606-676-0786)

**Regional Office:**

Louisville 40202 (321 W. Main St., Ste., 390, statewide 1-800-827-1000)

**Benefits Office:**

Ft. Knox 40121 (Building 1109-B Room 24, P.O. Box 937)

**Vet Centers:**

Lexington 40507 (301 E. Vine St., Suite C, 859-253-0717)

Louisville 40208 (1347 S. 3rd St., 502-634-1916)

**National Cemeteries:**

Camp Nelson 40356 (6980 Danville Rd., Nicholasville, 859-885-5727)

Cave Hill 40204 (701 Baxter Ave., Louisville, 502-893-3852)

Danville 40442 (277 N. First St., 859-885-5727)

Lebanon 40033 (20 Highway 208, 270-692-3390)

Lexington 40508 (833 W. Main St., 859-885-5727)

## **143 VA Facilities**

Mill Springs 42544 (9044 West Highway 80, Nancy, 859-885-5727)  
Zachary Taylor 40207 (4701 Brownsboro Rd., Louisville, 502-893-3852)

### **LOUISIANA**

#### **VA Medical centers:**

New Orleans 70113 (1601 Perdido Street., 800-935-8387)  
Alexandria 71360 (2495 Hwy 71 N Shreveport Hwy Pineville, LA , 318-473-0010 or 800-375-8387)  
Shreveport 71101-4295 (510 E. Stoner Ave., 318-221-8411 or 800-863-7441)

#### **Clinics:**

Baton Rouge 70809 (7968 Essen Park Ave., 225-761-3400)  
Bogalusa 70427 (319 Memphis St., 800-935-8387)  
Franklin 70538 (603 Haifleigh St., 337-828-9092)  
Hammond 70403 (1131 South Morrison Blvd., 985-902-5100)  
Houma 70360 (1750 Martin Luther King Jr Blvd Ste 107, 985-851-0188)  
Jennings 70546 (1907 Johnson St., 337-824-1000)  
Lafayette 70501 (2100 Jefferson St. Bldg B, 337-261-0734)  
Monroe 71203 (250 De Siard Plaza Dr., 318-343-6100)  
Natchitoches 71457 (740 Keyser Avenue, 318-357-3300)  
New Orleans 70112 (1601 Perdido St., 800-935-8387)  
Reserve 70084 (247 Veterans Blvd., 985-479-6770)  
Slidell 70460 ( 60491 Doss Dr. Suite B, 985-690-2626)

#### **Regional Office:**

New Orleans 70113 (1250 Poydras St., Suite 200., 1-800-827-1000)

#### **Benefits Offices:**

Fort Polk Intake Site 71459 (Bayne-Jones Army Community Hospital, 1585 3rd St. Rm 1221., 800-827-1000)  
Shreveport 71101 (510 E. Stoner Ave.,)  
Pineville 71360 (2495 Shreveport Highway, 71 North)

#### **Vet Centers:**

Alexandria, 70303 (5803 Coliseum Blvd, Suite D, 318-466-4327)  
Baton Rouge 70809 (5207 Essen Lane, Suite 2, 225-761-3440)  
New Orleans 70062 (2200 Veterans Memorial Blvd., Suite 114, 504-565-4977)  
Kenner 70062 (2200 Veterans Blvd., Suite 114, 504-464-4743)  
Shreveport 71104 (2800 Youree Dr., Bldg. 1, Suite 1, 318-861-1776)

#### **National Cemeteries:**

Alexandria 71360 (209 E. Shamrock St., Pineville, 601-445-4981)  
Baton Rouge 70806 (220 N. 19th St., 225-654-3767)  
Port Hudson 70791 (20978 Port Hickey Rd., Zachary, 225-654-3767)



## MAINE

### VA Medical Center:

Augusta 04330 (1 VA Center, 207-623-8411 or 877-421-8263)

### Clinics:

Auburn 04210 (1072 Minot Avenue, 207-623-8411 x3900)

Bangor 04401(35 State Hospital Street., Suite 3B, 207-561-3600)

Calais 04619 (50 Union St., 207-904-3700)

Caribou 04736 (163 Van Buren Drive, Suite 6, 207-493-3800)

Lincoln 04457 (99 River Road, 207-403-2000)

Rumford 04726 (431 Franklin St., 207-369-3200)

Saco 04072 (655 Main St., 207-294-3100)

### Regional Office:

Togus 04330 (One VA Center, Augusta, statewide 1-800-827-1000; VR&E Division 207-623-8411 ext 4600)

### Vet Centers:

Bangor 04401 (352 Harlow St., 207-947-3391)

Caribou 04619 (456 York St., York Street Complex, 207-496-3900)

Lewiston 04240 (Pkwy Complex, 29 Westminster St., 207-783-0068)

Portland 04103 (475 Stevens Ave., 207-780-3584)

Springvale 04083 (628 Main St., 207-490-1513)

### National Cemetery:

Togus 04330 (1 VA Center; 508-563-7113/4)

## MARYLAND

### VA Medical centers:

Baltimore 21201 (10 North Greene St., 410-605-7000 or 800-463-6295)

Baltimore-Community Living & Rehabilitation Center 21218 (3900 Loch Raven Boulevard, 410-605-7000 or 800-463-6295)

Perry Point 21902 (361 Boiler House Drive 410-642-2411 or 800 949-1003)

### Clinics:

Baltimore-Loch Raven Community Living & Rehabilitation Center 21218 (Baltimore-Loch Raven 21218 (3901 The Alameda., 410-605-7650or 800-463-6295)

Cambridge 21613 (830 Chesapeake Dr., 410-228-6243 or 877-864-9611)

Charlotte Hall 20622 (State Veterans Home, 29431 Charlotte Hall Rd., 301-884-7102)

Cumberland 21502 (200 Glenn St., 301-724-0061)

Fort Howard 21052 (9600 North Point Rd., 410-477-1800 or 800-351-8387)

Glen Burnie 21061 (808 Landmark Dr., Suite 128, 410-590-4140)

Greenbelt 20770 (7525 Greenway Center Dr., Suite T-4, 301-345-2463)

Hagerstown 21742 (Hub Plaza Bldg, 1101 Opal Ct., 301-665-1462)

## **145 VA Facilities**

Pocomoke 21851 (101 Market St., 410-957-6718 or 866-441-0287)

### **Regional Office:**

Baltimore 21201 (31 Hopkins Plaza Federal Bldg., 1-800-827-1000)

### **Vet Centers:**

Annapolis 21401 (100 Annapolis Street, Suite 102, 410-605-7826)  
Baltimore 21208 (1777 Reisterstown Road, suite 199, 410-764-9400)  
Cambridge 21613 (830 Chesapeake Drive, 410-228-6305)  
Clinton 20735 (7905 Palcomb Road, Malcomb Rd., 301-856-7173)  
Dundalk 21222 (1555 Merritt Blvd., 410-282-6144)  
Elkton 21921 (103 Chesapeake Blvd., Suite A, 410-392-4485)  
Silver Spring 20817 (10411 Motor City Dr., 240-395-1425)

### **National Cemeteries:**

Annapolis 21401 (800 West St., 410-644-9696/7)  
Baltimore 21228 (5501 Frederick Ave., 410-644-9696/7)  
Loudon Park 21228 (3445 Frederick Ave., Baltimore, 410-644-9696/7)

## **MASSACHUSETTS**

### **VA Medical centers:**

Bedford 01730 (200 Springs Rd., 781-687-2000 or 800-422-1617)  
Brockton 02301 (940 Belmont St., 508-583-4500)  
Jamaica Plain 02130 (150 South Huntington Ave., 617-232-9500)  
Leeds 01053-9764 (Northampton VA, 421 North Main St., 413-584-4040 or 800-893-1522)  
West Roxbury 02132 (1400 VFW Parkway, 617-323-7700)

### **Clinics:**

Boston 02114 (251 Causeway St., 617-248-1000)  
Dorchester 02121 (895 Blue Hill Ave, 617-822-7146)  
Fitchburg 01420 (Burbank Hospital, 275 Nichols Rd., 978-342-9781)  
Framingham 01702 (61 Lincoln St., Suite 112, 508-628-0205)  
Gloucester 01930 (Addison Gilbert Hospital, 298 Washington St., 978-282-0676 ext. 1782)  
Greenfield 01301 (143 Munson St., 413-773-8428)  
Haverhill 01830 (108 Merrimack St., 978-372-5207)  
Hyannis 02601 (233 Stevens St., 508-771-3190)  
Lowell 01852 (130 Marshall Rd., 978-671-9000)  
Lynn 01904 (225 Boston Rd., 1st Floor, 781-595-9818)  
Martha's Vineyard 02557 (Hospital Rd., 508-693-0410)  
Nantucket 02554 (Nantucket Cottage Hospital, 57 Prospect St., 508-825-8100)  
New Bedford 02740 (175 Elm St., 508-994-0217)  
Pittsfield 01201 (73 Eagle St., 413-443-4857)  
Quincy 02169 (Quincy Medical Center, 2nd floor, 114 Whitwell St., 617-

376-2010)  
Springfield 01104 (25 Bond St., 413-731-6000)  
Worcester 01605 (605 Lincoln St., 508-856-0104)

**Regional Office:**

Boston 02203-0393 (JFK Federal Building, Room 1625, Government Center, statewide 1-800-827-1000) (Towns of Fall River & New Bedford, counties of Barnstable, Dukes, Nantucket, Bristol, part of Plymouth served by Providence, R.I., VA Regional Office)

**Vet Centers:**

Boston 02215 (665 Beacon St., 617-424-0665)  
Brockton 02401 (1041-L Pearl St., 508-580-2730)  
Hyannis 02601 (474 West Main St., (508-778-0124)  
Lowell 01852 (10 George Street, 978-453-1151)  
New Bedford 02719 (73 Huttleston Avenue, 508-999-6920)  
Springfield 01103 (1985 Main St., Northgate Plaza, 413-737-5167)  
Worcester 01605 (691 Grafton St., 508-753-7902)  
National Cemetery:  
Massachusetts NC 02532 (Connery Ave., Bourne, 508-563-7113/4)

**National Cemetery:**

Massachusetts 02532 (Connery Ave., Bourne, 508-563-7113/4)

**MICHIGAN**

**VA Medical centers:**

Alpena 49707 (180 North State Avenue, 989-356-8720)  
Ann Arbor 48105 (2215 Fuller Rd., 734-769-7100 or 800-361-8387)  
Battle Creek 49037 (5500 Armstrong Rd., 269-966-5600 or 888-214-1247)  
Clare 48617 (11775 N. Isabella Road, (989-386-8113)  
Detroit 48201 (4646 John R. St., 313-576-1000 or 800-511-8056)  
Iron Mountain 49801 (325 East H St., 906-774-3300 or 800-215-8262)  
Saginaw 48602 (1500 Weiss St., 989-497-2500 or 800-406-5143)

**Clinics:**

Alpena 49707 (180 North State Avenue, 989-356-8720)  
Bad Axe 48413 (1142 S. Van Dyke Road, 989-269-7445)  
Benton Harbor 49022 (115 Main St., 269-934-9123)  
Clare 48617 (11775 N. Isabella Road, 989-386-3113)  
Flint 48532 (G-2360 South Linden Rd., 810-720-2913)  
Gaylord 49735 (806 S. Otsego, 989-732-7525)  
Grand Rapids 49505 (3019 Coit St., NE, 616-365-9575)  
Hancock 49930-1495 (787 Market St., Quincy Center Suite 9, 906-482-7762)

## **147 VA Facilities**

Ironwood 49938 (629 W. Cloverland Dr., Suite 1, 906-932-0032)  
Michigan Center 49254 (4328 Page Ave., 517-764-3609)  
Sault Ste. Marie 49788 (Sault Ste. Marie Clinic: 16523 S. Watertower Dr., Unit 1, 906-253-9383)  
Lansing 48910 (2025 S. Washington Ave., 517-267-3925)  
Marquette 49855 1414 W. Fair Ave. Suite 285, 906-226-4618)  
Manistique 49854 (813 East Lakeshore Drive 906-341-3420)  
Menominee 49858 (1110 10th Ave., Suite 101, 906-863-1286)  
Muskegon 49442 (165 E. Apple Ave., Suite 201, 231-725-4105)  
Oscoda 48750 (5671 Skeel Ave., Suite 4, 989-747-0026)  
Pontiac 48341(44200 Woodward Avenue, Suite 208, 248-332-4540)  
Saginaw 48603 (VA Healthcare Annex, 4241 Barnard Road, 989-497-2500 or 800-406-5143)  
Traverse City 49684 (3271 Racquet Club Dr., 231-932-9720)  
Yale 48097 (7470 Brockway Road, 810-387-3211)

### **Regional Office:**

Detroit 48226 (Patrick V. McNamara Federal Bldg., 477 Michigan Ave., Rm. 1280, 1-800-827-1000)

### **Vet Centers:**

Dearborn 48124-3438 (2881 Monroe St., Suite 100, 313-277-1428)  
Detroit 48201 (4161 Cass Ave., 313-831-6509)  
Escanaba 49829 (3500 Ludington St. Suite 110, 906-233-0244)  
Grand Rapids 49546 (2050 Breton Road, SE Grand Rapids, 616-285-5795)  
Pontiac 48341 (44200 Woodward Avenue, 248-874-1015)  
Saginaw 48603 (4048 Bay Rd., 989-321-4650)

### **National Cemetery:**

Fort Custer 49012 (15501 Dickman Rd., Augusta, 269-731-4164)  
Great Lakes 48442 (4200 Belford Rd., Holly,248-348-8603)

## MINNESOTA

### VA Medical centers:

Minneapolis 55417 (One Veterans Dr., 612-725-2000 or 866-414-5058)  
St. Cloud 56303 (4801 Veterans Dr., 320-252-1670 or 800-247-1739)

### Clinics:

Alexandria 56308 (515 22nd Ave. E., 320-759-2640)  
Bemidji 56601 (705 5th St., NW, Suite B 218-755-6360)  
Brainerd 56401 (722 NW 7th St., 218-855-1115)  
Fergus Falls 56537 (Veterans Home, 1821 North Park St., 218-739-1400)  
Hibbing 55746 (1101 East 37th St., Suite 220, 218-263-9698)  
Maplewood 55109 (2785 White Bear Ave., Suite 210, 651-290-3040)  
Montevideo 56265 (1025 North 13th St., 320-269-2222)  
Rochester 55901 (3900 55th St., NW, 507-252-0885)  
St. James 56081 (1101 Moulton and Parsons Dr., 507-375-9670)

### Regional Office:

St. Paul 55111 (Bishop Henry Whipple Federal Bldg., 1 Federal Dr., Fort Snelling 1-800-827-1000)  
(Counties of Becker, Beltrami, Clay, Clearwater, Kittson, Lake of the Woods,  
Mahnomon, Marshall, Norman, Otter Tail, Pennington, Polk, Red Lake, Roseau, Wilkin served by Fargo, N.D., VA Regional Office)

### Vet Centers:

Brooklyn Park 55445 (7001 78th Avenue N, Suite 300, 763-503-2220)  
Duluth 55802 (405 E. Superior St., Suite 160 218-722-8654)  
St. Paul 55112 (550 County Road D, Suite 10 New Brighton 651-644-4022)

### National Cemetery:

Fort Snelling NC 55450-1199 (7601 34th Ave. So., Minneapolis, 612-726-1127)

## MISSISSIPPI

### Medical centers:

Biloxi 39531 (400 Veterans Ave., 228-523-5000 or 800-296-8872)  
Jackson 39216 (1500 E. Woodrow Wilson Dr., 601-362-4471 or 800-949-1009, in-state)

### Clinics:

Byhalia 38611 (12 East Brunswick St., 662-838-2163)  
Columbus 39702 (824 Alabama St., 662-244-0391)  
Greenville 38703 (1502 S Colorado St., 662-332-9872)  
Hattiesburg 39401 (231 Methodist Blvd., 601-296-3530)  
Houlka 38850 (106 Walker St., 662-568-3316)

## **149 VA Facilities**

Kosciusko 39090 (332 Hwy 12W, 662-289-1800)  
Meadville 39653 (595 Main Street East, 601-384-3650)  
Meridian 39301 (13th St., 601-482-7154)  
Natchez 39120 (105 Northgate Drive, Suite 2, 601-442-7141)  
Smithville 38870 (63420 Highway 25 N., 662-651-4637)  
Tremont, 38876 (10103 Highway 78 West, 662-652-3361)  
Tupelo 38801 (499 Gloster Creek Village, Suite D1, 662-690-8007)

### **Regional Office:**

Jackson 39216 (1600 E. Woodrow Wilson Ave., statewide 1-800-827-1000)

### **Vet Centers:**

Biloxi 39531 (288 Veterans Ave., 228-388-9938)  
Jackson 39216 (1755 Lelia Dr., Suite 104, 601-965-5727)

### **National Cemeteries:**

Biloxi 39535-4968 (P.O. Box 4968, 400 Veterans Ave., 228-388-6668)  
Corinth 38834 (1551 Horton St., 901-386-8311)  
Natchez 39120 (41 Cemetery Rd., 601-445-4981)

## **MISSOURI**

### **VA Medical centers:**

Columbia 65201-5297 (800 Hospital Dr., 573-814-6000)  
Kansas City 64128 (4801 Linwood Blvd., 816-861-4700 or 800-525-1483)  
Poplar Bluff 63901 (1500 N. Westwood Blvd., 573-686-4151)  
Saint Louis-Jefferson Barracks 63125-4101 (1 Jefferson Barracks Dr., 314-652-4100 or 800-228-5459)  
Saint Louis-John Cochran Division 63106 (915 North Grand Blvd., 314-652-4100 or 800-228-5459)

### **Clinics:**

Belton 64012 (17140 Bel-Ray Pl., 816-922-2161)  
Branson 65616 (5571 Gretna Rd., 417-243-2300 or 866-951-8387)  
Camdenton 65020 (940 Executive Drive, 573-302-7890)  
Cameron 64429 (1111 Euclid Dr., 816-922-2500 ext. 54251)  
Cape Girardeau 63701 (3051 Williams St, 573-339-0909)  
Farmington 63640 (1580 W. Columbia St., 573-760-1365)  
Ft. Leonard Wood 65473 (126 Missouri Ave., Box 1239, 573-329-8305)  
Kirksville 63501 (1510 North Crown Dr., 660-627-8387)  
Jefferson City 65109 (2707 W. Edgewood, 573-635-0233)  
Mexico 65265 (Missouri Veterans Home, One Veterans Dr., 573-581-9630)  
Mt Vernon 65712 (600 N Main, 417-466-4000 or 800-253-8387)  
Nevada 64772 (322 South Prewitt, 417-448-8905)  
North St. Louis 63033 (6854 Parker Road, 314-286-6988)  
Osage Beach 65065 (Lake of the Ozarks Clinic, 940 Executive Dr., 573-302-7890)

Paola 66071 (501 S. Hospital Dr, 913-294-9628)  
Salem 65560 (Hwy 72 North, 573-729-6626 or 1-888-557-8262)  
Sedalia 65301 (3320 West 10th St., 660-826-3800)  
St. Charles 63368 (844 Waterbury Falls Drive, 314-286-6988)  
St. James 65559-1999 (Missouri Veterans Home, 620 N. Jefferson, St.,  
573 265-0448)  
St. Joseph 64506 (1314 North 36th St., Suite A, 1-800-952-8387 ext  
56925)  
St. Louis 63136 (10600 Lewis and Clark Blvd, 314-286-6988)  
Warrensburg 64093 (1300 Veterans Dr., (660-747-3864)  
West Plains 65775 (1211 Missouri Ave, 417-257-2454)

**Regional Office:**

St. Louis 63103 (400 South 18th St., statewide 1-800-827-1000)

**Benefits Office:**

Kansas City 64128 (VAMC 4801 Linwood Blvd., Bldg 2, 1st Floor, 816-753-  
1866)

**Vet Centers:**

Columbia 65202 (4040 N. Rangeline Dr., 573-814-6206)  
Kansas City 64111 (4811 Main St., Suite 107, 916-753-1866)  
Springfield 65807 (3616 S. Campbell, 417-881-4197)  
St. Louis 63103 (2901 Olive St., 314-531-5355)

**National Cemeteries:**

Jefferson Barracks 63125 (2900 Sheridan Rd., St. Louis, 314-845-8320)  
Jefferson City 65101 (1024 E. McCarty St., 314-845-8320)  
Springfield 65804 (1702 E. Seminole St., 417-881-9499)

**MONTANA**

**VA Medical centers:**

Fort Harrison 59636-1500 (3687 Veterans Drive, P.O. Box 1500, 406-442-  
6410 or 877-468-8387)

**Clinics:**

Anaconda 59711 (118 East 7th St., 406-496-3000)  
Billings 59102 (1775 Spring Creek Ln., 406-373-3500)  
Bozeman 59715 (300 N. Wilson, Suite 703G, 406-582-5300)  
Cut Bank 59427 ( #8 2nd Ave SE, 406-873-9047)  
Glasgow 59230 (630 3rd Ave., South, Suite A, 406-228-4101)  
Glendive 59330 (2000 Montana Ave., 406-377-4755)  
Great Falls 59405 (1417-9th St., South, Suite 200/300, 406-791-3200)  
Hamilton 59840 (229 Fairgrounds Suite A, 406-363-3352) Primary Care

## **151 VA Facilities**

### Telehealth Outreach Clinic

Havre 59501, (130 13th Street, Suite 1) (406-265-4304)  
Kalispell 59901 (31 Three Mile Dr Ste 102, 406-758-2700)  
Lewistown, MT 59457 (629 NE Main St. (Hwy 87) Ste. 1, 406-535-4790)  
Miles City 59301 (Clinic / Living Center, 210 S. Winchester, 406-874-5600)  
Missoula 59808 (2687 Palmer St., Suite C, 406-829-5400)  
Plentywood 59254 (Sheridan Memorial Hospital, 440 West Laurel Avenue,  
406-765-3718) Primary Care Telehealth Outreach Clinic

### **Regional Office:**

Fort Harrison 59636-0188 (3633 Veterans Dr., PO Box 188, 1-800-827-1000)

### **Vet Centers:**

Billings 59102 (2795 Enterprise Avenue, Suite 1, 406-657-6071)  
Great Falls 59401 (615 2nd Avenue North, 406-452-9048)  
Kalispell 59901 (690 North Meridian Road, Suite 101, 406-257-7308)  
Missoula 59802 (500 N. Higgins Ave., 406-721-4918)

## **NEBRASKA**

### **VA Medical centers:**

Grand Island 68803-2196 (2201, No. Broadwell Ave., 308-382-3660/866-580-1810)  
Lincoln 68510 (600 South 70th St., 402-489-3802/866-851-6052)  
Omaha 68105 (4101 Woolworth Ave., 402-346-8800/800-451-5796)

### **Clinics:**

Alliance 69301 (524 Box Butte Ave., 605-745-2000 ext. 2474)  
Bellevue 68113 (2501 Capehart Rd, 402-591-4500)  
Grand Island 68803-2196 (2201, No. Broadwell Ave., 308-382-3660/866-580-1810)  
Holdrege 68949 (1118 Burlington St., 308-995-3760; 866-580-1810)  
Lincoln 68510 (600 South 70th St., 402-489-3802/866-851-6052)  
Norfolk 68701 (710 S. 13th St, Suite 1200 402-370-4570)  
North Platte 69101 (600 East Francis, Suite 3, 308-532-6906; 866-580-1810)  
Gordon 69343 (807 N Ash St. 305-282-1442)  
Scottsbluff 69361 (1720 E Portal Place, 308-220-3930)  
Sidney 69162 (1116 10th Ave., 308-254-6085)

### **Regional Office:**

Lincoln 68501 ,(3800 Village Drive, PO Box 85816 5631 S. 48th  
St.statewide 1-800-827-1000)

### **Vet Centers:**

Lincoln 68510 (3119 O St., Suite A, 402-476-9736)



Omaha 68131 (2428 Cuming St., 402-346-6735)

National Cemetery:

Fort McPherson NC 69151-1031 (12004 S. Spur 56A, Maxwell, 888-737-2800)

**National Cemetery:**

Fort McPherson 69151-1031 (12004 S. Spur 56A, Maxwell, 888-737-2800)

**NEVADA**

**VA Medical centers:**

Las Vegas 89106 (901 Rancho Lane, Mailing Address: P.O. Box 360001, North Las Vegas, NV 89036, 702-636-3000/888-633-7554)

Reno 89502 (1000 Locust Street, 775-786-7200 or 888-838-6256)

**Clinics:**

Elko 89801 (Gateway Center, Building 1, 2715 Argent Avenue 1-800-613-4012 ext. 2575)

Ely 89301 (William B. Ririe Hospital, 6 Steptoe Circle, 775-289-3612)

Fallon 89406 (Lahontan Valley Outpatient Clinic: 345 West A St., 775-428-6161 or 866-504-0490)

Henderson 89014 (2920 N. Greenvalley Pkwy. Suite 215, 702-636-6363)

Las Vegas 89106 (Center for Homeless Veterans, 916 West Owens Ave., 702-636-6380)

Las Vegas 89130 (Northwest Clinic) 3968 North Rancho Dr. 702-791-9020

Las Vegas 89113 (Southwest Clinic) 7235 S. Buffalo Dr. 702-791-9040

Las Vegas 89106 (West Clinic, 630 S. Rancho Rd., 702-636-6355)

Minden 89423 (Carson Valley Clinic, 925 Ironwood Dr., Suite 2102, 888-838-6256 x4000)

Pahrump 89048 (2100 E. Calvada Blvd., 775-727-7535)

Winnemucca 89445 (3298 Traders Way, 877-320-4990 or 775-623-9575)

**Regional Office:**

Reno 89511 (5460 Reno Corporate Dr., statewide 1-800-827-1000)

**Benefits Office:**

Las Vegas 89107 (4800 Alpine Pl., Suite 12, 1-800-827-1000)

**Vet Centers:**

Henderson 89014 (400 Stephanie Street, Suite 180, 702-791-9100)

Las Vegas 89146 (1919 So. Jones Blvd., Suite A., 702-251-7873)

Reno 89503 (5580 Mill St. Suite 600, 775-323-1294)

**NEW HAMPSHIRE**

**VA Medical Center:**

Manchester 03104 (718 Smyth Road, 603-624-4366 or 800-892-8384)

## **153 VA Facilities**

### **Clinics:**

Conway 03818 (71 Hobbs Street, or 800-892-8384 ext. 3199)

Littleton 03561 (685 Meadow Street Suite 4, 603-444-1323)

Portsmouth 03803 (302 Newmarket St. Building 15, 603-624-4366 ext. 3199)

Somersworth 03878 (200 Route 108 N, 603-624-4366, Ext. 3199)

Tilton 03104 (NH Veterans Home, 718 Smyth Road, 603-624-4366 ext.3199)

### **Regional Office:**

Manchester 03101 (Norris Cotton Federal Bldg., 275 Chestnut St., 1-800-827-1000)

### **Vet Center:**

Manchester 03104 (103 Liberty St., 603-668-7060/61)

Berlin 03581 (515 Main Street, 603-752-2571)

## **NEW JERSEY**

### **VA Medical centers:**

East Orange 07018 (385 Tremont Avenue, 973-676-1000)

Lyons 07939 (151 Knollcroft Road, 908-647-0180)

### **Clinics:**

Brick 08724 (970 Rt. 70, 732-206-8900)

Camden 08104 (300 Broadway, Suite 103, 877-232-5240 or 215-823-5240)

Cape May 08204 (1 Monroe Ave., 609-898-8700)

Elizabeth 07206 (654 East Jersey Street, Suite 2A, 908-994-0120)

Fort Monmouth 07703 (Patterson Army Health Clinic, Building 1075, Stephenson Ave., 732-532-4500)

Ft. Dix 08640 (Marshall Hall, 8th and Alabama, 609-562-2999)

Hackensack 07601 (385 Prospect Avenue, 201-487-1390)

Hamilton 08619 (University Office Plaza I, 3635 Quakerbridge Road, 609-570-6600)

Jersey City 07302 (115 Christopher Columbus Dr., 201-435-3055/3305)

Morristown 07960 (340 West Hanover Ave., 973-539-9791/9794)

Newark 07102 (20 Washington Place, 973-645-1441)

Paterson 07503 (275 Getty Avenue, Building 275, St. Joseph's Hospital & Medical Center, 973-247-1666)

Piscataway 08854 (14 Wills Way, Building 4, 732-981-8193)

Sewell 08080-2525 (211 County House Road, 215-823-5800)

Vineland 08360 (1051 West Sherman Ave. Bldg 3, Unit B, 302-994-2511, extension 6500)

### **Regional Office:**

Newark 07102 (20 Washington Pl., statewide 1-800-827-1000)

(Philadelphia,  
PA Regional Office serves counties of Atlantic, Burlington, Camden, Cape  
May,  
Cumberland, Gloucester, Salem)

**Vet Centers:**

Bloomfield 07003 (2 Broad St., Suite 703, 973-748-0980)  
Ewing 08618 (934 Parkway Ave., 2nd Fl., 609-882-5744)  
Lakewood 08701 (1255 Rt. 70, Parkway 70 Plaza, 908-607-6364)  
Secaucus 07094 (110A Meadowlands Pkwy., Suite 102, 201-223-7787)  
Ventnor 08406 (6601 Ventnor Ave., Suite 105, 609-487-8387)

**National Cemeteries:**

Beverly 08010 (916 Bridgeboro Rd., 215-504-5610)  
Finn's Point 08079 (Box 542, R.F.D. 3, Fort Mott Rd., Salem, 215-504-  
5610)

**NEW MEXICO**

**VA Medical Center:**

Albuquerque 87108-5153 (1501 San Pedro Drive, SE, 505-265-1711 or  
800-465-8262)

**Clinics:**

Alamogordo 88310 (3199 N White Sands Blvd, Suite D10 575-437-7000)  
Artesia 88210-3712 (1700 W. Main St., 575-746-3531)  
Clovis 88101 (921 East Llano Estacado, 575-763-4335)  
Durango 81301 (1970 East Third Avenue, Suite 102, (970) 247-2214)  
\*Española 87532 (105 Coronado St., Suite B, 505-367-4213)  
Farmington 87401-5638 (1001 W. Broadway, Suite C, 505-326-4383)  
Gallup 87301 (320 Hwy 564, 505-722-7234)  
Las Cruces 88001 (1635 Don Roser, 505-522-1241)  
Hobbs 88240 (1601 N. Turner, 432-263-7361 or 800-472-1365)  
\*Las Vegas 87701 (624 University Ave., Las Vegas, 505-425-1910)  
Raton 87740-2234 (1275 S. 2nd St., 575-445-2391)  
Santa Fe 87505 (2213 Brothers Road, Suite 600, 505-986-8645)  
Silver City 88601 (1302 32nd St., 575-538-2921)  
Truth or Consequences 87901 (1960 North Date St., 575-894-7662)

**Regional Office:**

Albuquerque 87102 (Dennis Chavez Federal Bldg., 500 Gold Ave., S.W.,  
statewide 1-800-827-1000)

**Vet Centers:**

Albuquerque 87104 (1600 Mountain Rd. N.W., 505-346-6562)  
Farmington 87402 (4251 E. Main, Suite C, 505-327-9684)  
Las Cruces 88001 (230 S. Water St., 575-523-9826)  
Santa Fe 87505 (2209 Brothers Rd., Suite 110, 505-988-6562)

## **155 VA Facilities**

### **National Cemeteries:**

Fort Bayard 88036 (P.O. Box 189, 915-564-0201)

Santa Fe 87501 (501 N. Guadalupe St., 505-988-6400 or toll-free 877-353-6295)

### **NEW YORK**

#### **VA Medical centers:**

Albany 12208 (113 Holland Ave., 518-626-5000)

Batavia 14020 (222 Richmond Ave., 585-297-1000 or 888-798-2302)

Bath 14810 (76 Veterans Ave., 607-664-4000 or 877-845-3247)

Bronx 10468 (130 West Kingsbridge Rd., 718-584-9000 or 800-877-6976)

Brooklyn 11209 (800 Poly Place, 718-836-6600)

Buffalo 14215 (3495 Bailey Ave., 716-834-9200 or 800-532-8387)

Canandaigua 14424 (400 Fort Hill Ave., 585-394-2000)

Castle Point 12511 (Route 9D, 845-831-2000)

Montrose 10548 (2094 Albany Post Rd., Route 9A, 914-737-4400 )

New York 10010 (423 East 23rd Street, 212-686-7500)

Northport 11768 (79 Middleville Road, 631-261-4400 or 800-551-3996)

Syracuse 13210 (800 Irving Ave., 315-425-4400 or 800-792-4334)

Domiciliary:

Jamaica 11425 (St. Albans Primary & Extended Care Center, 179-00 Linden Blvd. & 179 St., 718-526-1000)

Montrose 10548 ((2094 Albany Post Rd., Route 9A, P.O. Box 100, 914-737-4400)

#### **Clinics:**

Auburn 13021 (17 Lansing St., 315-255-7002)

Bainbridge 13733 (109 North Main St., 607-967-8590)

Binghamton 13901 (Garvin Building, 425 Robinson St., 607-772-9100)

Bronx 10459 (953 Southern Blvd., 718-741-4900)

Brooklyn 11201 (40 Flatbush Ave. Extension, 8th Fl., 718-439-4300)

Carmel 10512 (Provident Savings Bank, 2nd Fl, 1875 Rt 6, 845-228-5291)

Carthage 13619 (3 Bridge St., 315-493-4180)

Catskill 12414 (Columbia Greene Medical Arts Building, Suite A102, 159, Jefferson Hgts, 518-943-7515)

Clifton Park 12065 (1673 Route 9, 518-383-8506)

Cortland 13045 (1104 Commons Avenue, 607-662-1517)

Dunkirk 14048 (166 East 4th St., 800-310-5001)

Dunkirk 14048 (166 East 4th St., 716-203-6474)

Elizabethtown 12932 (75 Park St., PO Box 277 518-873-6377)

Elmira 14901 (200 Madison Avenue Suite 2E, 877-845-3247)

Fonda 12068 (2623 State Highway 30A, 518-853-1247)

Glens Falls 12801 (84 Broad St., 518-798-6066)

Goshen 10924 (30 Hatfield Lane, Suite 204, 845-294-6927)

Ithaca 14850 (10 Arrowwood Drive, 607-274-4680)

Jamestown 14701 (608 W. 3rd St., 716-338-1511)

Kingston 12401 (63 Hurley Ave., 845-331-8322)  
Lackawanna 14218 (OLV Family Care Center, 227 Ridge Rd., 716-822-5944)  
Lockport 14094 (5883 Snyder Dr., 716-438-3890)  
Malone 12953 (3372 State Route 11 Main Street, 518-483-1529)  
Massena 13662 (Memorial Hospital, 1 Hospital Dr., 315-769-4253)  
Monticello 12701 (55 Sturgis Road, 845 791-4936)  
New City 10956 (345 North Main Street, 845-634-8942)  
New York 10027 (55 West 125th St., 646-273-8125)  
New York 10011 (Opiate Substitution Program, 437 W 16 St., 646-273-8100)  
Niagara Falls 14301-2300 (2201 Pine Avenue, 716-862-8580)  
Olean 14760-2658 (465 North Union St., 716- 373-7709)  
Oswego: 13126 (437 State Route 104 E, 315-207-0120)  
Pachogue 11772 (4 Phyllis Drive, 631-475-6610 /PC 631-758-4419)  
Pine Plains 12567 (2881 Church St., Rt. 199, 518-398-9240)  
Plainview 11803 (1425 Old Country Rd.,)  
Plattsburgh 12901 (80 Sharron Ave. 518-561-6247)  
Port Jervis 12771 (150 Pike St., 845-856-5396)  
Poughkeepsie 12603 (Rt. 55, 488 Freedom Plains Rd., Suite 120, 845-452-5151)  
Rochester 14620 (465 Westfall Rd., 585-463-2600)  
Rome 13441 (125 Brookley Road, Building 510, 315-334-7100)  
Schenectady 12308 (1322 Gerling Street, Sheridan Plaza, 518-346-3334)  
Springville 14141 (27 Franklin Street, Suite 1 716 592-7400)  
Staten Island 10314 (1150 South Ave, 3rd Floor – Suite 301, 718-761-2973)  
Sunnyside 11104 (4103 Queens Blvd., 718-741-4800)  
Troy 12180 (295 River St., 518-274-7707)  
Warsaw 14569 (Wyoming County Community Hospital, 400 North Main St., 585-786-8940x4960)  
Wellsville 14895 (3458 Riverside Dr., Route 19, 1-877-845-3247)  
White Plains 10601 (23 South Broadway, 914-421-1951)  
Yonkers 10705 (124 New Main St., 914-375-8055)

**Regional Offices:**

Buffalo 14202 (Niagara Center, 130 S. Elmwood Ave., 1-800-827-1000)  
(Serves counties not served by New York City VA Regional Office.)  
New York City 10014 (245 W. Houston St., statewide 1-800-827-1000)  
(Serves counties of Albany, Bronx, Clinton, Columbia, Delaware, Dutchess, Essex, Franklin, Fulton, Greene, Hamilton, Kings, Montgomery, Nassau, New York, Orange, Otsego, Putnam, Queens, Rensselaer, Richmond, Rockland, Saratoga, Schenectady, Schoharie, Suffolk, Sullivan, Ulster, Warren, Washington,

## **157 VA Facilities**

Westchester.)

### **Benefits Offices:**

Albany 12208 (113 Holland Ave., 1-800-827-1000)

Rochester 14620 (465 Westfall Rd., 1-800-827-1000)

Syracuse 13202 (344 W. Genesee St., 1-800-827-1000)

### **Vet Centers:**

Albany 12205 (17 Computer Drive West., 518-626-5130)

Babylon 11702 (116 West Main St., 631-661-3930)

Binghamton 13901 (53 Chenango St., 607-722-2393)

Bronx 10468 (2471 Morris Avenue, Suite 1A 718-367-3500)

Brooklyn 11201 (25 Chapel St., Suite 604, 718-624-2765)

Buffalo 14228 (2372 Sweet Home Road, 716-862-7350)

Middletown 10940 (726 East Main street Suite 203 845-342-9917)

New York 10004 (32 Broadway, Suite 200, 212-742-9591)

New York 10035 (2279 3rd Avenue, 212-426-2200)

Rochester 14620 (1867 Mt. Hope Ave., 585-232-5040)

Staten Island 10301 (150 Richmond Terrace, 718-816-4499)

Syracuse 13210 (716 E. Washington St., 315-478-7127)

White Plains 10601 (300 Hamilton Ave., 1st Fl., Suite C 914-682-6250)

Watertown 02601 (210 Court St., 315-782-0217)

Woodhaven 11421 (75-10B 91st Ave., 718-296-2871)

Plainview 11803 (1425 Old Country Rd. 516-572-8455)

### **National Cemeteries:**

Bath 14810 (76 Veterans Ave., San Juan Ave., 607-664-4853/4806)

Calverton 11933-1031 (210 Princeton Blvd., 631-727-5410/5770)

Cypress Hills 11208 (625 Jamaica Ave., Brooklyn, 631-454-4949)

Long Island 11735-1211 (2040 Wellwood Ave., Farmingdale, 631-454-4949)

Saratoga 12871-1721 (200 Duell Rd., Schuylerville, 518-581-9128)

Woodlawn 14901 (1825 Davis St., Elmira, 607-732-5411)

## **NORTH CAROLINA**

### **VA Medical centers:**

Asheville 28805 (1100 Tunnel Road, 828-298-7911 or 800-932-6408)

Durham 27705 (508 Fulton St., 919-286-0411)

Fayetteville 28301 (2300 Ramsey St., 910-488-2120 or 800-771-6106)

Salisbury 28144 (1601 Brenner Avenue, 704-638-9000 or 800-469-8262)

### **Clinics:**

Charlotte 28213 (8601 University East Drive, 704-597-3500)

Durham 27705 (1824 Hillandale Road, 919-383-6107)

Fayetteville 28304 (1991 Fordham Drive, 910-822-7998)

Franklin 28734 (647 Wayah St., 828-369-1781)

Greenville 27858 (800 Moye Blvd., 252-830-2149)  
Hamlet 28345 (100 Jefferson St., 910-582-3536)  
Hickory 28602 (2440 Century Place, SE, 828-431-5600)  
Midway Park 28544 241 Freedom Way, Suite 1 910-353-6406  
Morehead City 28557 (5420 Highway 70, 252-240-2349)  
Pembroke 28372 (139 Three Hunts Drive, 910-521-8452)  
Raleigh 27610 (3305 Sungate Blvd., 919-212-0129)  
Raleigh 27603 (3040 Hammond Business Place, Suite 105, 919-899-6259)  
Rutherford 28139 (374 Charlotte Road 828-288-2780)  
Wilmington 28401 (736 Medical Center Drive, Suite 102, 910-763-5979)  
Winston-Salem 27103 (190 Kimel Park Dr., 336-768-3296)  
Winston-Salem Annex 27127 (2101 Peters Creek Parkway, 336-761-5300)

**Regional Office:**

Winston-Salem 27155 (Federal Bldg., 251 N. Main St., statewide 1-800-827-1000,  
Benefits Delivery at Discharge Office Winston-Salem 27101 (Attn: BDD, 100 N. Main St., Ste 1700)  
Quick Start Office Winston-Salem 27101 (Attn: Quick Start, Federal Bldg, 100 N. Main Street. Suite 1900  
Nationwide Loan Guaranty Certificate of Eligibility Center 1-888-244-6711

**Vet Centers:**

Charlotte 282602 (2114 Ben Craig Drive, Suite 300, 704-549-8025)  
Fayetteville 28311 (4140 Ramsey St., Suite 110, 910-488-6252)  
Greensboro 27406 (2009 S. Elm-Eugene St., 336-333-5366)  
Greenville 27834 (1021 WH Smith Blvd., Suite 100, 252-355-7920)  
Jacksonville 28540 (110A Branchwood Drive, Dr., 919-672-0814)  
Raleigh 27604 (1649 Old Louisburg Rd., 919-856-4616)

**National Cemeteries:**

New Bern 28560 (1711 National Ave., 252-637-2912)  
Raleigh 27610-3335 (501 Rock Quarry Rd., 252-637-2912)  
Salisbury 28144 (501 Statesville Blvd., 704-636-2661/4621)  
Wilmington 28403 (2011 Market St., 252-637-2912)

**NORTH DAKOTA**

**VA Medical Center:**

Fargo 58102 (2101 Elm Street, 701-232-3241 or 800-410-9723)

**Clinics:**

Bismarck 58503 (2700 State Street, 701-221-9152)  
Dickinson 58601 (33 9th Street, 701-483-6017)  
Grafton 58237 (Developmental Center Health Service Building, West Sixth Street, 701-352-4059)  
Jamestown 58401 (419 Fifth Street NE, 701-952-4787)

## **159 VA Facilities**

Minot 58705 (10 Missile Avenue, 701-727-9800)  
Williston 58801 (3 Fourth Street East, Suite 104, 701-577-9838)

### **Regional Office:**

Fargo 58102 (2101 Elm St., statewide 1-800-827-1000)

### **Vet Centers:**

Bismarck 58501 (1684 Capital Way, 701-224-9751)  
Fargo 58103 (3310 Fiechtner Dr., Suite 100, 701-237-0942)  
Minot 58701 (1400 20th Avenue SW, Suite 22041 3rd St. N.W., 701-852-0177)

## **OHIO**

### **VA Medical centers:**

Brecksville 44141 (10000 Brecksville Rd., 440-526-3030)  
Chillicothe 45601 (17273 State Route 104, 740-773-1141 or 800-358-8262)  
Cincinnati 45220 (3200 Vine Street, 513-861-3100 or 888-267-78730)  
Cleveland 44106 (10701 East Blvd., 216-791-3800)  
Columbus 43209 (420 N. James Road, 614-257-5200 or 888-615-9448)  
Dayton 45428 (4100 W. 3rd Street, 937-268-6511 or 800-368-8262)

### **Clinics:**

Akron 44319 (55 W. Waterloo 330-724-7715)  
Ashtabula 44004 (1230 Lake Avenue, 866-463-0912)  
Athens 45701 (510 West Union Street 740-593-7314)  
Cambridge 43727 (2146 Southgate Pkwy., 740-432-1963)  
Canton 44702 (733 Market Avenue South, 330-489-4600)  
Cincinnati 45245 (4355 Ferguson Drive, Suite 270, 513-943-3680)  
Cleveland 44113 (4242 Loraine Ave., 216-939-0699)  
Clermont County 45244 (4600 Beechwood Road)  
East Liverpool 43920 (15655 St Rt. 170, 330-386-4303)  
Gallipolis 45631 (323A Upper River Road, 740-446-3934)  
Georgetown 45121 (4903 State Route 125, 937-378-3414)  
Grove City 43123 (1955 Ohio Drive, 614-257-5800)  
Hamilton 45011 (1750 South Erie Highway, (513) 870-9444)  
Lancaster 43130 (Colonnade Medical Bldg., 1550, Sheridan Drive, Suite 100, 740-653-6145)  
Lima 45804 (1303 Bellefontaine Ave., 419-222-5788)  
Lorain 44052 (205 West 20th Street, 440-244-3833)  
Mansfield 44906 (1456 Park Avenue West, 419-529-4602)  
Marietta 45750 (418 Colegate Drive, 740-568-0412)  
Marion 43302 (1203 Delaware Avenue, Corporate Center #2, 740-223-8089)  
Middletown 45042 (4337 N. Union Road, 513-423-8387)  
New Philadelphia 44663 (1260 Monroe Ave., Suite 1A, New 330) 602-5339)  
Newark 43055 (1912 Tamarck Rd., 740-788-8329)



Painesville 44077 (7 West Jackson Street, 440-357-6740)  
Portsmouth 45622 ( 840 Gallia St., 740-353-3236)  
Ravenna 44266 (6751 N. Chestnut St., 330-296-3641)  
Sandusky 44870 (3416 Columbus Avenue, 419-625-7350)  
Springfield 45505 (512 South Burnett Road, 937-328-3385)  
St. Clairsville 43950 (103 Plaza Dr., Suite A, 740-695-9321 or 740-695-3721)  
Toledo 43614 (3333 Glendale Avenue, 419-259-2000)  
Warren 44485 (1400 Tod Ave. (NW), 330-392-0311)  
Wilmington 45177 (448 West Main Street, 937-382-3949)  
Youngstown 44505 (2031 Belmont Avenue, 330-740-9200)  
Zanesville 43701 (2800 Maple Avenue, 740-453-7725)

**Regional Office:**

Cleveland 44199 (Anthony J. Celebrezze Fed. Bldg., 1240 E. 9th St., 1-800-827-1000)

**Benefits Offices:**

Cincinnati 45202 (36 E. Seventh St., Suite 210, 1-800-827-1000)  
Columbus 43219 (420 N. James Road, 1-800-827-1000)

**Vet Centers:**

Cincinnati 45203 (801-B W. 8th Street., Suite 126, 513-763-3500)  
Cleveland 44137-1915 (5310-1/2 Warrensville Center Road, 216-707-7901)  
Columbus 43215 (30 Spruce St., 614-257-5550)  
Columbus 43215 (30 Spruce St., 614-257-5550)  
Dayton ,45417 (627 E. Medical Plaza, 6th Floor, Edwin C. Moses Blvd., 937-461-9150)  
Maple Heights 44137 (5310 1/2 Warrensville Center Road, 216-707-7901) (Previously Cleveland Heights)  
Parma 44129 (5700 Pearl Rd., Suite 102, 440-845-5023)  
Toledo 43614 (1565 S. Byrne Rd., Suite 104, 419-213-7533)

**National Cemeteries:**

Dayton 45428-1088 (4100 W. Third St., 937-262-2115)  
Ohio Western Reserve 44270 (10175 Rawiga Rd. PO Box 8 Rittman, 330-335-3069)

**OKLAHOMA**

**VA Medical centers:**

Muskogee 74401 (1011 Honor Heights Drive, 918-577-3000 or 888-397-8387)  
Oklahoma City 73104 ( 921 NE 13th Street, 405-456-1000)

**Clinics:**

## **161 VA Facilities**

Altus 73521 (201 S. Park Lane. 580-482-9020)  
Ardmore: 73401 (2002 12th Ave. NW, Suite E, 580-226-4580)  
Enid 73701 (915 E. Garriott, Suite G., 580-242-5100)  
Fort Sill 73503 (4303 Pittman and Thomas Bldg. 580-585-5600)  
Jay (1569 North Main Street 918-253-1900 or 888-424-8387)  
Konawa 74849 (527 W 3rd St. P.O. Box 358, 580-925-3286)  
Hartshorne 74547 (1429 Pennsylvania Ave., 888-878-1598)  
Stillwater 74074 (1815 West 6th Street, 405-743-7300)  
Tulsa 74145 (9322 East 41st St., 918-628-2500)  
Ponca City/Blackwell 74631 (1009 W. Ferguson Ave, 580-363-0052)  
Vinita 74301 (269 S. 7th St. 918-713-5400)  
Wichita Falls 76301 (1800 7th Street, 940-723-2373)  
Oklahoma City Satellite Clinic "North May Clinic" 73120 (2915 Pine Ridge Road, 405-752-6500)

### **Regional Office:**

Muskogee 74401 (Federal Bldg., 125 S. Main St., Compensation & Pension: 1-800-827-1000, Education National Call Center: 1-888-442-4551, National Direct Deposit: 1-877-838-2778)

### **Benefits Office:**

Oklahoma City 73102 (Federal Campus, 301 NW 6th St., Suite 113, 1-800-827-1000)  
Tulsa 74145 (Ernest Childers Outpatient Clinic, 9322 East 41 St, Room 220, 1-800-827-1000)

### **Vet Centers:**

Lawton 73501 (1016 SW, C Avenue Suite B, 580-585-5885)  
Oklahoma City 73118 (1024 N.W. 47th, 405-270-5184)  
Tulsa 74134- (14002 E. 21st Street, Suite 200, 918-628-2760)

### **National Cemeteries:**

Fort Gibson 74434 (1423 Cemetery Rd., 918-478-2334)  
Fort Sill 73538 (2648 NE Jake Dunn Rd., 580-492-3200)

## **OREGON**

### **VA Medical centers:**

Portland 97239 (3710 SW U.S. Veterans Hospital Rd., 503-220-8262 or outside Portland area 800-949-1004)  
Roseburg 97470 (913 NW Garden Valley Blvd., 541-440-1000 or 800-549-8387)  
Southern Oregon Rehabilitation Center and Clinics (97503, 8495 Crater Hwy, 541-826-2111)

### **Clinics:**

Bandon 97411 (1010 1st Street, SE, Suite 100, 541-347-4736)

Bend 97701 (2115 NE Wyatt Ct., Suite 201, 503-220-8262 or outside Portland area 800-949-1004)  
Brookings 97415 (555 Fifth Street, 541-412-1152)  
Burns-Hines Outreach Clinic 97720 (271 N. Egan Burns, OR 541-573-8869)  
Eugene 97404 (100 River Ave., 541-607-0897)  
Grants Pass 97525 (520 SW Ramsey Ave., Suite 102, 541-955-5551)  
Hillsboro 97006 (1925 Amber Glen Parkway Ste #300, 503-906-5000 or outside Portland area 800-949-1004 )  
Klamath Falls 97601 (2819 Dahlia St., 541-273-6206)  
La Grande 97850 (202 12th St., 541-963-0627)  
Lakeview 97630 (1130 North 4th St., 541-273-6206)  
Portland 97220 (10535 NE Glisan St., Gateway Medical Bldg., 2nd Fl., 503-220-8262, or outside Portland area 800-949-1004  
Salem 97301 (1660 Oak Street SE, 503-220-8262 or outside Portland area 800-949-1004)  
Salem 97301 (1660 Oak Street SE Ste #100, 503-220-8262, or outside Portland area 800-949-1004)  
Warrenton 97146 (91400 Rilea Neacoxie St., Building 7315, 503-220-8262, or outside Portland area 800-949-1004 )  
White City 97503 Rehab & Clinics (8495 Crater Lake Hwy., 541-826-2111)

**Regional Office:**

Portland 97204 (100 SW Main St. FL2., 1-800-827-1000)

**Vet Centers:**

Eugene 97403 (1255 Pearl St., 541-465-6918)  
Grants Pass 97526 (211 S.E. 10th St., 541-479-6912)  
Portland 97220 (8383 N.E. Sandy Blvd., Suite 110, 503-273-5370)  
Salem 97301 (12645 Portland road, NE., Suite 250)

**National Cemeteries:**

Eagle Point 97524 (2763 Riley Rd., 541-826-2511)  
Roseburg 97470 (1770 Harvard Blvd, 541-826-2511)  
Willamette 97266-6937 (11800 S.E. Mt. Scott Blvd., Portland, 503-273-5250)

**PENNSYLVANIA**

**VA Medical centers:**

Altoona 16602 (2907 Pleasant Valley Boulevard, 814-943-8164)  
Butler 16001 (325 New Castle Road, 724-287-4781 or 800-362-8262)  
Coatesville 19320 (1400 Black Horse Hill Road, 610-384-7711)  
Erie 16504 (135 East 38 Street, 814-868-8661 or 800-274-8387)  
Lebanon 17042 (1700 South Lincoln Avenue, 717-272-6621 or 800-409-8771)  
Philadelphia 19104 (3900 Woodland Avenue, 800-949-1001 or 215-823-5800)

## **163 VA Facilities**

Pittsburgh 15260 (H.J. Heinz Progressive Health Center, 1010 Delafield Road, 866-482-7488 or 412-822-2222)

Pittsburgh 15206 (Highland Drive Division: 7180 Highland Drive, 412-365-4900 or 1-866-4VAPITT)

Pittsburgh 15240 (University Drive Division: University Drive, 412-688-6000 or 1-866-482-7488)

Wilkes-Barre 18711 (1111 East End Blvd., 570-824-3521)

### **Clinics:**

Allentown 18103 (3110 Hamilton Boulevard, 610-776-4304 or 866-249-6472)

Bangor 18013 (701 Slate Belt Boulevard, 610-599-0127)

Bradford 16701 (23 Kennedy Street, Suite 101, 814-368-3019)

Berwick 18603 (301 W. Third Street, 570-759-0351)

Camp Hill 17011 (25 N. 32nd Street, 717-730-9782)

Camp Hill 17011 (25 N. 32nd Street, 717-730-9782)

Cranberry Township 16066 (Freedom Square, 1183 Freedom Road, Suite A101, 724-741-3131) DuBois 15801 (190 West Park Avenue, Suite 8, 814-375-6817)

Ellwood City 16117 (Ellwood City Hospital, Medical Arts Building, Suite 201, 304 Evans Drive 724-285-2203)

Foxburg 16036 (ACV Medical Center, 855 Route 58, Suite 1, 724-659-5601)

Ford City 16226 (Klingensmith Building, 313 Ford City, Suite 2B, 724-763-4090) Frackville 17931 (10 East Spruce St., 570-874-4289)

Franklin 16323 (Venango County Clinic, Pennwood Center, 464 Allegheny Boulevard, 866-962-3260)

Greensburg 15601 (5274 Route 30 East, Suite 10, 724-216-0317)

Hermitage 16148 (295 N. Kerrwood Dr., Suite 110, 724-346-1569)

Horsham 19044 (433 Caredean Dr., 215-823-6050)

Johnstown 15904 (1425 Scalp Ave., Suite 29, 814-266-8696)

Kittanning 16201 (Armstrong Memorial Hospital 1 Nolte Dr., 724-543-8711)

Lancaster 17605 (1861 Charter Lane, Green Field Corporate Center, Suite 121, 717-290-6900)

Meadville 16335 (18955 Park Ave. Plaza, 866-962-3210)

Monaca 15061 (90 Wagner Rd., 724-709-6005)

New Castle 16101 ( Ridgewood Professional Centre, 1750 New Butler Road, 724-598-6080)

Northampton Clinic & Rehab Ctr (701 Slate Belt Boulevard Bangor 610-597-0127)

Parker 16049 (ACV Medical Center, 855 Route 58, Suite 1, 724-659-5601)

Pottsville 17901 (Good Samaritan Medical Mall, 700 Schuylkill Manor Road, Suite 6, 570-621-4115)

Reading 19601 (St. Joseph's Community Center, 145 N. 6th St., 610-208-4717)

Sayre 18840 (1537 Elmira St., 570-888-6803)

Schuylkill 17972 (6 South Greenview Rd., 570-621-4115)  
Spring City 19475 (11 Independence Drive 610-948-0981)  
Springfield 19064 (Crozer Keystone Healthplex, 194 W. Sproul, Road,  
Suite 105, 610-543-3246)  
State College 16801 (3048 Enterprise Drive, 814-867-5415)  
Tobyhanna 18466 (Tobyhanna Army Depot Building 220, 570-615-8341)  
Uniontown 15401 (404 W. Main St., 724-439-4990)  
Warren 16365 (3 Farm Colony Dr., 866-682-3250)  
Washington 15301 (Washington Crown Center Mall, Room 450, 1500 West  
Chestnut St, 724-250-7790)  
Wilkes-Barre 18711 (1111 East End Boulevard, 570-824-3521)  
Williamsport 17701 (1705 Warren Avenue, Werner Building – 3rd Floor,  
Suite 304, 570-322-4791)  
York 17402 (2251 Eastern Boulevard, 717-840-2730 or 717-854-2322)

**Benefits Office:**

Wilkes-Barre 18702 (1123 East End Blvd., Bldg. 35, Suite 11, 1-800-827-1000)

**Regional Office:**

Philadelphia 19101 (P.O. Box 8079, 5000 Wissahickon Avenue, statewide 1-800-827-1000) - Serves counties in Pennsylvania: Adams, Berks, Bradford,

Bucks, Cameron, Carbon, Centre, Chester, Clinton, Columbia, Dauphin, Delaware, Franklin, Juniata, Lackawanna, Lancaster, Lebanon, Lehigh, Luzerne, Lycoming, Mifflin, Monroe, Montgomery, Montour, Northampton, Northumberland, Perry, Philadelphia, Pike, Potter, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, Wyoming, York. Serves counties in New Jersey: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem).

Pittsburgh 15222 (William S. Moorehead Federal Building, 1000 Liberty Ave. stateside 1-800-827-1000) - Serves counties in Pennsylvania: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Fulton, Greene, Huntington, Indiana, Jefferson, Lawrence, McKean, Mercer, Somerset, Venango, Warren, Washington, and Westmoreland. Serves counties in West Virginia: Brooke, Hancock, Marshall, and Ohio)

**Vet Centers:**

Bristol 19007 (2 Canal's End Plaza, Suite 201B, 215-823-4590)  
Erie 16501 (1000 State St., Suite 1&2, 814-453-7955)  
Dubois 15801 (100 Meadow Lane, Suite 8, 814-372-2095)  
Harrisburg 17102 (1500 N. 2nd St., Suite 2, 717-782-3954)  
McKeesport 15131 (2001 Lincoln Way, 412-678-7704)  
Norristown 19401 (314 E. Johnson Highway, Suite 201, 215-823-5245)  
Philadelphia 19107 (801 Arch St., Suite 102, 215-627-0238)  
Philadelphia 19120 (101 E. Olney Ave., 215-924-4670)

## **165 VA Facilities**

Pittsburgh 15205 (2500 Baldwick Rd., Suite 15, 412-920-1765)  
Scranton 18505 (1002 Pittston Ave., 570-344-2676)  
Williamsport 17701 (49 E. Fourth Street, Suite 104, 570-327-5281)

### **National Cemeteries:**

Indiantown Gap 17003-9618 (R.R. 2, P.O. Box 484, Indiantown Gap Rd.,  
Annville, 717-865-5254/5)  
Nat. Cem. of the Alleghenies 15017 (1158 Morgan Rd., Bridgeville, 724-  
746-4363)  
Philadelphia 19138 (Haines St. & Limekiln Pike, 215-504-5610)  
Washington Crossing 18940 (830 Highland Rd., Newtown, 215-504-5610)

## **PHILIPPINES**

### **Clinics:**

1302 Pasay City (1501 Roxas Boulevard, 011-632-318-8387, International  
Mailing Address: DPO  
AP 96515)

### **Regional Office:**

1302 Pasay City (1501 Roxas Boulevard, 011-632-550-3888, International  
Mailing Address: DPO  
AP 96515)

## **PUERTO RICO**

### **Medical Center:**

San Juan 00921-3201 (10 Casia Street, 787-641-7582 or 800-449-8729)

### **Clinics:**

Arecibo 00612 (Victor Rojas II / Zona Industrial Carr. 129, 787-816-1818)  
Guayama 00784 (FISA Bldg 1st Floor, Paseo Del Pueblo, km 0.3, lote no  
6, 787-866-8766)  
Mayagüez 00680-1507 (Avenida Hostos #345, 787-265-8805)  
Ponce 00716-2001 (Paseo Del Veterano #1010, 787-12-3030)

### **Regional Office:**

San Juan 00968-8024 (50 Carretera 165 Adjacent to El Nuevo Dia  
Building), Guaynabo. Serving all Puerto Rico and the Virgin Islands,  
1-800-827-1000)

### **Benefits Offices:**

Mayaguez 00680-1507 (Ave. Hostos 345, Carretera 2, Frente al Centro  
Medico, 1-800-827-1000)  
Ponce 00731 (Paseo del Veterano #1010, 1-800-827-1000)  
Arecibo 00612 (Victor Rojas II/ Zona Industrial Carr. 129, 1-800-827-1000)

### **Benefits Offices:**

Mayaguez 00680-1507 (Ave. Hostos 345, Carretera 2, Frente al Centro

Medico, 1-800-827-1000)

Ponce 00731 (10 Paseo del Veterano, 1-800-827-1000)

Arecibo 00612 (Gonzalo Marin 50, 1-800-827-1000)

**Vet Centers:**

Arecibo 00612-4702 (52 Gonzalo Marin St., 787-879-4510/4581)

Ponce 00731 (35 Mayo St., 787-841-3260)

San Juan 00921 (Condominio Med. Ctr. Plaza, Suite LC8A11, La Riviera,  
787-749-4409)

National Cemetery:

Puerto Rico 00961 (Ave. Cementerio Nacional 50, Barrio Hato Tejas,  
Bayamon, 787-798-8400)

**RHODE ISLAND**

**VA Medical Center:**

Providence 02908 (830 Chalkstone Avenue, 401-273-7100 or 866-590-  
2976)

**Clinic:**

Middletown 02842 (One Corporate Place, 401-847-6239)

**Regional Office:**

Providence 02903 (380 Westminster St.; statewide, 1-800-827-1000)

**Vet Center:**

Warwick 02889 (2038 Warwick Ave., 401-739-0167)

**SOUTH CAROLINA**

**Regional Office:**

Columbia 29209 (6437 Garners Ferry Rd., statewide 1-800-827-1000)

**VA Medical centers:**

Charleston 29401 (109 Bee Street, 843-577-5011 or 888-878-6884)

Columbia 29209 (6439 Garners Ferry Road, 803-776-4000)

**Clinics:**

Aiken 29803 (951 Millbrook Ave., 803-643-9016)

Anderson 29621 (1702 E. Greenville Street, 864-224-5450)

Beaufort 29902 (Pickney Road, 843-770-0444)

Florence 29505 (1822 Sally Hill Farms Blvd. 843-292-8383)

Greenville 29605 (3510 Augusta Rd., 864-299-1600)

Goose Creek 29445 (2418 NNPTC Circle, 843-577-5011 or 888-878-6884)

Myrtle Beach 29577 (3381 Phillis Blvd., 843-477-0177)

North Charleston 29406 (9237 University Blvd, 843-789-6400)

Orangeburg 29118 (1767 Villagepark Drive, 803-533-1335)

Rock Hill 29730 (205 Piedmont Blvd, 803-366-4848)

## **167 VA Facilities**

Spartanburg 29303 (279 North Grove Medical Park Drive, 864-582-7025)

Sumter 29150 (407 North Salem Avenue, 803-938-9901)

Nursing Home:

Walterboro 29488 (2461 Sidneys Road, Veterans Victory House, 843-538-3000)

Nursing Home:

Walterboro 29488 (2461 Sidneys Road, Veterans Victory House, 843-538-3000)

### **Regional Office:**

Columbia 29209 (6437 Garners Ferry Rd 1-800-827-1000)

### **Vet Centers:**

Charleston 29406 (5603-A Rivers Avenue, 843-789-7000)

Columbia 29201 (11710-A Richland Street, 803-765-9944)

Greenville 29601 (14 Lavinia Ave., 864-271-2711)

North Charleston 29406 (5603-A Rivers Ave., 843-747-8387)

### **National Cemeteries:**

Beaufort 29902-3947 (1601 Boundary St., 843-524-3925)

Florence 29501 (803 E. National Cemetery Rd., 843-669-8783)

Fort Jackson 29229 (4170 Percival Rd., Columbia, 803-699-2246)

## **SOUTH DAKOTA**

### **VA Medical centers:**

Fort Meade 57741 (113 Comanche Road, 605-347-2511 or 800-743-1070)

Hot Springs 57747 (500 North 5th Street, 605-745-2000 or 800-764-5370)

Sioux Falls 57105 (2501 W. 22nd Street, 605-336-3230 or 800-316-8387)

### **Clinics:**

Aberdeen 57201 (917 29th St. SE, 605-622-2640)

Eagle Butte 57625 (15 Main Street, 605-9672644)

McLaughlin, SD 57642 (302A Sale Barn Rd., 605-823-4574)

Mission 57555 (153 Main Street, 605-856-2295)

Pierre 57501 (1601 North Harrison, Suite 6, 605-945-1710)

Pine Ridge (605-718-1905)

Rapid City 57701 (3525 5th Street, 605-718-1095)

Wagner 57380 (400 W. Hwy. 46-50, 605-384-2340)

Watertown 57201 (917 29th St. SE, 605-884-2420)

Winner 57580 (1436 E. 10th St., 605-842-2443)

### **Regional Office:**

Sioux Falls 57105 (2501 W. 22nd St., statewide 1-800-827-1000)

### **Vet Centers:**

Martin 57551 (105 East Hwy 18, 605-685-1300)

Rapid City 57701 (621 6th St., Suite 101, 605-348-0077)



Sioux Falls 57104 (601 S. Cliff Ave., Suite C, 605-330-4552)

**National Cemeteries:**

Black Hills 57785 (20901 Pleasant Valley Dr., Sturgis, 605-347-3830)

Fort Meade 57785 (P.O. Box 640, Old Stone Rd., Sturgis, 605-347-3830)

Hot Springs 57747 (500 N 5th St., 605-347-3830)

**TENNESSEE**

**VA Medical centers:**

Memphis 38104 (1030 Jefferson Avenue, 901-523-8990 or 800-636-8262)

Mountain Home 37684 (Corner of Lamont and Sydney Streets, P.O. Box 4000, 423-926-1171 or 877-573-3529)

Murfreesboro 37129 (3400 Lebanon Pike, 615-867-6000 or 800-876-7093)

Nashville 37212 (1310 24th Avenue South, 615-327-4751 or 800-228-4973)

**Clinics:**

Bolivar 38008 (107 Tennessee Street, 731-658-6395)

Bristol 24202 (2426 Lee Highway, Preston Square, 276-645-4520)

Chattanooga 37411 (150 Debra Rd., Suite 5200, Bldg. 6200, 423-893-6500)

Clarksville 37043 (1832 Memorial St, 931-645-3552)

Cookeville 38501 (851 S. Willow Avenue, Suite 108, 931-284-4060)

Covington 38127 (N. Memphis, 3461 Austin Peay Highway, 901-261-4500)

Dover 37058 (1021 Spring Street, 931-232-5329)

Dyersburg 38024 (433 East Parkview Street, 731-287-7289)

Jackson 38305 (180 Old Hickory Blvd, 731-661-2750)

McMinnville (1014 S. Chancery Street, 931-474-7700)

Meharry (1818 Albion Street, Nashville, TN 615-873-6700)

Memphis 38116 (1056 East Raines Rd., 901-271-4900)

Morristown 37813 (925 E. Morris Blvd., 423-586-9100)

Nashville (Women's Clinic, 1919 Charlotte Ave 615-873-8000)

Norton 24273 (654 Highway 58 East, Virginia/KY Regional Center, 276-679-8010)

Vine Hill 37204 (601 Benton Ave, Nashville, 615-292-9770)

Knoxville 37923 (8033 Ray Mears Blvd. 865-545-4592)

Rogersville 37857 (401 Scenic Drive, 423-235-1471)

Savannah 38372 (765-A Florence Rd, 731-925-2300)

Tulahoma 37389 (225 First Street, 931-454-6134)

**Regional Office:**

Nashville 37203 (110 9th Ave., South, statewide 1-800-827-1000)

**Vet Centers:**

Chattanooga 37411 (951 Eastgate Loop Rd., Bldg. 5700, Suite 300, 423-855-6570)

## **169 VA Facilities**

Johnson City 37604 (2203 McKinley Road, Suite 254, 423-928-8387)  
Knoxville 37914 (2817 E. Magnolia Ave., 865-545-4680)  
Memphis 38104 (1407 Union Ave., Suite 410, 901-544-0173)  
Nashville 37217 (1420 Donelson Pike, Suite A-5, 615-366-1220)

### **National Cemeteries:**

Chattanooga 37404 (1200 Bailey Ave., 423-855-6590)  
Knoxville 37917 (939 Tyson St., N.W., 423-855-6590)  
Memphis 38122 (3568 Townes Ave., 901-386-8311)  
Mountain Home 37684 (P.O. Box 8, VAMC, Bldg. 117, 423-979-3535)  
Nashville 37115-4619 (1420 Gallatin Rd. S., Madison, 615-860-0086)

## **TEXAS**

### **VA Medical centers:**

Amarillo 79106 (6010 Amarillo Boulevard West 806-355-9703 or 800-687-8262)  
Big Spring 79720 (300 Veterans Blvd., 432-263-7361 or 800-472-1365)  
Bonham 75418 (1201 E. 9th Street, 903-583-2111 or 800-924-8387)  
Dallas 75216 (4500 South Lancaster Road, 214-742-8387 or 800-849-3597)  
El Paso 79930 (5001 North Piedras Street, 915-564-6100 or 800-672-3782)  
Harlingen 78550 (Health Care Center at Harlingen, 2601 Veterans Drive, 956-291-9000)  
Houston 77030 (2002 Holcombe Blvd., 713-791-1414 or 800-553-2278)  
Kerrville 78028 (3600 Memorial Blvd, 830-896-2020)  
San Antonio 78229 (7400 Merton Minter Blvd., 210-617-5300 or 877-469-5300)  
Temple 76504 (1901 Veterans Memorial Drive, 254-778-4811 or 800-423-2111)  
Waco 76711 (4800 Memorial Drive, 254-752-6581 or 800-423-2111)

### **Clinics:**

Abilene 79602 (4225 Woods Place, 432-263-7361 or 800-472-1365)  
Austin 78741 (2901 Montopolis Drive, 512-389-1010)  
Beaumont 77707 (3420 Veterans Circle, 409-981-8550 or 1-800-833-7734)  
Beeville 78102 (302 S. Hillside Dr., 361-358-9912 or 210-617-5300)  
Bridgeport 76426 (806 Woodrow Wilson Ray Cir., 940-683-2538)  
Brownwood 76801 (2600 Memorial Park Drive, 325-641-0568)  
Bryan/College Station 77845 (1652 Rock Prairie Road, Suite 100, 979-680-0361)  
Cedar Park 78613 (701 E. Whitestone Boulevard. 512-260-1368)  
Conroe 77304 (800 Riverwood Ct., Ste. 100, 936-522-4000 or 800-553-2278, ext. 1949)  
Corpus Christi 78405 (5283 Old Brownsville Road, 361-806-5600)  
Denton 76205 (2223 Colorado Blvd., 940-891-6350)

El Paso 79936 (2400 Trawood Dr., Suite 200, 915-564-7880)  
Fort Worth 76119 (2201 SE LOOP 820, 817-335-2202 or 800-443-9672)  
Fort Stockton 79735 (387 West IH 10, 432-263-7361 or 800-472-1365)  
Galveston 77550 (3828 Ave N, 409-761-3200 or 800-553-2278, ext. 12600)  
Granbury 76049 (601 Fall Creek Hwy., 817-326-3902)  
Greenville 75407 (4006 Wellington Rd., Ste. 100, 903-450-4788)  
Harlingen 78550 (2106 Treasure Hills Blvd, 956-366-4500)  
La Grange 78945 (890 E. Travis Street 979-968-5878)  
Lake Jackson 77566 (208 Oak Drive South Lake Jackson 979-230-4852)  
Laredo 78041 (6551 Star Court, 956-523-7850, refills: 1-800-209-7377)  
Longview 75601 ( 1005 North Eastman Road, 903-247-8262 or 800-957-8262)  
Lubbock 79412 (6104 Avenue Q South Drive, 806-472-3400)  
Lufkin 75904 (12206 North John Redditt Drive, 936-671-4300 or 1-800-209-3120)  
McAllen 78503 (2101 S. Colonel Rowe Blvd, 956-618-7100 or 866-622-5536)  
New Braunfels 78130 (189 E. Austin, Suite 106, 830-629-3614)  
Odessa 79762 (4241 N. Tanglewood, Suite 201, 432-263-7361 or 800-472-1365)  
Palestine 75801 (2000 So. Loop 256, Suite 124, 903-723-9006)Paris 75460 (635 Stone Ave., 903-785-9900)  
Richmond 77469 (22001 Southwest Freeway, Ste. 200, 832-595-7700 or 1-800-553-2278, ext. 12800)  
San Antonio 78240 (Frank M, Tejeda OPC, 5788 Eckhert Road, 210-699-2100)  
San Antonio Dental Clinic 78299 (8410 Data Point, 210-949-8900)  
San Angelo 76905 (2018 Pulliam, 432-263-7361)  
San Antonio 78226 (1831 S. General McMullen, 210-434-4742)  
Sherman 75090 (3811 US 75N., 903-487-0477)  
Stamford 79553 (1601 Columbia Street, 432-263-7361 or 800-472-1365)  
Texas City 77591 (9300 Emmett F. Lowry Expressway, Ste. 206, 1-800-553-2278)  
Tyler 75708 (3414 Golden Rd, 903-590-3050)  
Victoria 77901 (1502 E. Airline Dr.Suite 40, 361-582-7700 or 800-209-7377)  
Wichita Falls 76301 (1800 7th St., 940-723-2373)

**Regional Offices:**

Houston 77030 (6900 Almeda Rd., statewide, 713-383-1999 or 1-800-827-1000. Serves counties of Angelina, Aransas, Atacosa, Austin, Bandera, Bee, Bexar, Blanco, Brazoria, Brewster, Brooks, Caldwell, Calhoun, Cameron, Chambers, Colorado, Comal, Crockett, DeWitt, Dimitt, Duval, Edwards, Fort Bend, Frio, Galveston, Gillespie, Goliad, Gonzales, Grimes, Guadeloupe, Hardin, Harris, Hays, Hidalgo, Houston, Jackson, Jasper, Jefferson, Jim Hogg, Jim Wells, Karnes, Kendall, Kennedy, Kerr,

## **171 VA Facilities**

Kimble, Kinney, Kleberg, LaSalle, Lavaca, Liberty, Live Oak, McCulloch, McMullen, Mason, Matagorda, Maverlck, Medina, Menard, Montgomery, Nacogdoches, Newton, Nueces, Orange, Pecos, Polk, Real, Refugio, Sabine, San Augustine, San Jacinto, San Patricio, Schleicher, Shelby, Starr, Sutton, Terrell, Trinity, Tyler, Uvalde, Val Verde, Victoria, Walker, Waller, Washington, Webb, Wharton, Willacy, Wilson, Zapata, Zavala) Waco 76799 (One Veterans Plaza, 701 Clay Ave; statewide, 1-800-827-1000; serves the rest of the state. In Bowie County, the City of Texarkana is served by Little Rock, AR, VA Regional Office, 1-800-827-1000.)

### **Benefits Offices:**

Abilene 79602 (Taylor County Plaza Bldg., Suite 103, 400 Oak St., 1-800-827-1000)  
Amarillo 79106 (6010 Amarillo Blvd. W., 1-800-827-1000)  
Austin 78741 (2901 Montopolis Dr., Room 108, 1-800-827-1000)  
Camp Mabry in Austin 78763 (Bldg. 10, Room 217, 1-800-827-1000)  
Corpus Christi 78405 (4646 Corona Dr., Suite 150, 1-800-827-1000)  
Dallas 75216 (4500 S. Lancaster Rd., 1-800-827-1000)  
El Paso 79930 (5001 Piedras Dr., 1-800-827-1000)  
Fort Hood 76544 (Bldg. 18010, Room A-308, 1-800-827-1000)  
Ft. Worth 76119 (2201 SE Loop 820., 1-800-827-1000)  
Lubbock 79410 (6104 Ave. Q S Drive, Rm. 132, 1-800-827-1000)  
McAllen 78503 (109 Toronto Ave., 1-800-827-1000)  
San Antonio 78240 (5788 Eckert Rd., 1-800-827-1000)  
Temple 76504 (1901 Veterans Memorial Dr., Room 5G38 [BRB], 1-800-827-1000) (MWF 9:00-3:30)  
Tyler 75701 (1700 SSE Loop 323, Suite 310, 1-800-827-1000)

### **Vet Centers:**

Abilene 79602 (400 Oak St., 325-674-1328)  
Amarillo 79109 (3414 Olsen Blvd., Suite E., 806-354-9779)  
Austin 78741 (2015 S I.H. 35, Suite 101, 512-416-1314)  
Corpus Christi 78411 (4646 Corona, Suite 250, 361-854-9961)  
Dallas 75231 (10501 N. Central Expressway, Suite 213, 214-361-5896)  
El Paso 79925 (1155 Westmoreland, Suite 121, 915-772-0013)  
Fort Worth 76104 (1305 W. Magnolia, Suite B, 817-921-9095)  
Killeen Heights 76548 (302 Millers Crossing, Suite #4, 254-953-7100)  
Harris County 77014 (14300 Cornerstone Village Dr., #110, 713-578-4002)  
Houston 77098 (2990 Richmond Ave., Suite 325, 713-523-0884)  
Houston 77024 (701 N. Post Oak Rd., Suite 102, 713-682-2288)  
Jefferson County 77702, (990 IH 10 N, Suite 147, 409-981-8576)  
Laredo 78041 (6999 McPherson Rd., 102, 956-723-4680)  
Lubbock 79410 (3106 50th St., 806-792-9782)  
McAllen 78504 (801 W Nolana Loop, Suite 140, 956-631-2147)  
Mesquite 75149 (502 West Kearney, Suite 300, 972-288-8030)  
Midland 79705 (2817 W. Loop 250N Suite E, 432-697-8222)

San Antonio 78212 (9504 IH 35 N, Suites 214 & 219, 210-650-0422)  
Tarrant County 76013 (3337 W Pioneer Pkwy, 817-274-0981)

**National Cemeteries:**

Dallas-Fort Worth 75211 (2000 Mountain Creek Parkway, 214-467-3374)  
Fort Bliss 79906 (Box 6342, 5200 Fred Wilson Rd., 915-564-0201)  
Fort Sam Houston 78209 (1520 Harry Wurzbach Rd., San Antonio, 210-820-3891/3894)  
Houston 77038 (10410 Veterans Memorial Dr., 281-447-8686)  
Kerrville 78028 (VAMC, 3600 Memorial Blvd., 210-820-3891/3894)  
San Antonio 78202 (517 Paso Hondo St., 210-820-3891/3894)

**UTAH**

**VA Medical Center:**

Salt Lake City 84148 (500 Foothill Drive, 801-582-1565 or 800-613-4012)

**Clinics:**

Fountain Green 84632 (275 W. 300 S., 435-623-3129)  
Nephi 84648 (48 W. 1500 N., 435-623-3129)  
Ogden 84403 (982 Chambers Street, 801-479-4105)  
Orem 84057 (1443 W. 800 North, Suite 302, 801-235-0953)  
Price 84501 (189 South 600 West, Suite B, 435-613-0342)  
Roosevelt 84066 (245 W. 200 N., 435-725-1050)  
St. George 84770 (1067 East Tabernacle, Suite 7, 435-634-7608 )  
West Valley City 84120 (2750 South 5600 West, 801-582-1565)

**Regional Office:**

Salt Lake City 84158 (P.O. Box 581900, 550 Foothill Dr., statewide 1-800-827-1000)

**Vet Centers:**

Provo 84604 (1807 No. 1120 West, 801-377-1117)  
Salt Lake City 84106 (1354 East 3300 South, 801-584-1294)  
Washington County 84770 (1664 S Dixie Dr, Suite C-105, 435-673-4494)

**VERMONT**

**VA Medical Center:**

White River Junction 05009 (215 North Main Street, 802-295-9363 or 866-687-8387)

**Clinics:**

Bennington 05201 (186 North Street, 802-447-6913)  
Brattleboro 05301 (71 GSP Drive, 802-251-2200)  
Colchester 05446 (162 Hegeman Ave., Unit 100, 802-655-1356)  
Keene 03431 (640 Marlboro Road, Rte 101 603-358-4900)  
Littleton, NH 03561 (685 Meadow St., Suite 4, 603-444-1323)  
Newport 05855 (189 Prouty Drive, 802-334-4131)

## **173 VA Facilities**

Rutland 05701 (215 Stratton Road, 802-770-6713)

### **Regional Office:**

White River Junction 05009 (215 N. Main St., 1-800-827-1000)

### **Vet Centers:**

Gorham, NH 03581 (515 Main St., 603-752-2571)

South Burlington 05403 (359 Dorset St., 802-862-1806)

White River Junction 05001 (222 Holiday Inn Dr., #2 Gilman Office Complex, 802-295-2908 or 1-800-649-6603)

## **VIRGINIA**

### **VA Medical centers:**

Hampton 23667 (100 Emancipation Drive, 757-722-9961)

Richmond 23249 (1201 Broad Rock Boulevard, 804-675-5000 or 800-784-8381)

Salem 24153 (1970 Roanoke Boulevard, 540-982-2463 or 888-982-2463)

### **Clinics:**

Alexandria 22310 (6940 South Kings Highway Suite #208, 703-313-0694)

Bristol 24202 (Preston Square, 2426 Lee Highway, Suite 200, 276-645-4520)

Charlottesville 22911 (650 Peter Jefferson Pkwy., Suite 160, 434-293-3890)

Covington 24426 (VFW Post #1033, 710 E. Dolly Anne Drive, 540-982-2463)

Danville 24540 (705 Piney Forest Rd., 434-710-4210)

Emporia 23847 (1746 East Atlantic Street, 434-348-1055)

Fredericksburg 22401 (1965 Jefferson Davis Hwy., Suite 100, 540-370-4468)

Harrisonburg 22801 (847 Cantrell Avenue, Suite 100, 540-442-1773)

Lynchburg 24501 (1601 Lakeside Drive, 434-316-5000)

Kernstown 22602 (170 Prosperity Drive, 540-869-0600)

Norton 24273 (654 Hwy 58 East, 276-679-8010)

Tazewell 24651 (123 Ben Bolt Ave., 276-988-2526)

Staunton 24401 (102 Natasha Way, 540-886-5777)

Stuarts Draft 24477 (3251 Stuarts Draft Hwy, VFW Post #9339, 540-982-2463)

Virginia Beach 23462 (244 Clearfield Ave., 722-9961 ext 1900)

Wytheville 24382 (100 Peppers Ferry Road, 276-223-5400 757-248-3665)

### **Regional Office:**

Roanoke 24016-1928 (116 North Jefferson Street, , statewide 1-800-827-1000)

### **Benefits Offices:**

Hampton 23605 (5200 West Mercury Blvd., Suite 295)

Norfolk 23513 (2551 Eltham Avenue, Suite E)

**Vet Centers:**

Alexandria 22310 (86940 South Kings Highway, Suite 204, 703-360-8633)  
Norfolk 23504 (1711 Church Street, Suite A & B, 757-623-7584)  
Richmond 23230 (4902 Fitzhugh Ave., 804-353-8958)  
Roanoke 24016 (350 Albemarle Ave., SW, 540-342-9726)  
Virginia Beach 23452 (324 South Port Circle, Suite 102)

**National Cemeteries:**

Alexandria 22314 (1450 Wilkes St., 703-221-2183/2184)  
Balls Bluff 22075 (Rte. 7, Leesburg, 540-825-0027)  
City Point 23860 (10th Ave. & Davis St., Hopewell, 804-795-2031)  
Cold Harbor 23111 (6038 Cold Harbor Rd., Mechanicsville, 804-795-2031)  
Culpeper 22701 (305 U.S. Ave., 540-825-0027)  
Danville 24541 (721 Lee St., 704-636-2661)  
Fort Harrison 23231 (8620 Varina Rd., Richmond, 804-795-2031)  
Glendale 23231 (8301 Willis Church Rd., Richmond, 804-795-2031)  
Hampton 23667 (Cemetery Rd. at Marshall Ave., 757-723-7104)  
Hampton 23669 (VAMC, Emancipation Dr., 757-723-7104)  
Quantico 22172 (P.O. Box 10, 18424 Joplin Rd. (Rte. 619), Triangle 703-221-2183/2184)  
Richmond 23231 (1701 Williamsburg Rd., 804-795-2031)  
Seven Pines 23150 (400 E. Williamsburg Rd., Sandston, 804-795-2031/2278)  
Staunton, 24401 (901 Richmond Ave., 540-825-0027)  
Winchester 22601 (401 National Ave., 540-825-0027)

**VIRGIN ISLANDS**

**Clinics:**

St. Croix 00850-4701 (Village Mall, 16, Box 10553 RR02, Kingshill, 340-778-5553)  
St. Croix (TMedical Foundation Bldg., Suite 1010, 50 Estate Thomas), Suite 304 & 310,  
St. Thomas Medical Foundation, 340- 774-6674

**Benefits:**

Served by San Juan, Puerto Rico, VA Regional Office, 1-800-827-1000

**Vet Centers:**

St. Croix 00850-4701 (Village Mall, 16, Box 10553 RR02, Kingshill, 340-778-5553)  
St. Croix 00802 (St Thomas CBOC VI Medical Foundation 50 Estate Thomas, Suite 101), , 340- 774-6674

**WASHINGTON**

**VA Medical centers:**

## **175 VA Facilities**

American Lake 98493 (9600 Veterans Drive, Tacoma, 800-329-8387 or 253-582-8440)

Seattle 98108 (1660 S. Columbian Way, 800-329-8387 or 206-762-1010)

Spokane 99205 (4815 N. Assembly Street, 509-434-7000 or 800-325-7940)

Tacoma 98493 (9600 Veterans Dr., 253-582-8440 or 800-329-8387)

Vancouver 98661 (1601 E. 4th Plain Blvd, 360-696-4061 or 800-949-1004)

Walla Walla 99362 (77 Wainwright Drive, 509-525-5200 or 888-687-8863)

### **Clinics:**

Bellevue 98005 (13033 Bel-Red Road, Suite 210, 425-214-1055)

Bremerton 98312 (925 Adele Avenue, 360-782-0129)

Federal Way 98003 (34617 11th Place South, 253-336-4142)

Mount Vernon 98274 (307 S. 13th Street, Suite 200, 360-848-8500)

Port Angeles 98362 (1005 Georgianna St., 360-565-9330)

Richland 99352 (Richland Federal Bldg., 825 Jadwin Ave., Ste. 250, 509-946-1020)

Seattle 98125 (12360 Lake City Way NE, Suite 200, 206-384-4382)

South Sound 98532 (151 NE Hampe Way Suite B2-6, Chehalis, 360-748-3049)

Wenatchee 98801 (2530 Chester-Kimm Road, 509-663-7615)

Yakima 98902 (717 Fruitvale Blvd., 509-966-0199)

Yakima Mental Health Clinic 98902 (2119 W. Lincoln Ave, 509-457-2736)

### **Regional Office:**

Seattle 98174 (Fed. Bldg., 915 2nd Ave., statewide 1-800-827-1000)

Benefits Offices:

Fort Lewis 98433 (Waller Hall Rm. 700, P.O. Box 331153, 253-967-7106)

Bremerton 98337 (W. Sound Pre-Separation Center, 262 Burwell St., 360-782-9900)

### **Benefits Offices:**

Joint Base Lewis McChord 98433 (Waller Hall Bldg 2140 Rm. 700 Mail Stop 62, P.O. Box 339500, 253-967-7106)

Bremerton 98337 (W. Sound Pre-Separation Center, 264 Burwell St., 360-782-9900)

### **Vet Centers:**

Bellingham 98226 (3800 Byron Ave., Suite 124, 360-733-9226)

Everett 98201 (3311 Wetmore Ave, Everett, WA, 425-252-9701)

Seattle 98121 (2030 9th Ave., Suite 210, 206-553-2706)

South King County 98032 (32020 32nd Ave. S, Suite 110, 253-838-3090)

Spokane 99206 (100 N. Mullan Rd., Suite 102, 509-444-8387)

Tacoma 98409 (4916 Center St., Suite E, 253-535-7038)

Walla Walla 99362 (1104 Poplar St., 509-526-8387)

Yakima 98902 (2119 W. Lincoln Ave., 509-457-2736)



## **WEST VIRGINIA**

### **VA Medical centers:**

Beckley 25801 (200 Veterans Avenue, 304-255-2121 or 877-902-5142)  
Clarksburg 26301 (One Medical Center Drive, 304-623-3461 or 800-733-0512)  
Huntington 25704 (1540 Spring Valley Drive, 304-429-6741 or 800-827-8244)  
Martinsburg 25405 (510 Butler Avenue, 304-263-0811 or 800-817-3807)

### **Clinics:**

Charleston 25302 (104 Alex Ln., 304-926-6001)  
Franklin 26807 (314 Pine Street, 304-358-2355)  
Logan 25601 (403 Justice Avenue., 304-752-8355)  
Maxwelton 24957 (804 Industrial Park Road, 304-497-3900 or 1-877-902-5142)  
Parkersburg 26101 (2311 Ohio Avenue, Suite A, 304-422-5114)  
Parsons 26287 (206 Veterans Lane, 304-478-2219)  
Petersburg 26847 (Grant Memorial Hospital, Rt 55 West, 304-257-5817)  
Sutton 26601 (93 Skidmore Lane, 304-765-3480)  
Westover 26501 (40 Commerce Drive, Suite 101, 304-292-7535)

### **Regional Office:**

Huntington 25701 (640 Fourth Ave., statewide 1-800-827-1000; counties of Brooke, Hancock, Marshall, Ohio, served by Pittsburgh, Pa., VA Regional Office)

### **Vet Centers:**

Beckley 25801 (1000 Johnstown Rd. 304-252-8220)  
Charleston 25302 (521 Central Ave., 304-343-3825)  
Huntington 25701 (3135 16th St. Rd., Suite 11, 304-523-8387)  
Martinsburg 25401 (900 Winchester Ave., 304-263-6776)  
Morgantown 26501-3434 (34 Commerce Drive, Suite 101, 304-291-4303)  
Princeton 24740 (905 Mercer St., 304-425-5653)  
Wheeling 26003 (1054 Bethlehem Blvd., 304-232-0587)

### **National Cemeteries:**

Grafton 26354 (431 Walnut St., 304-265-2044)  
West Virginia 26354 (Rt. 2, Box 127, Grafton, 304-265-2044)

## **WISCONSIN**

### **VA Medical centers:**

Madison 53705 (2500 Overlook Terrace, 608-256-1901)  
Milwaukee 53295 (5000 West National Avenue, 888-469-6614 or 414-384-2000)

## **177 VA Facilities**

Tomah 54660 (500 E. Veterans Street, 608-372-3971 or 800-872-8662)

### **Clinics:**

Appleton 54914 (10 Tri-Park Way, 920-831-0070)

Baraboo 53913 (626 14th Street, 608-356-9318)

Beaver Dam 53916 (215 Corporate Drive, Suite B, 920-356-9415)

Chippewa Falls 54729 ((2503 County Hwy, I , 715-720-3780)

Cleveland 53015 (1205 North Avenue, 920-693-5600)

Green Bay 54303 (141 Siegler Street, 920-497-3126)

Hayward 54843 (,15954 River's Edge Dr, Suite 103 715-934-5454)

Janesville 53545 (2419 Morse St. Suite 120 ,, 608-758-9300)

Kenosha 53140 (800 55th Street, 262-653-9286)

La Crosse 54601 (2600 State Road, Phone: 608-784-3886)

Owen 54460 (8 Johnson Street, 715-229-4701)

Rhineland 54501 (639 West Kemp Street, 715-362-4080)

Rice Lake 54868 (2700A College Drive, 715-236-3355)

Superior 54880 (3520 Tower Avenue, 715-392-9711)

Union Grove 53182 (21425 Spring Street, 262-878-7001)

Wausau 54401 (515 South 32nd Avenue, 715-842-2834)

Wisconsin Rapids 53545 (555 W. Grand Ave, 715-424-4682)

### **Regional Office:**

Milwaukee 53214 (5400 W. National Ave., statewide 1-800-827-1000)

### **Vet Centers:**

Madison 53703 (706 Williamson St., 608-264-5342)

Green Bay 54304 (1600 S. Ashland Avenue, 920-435-5650)

La Crosse 54601 (20 Copeland Ave, 608-782-4403)

Milwaukee 53218 (5401 N. 76th St., Suite 100 414-536-1301)

### **National Cemetery:**

Wood 53295-4000 (5000 W. National Ave., Bldg. 1301, Milwaukee, 414-382-5300)

## **WYOMING**

### **VA Medical centers:**

Cheyenne 82001 (2360 E. Pershing Blvd., 307-778-7550 or 888-483-9127)

Sheridan (1898 Fort Road, 307-672-3473 or 866-822-6714)

### **Clinics:**

Afton Outreach Clinic 83110 (125 S. Washington 307-886-5266)

Casper 82601 (4140 S. Poplar St., 307-235-4143 or 1-866-338-5168)

Evanston 82930 (Evanston Valley Business Park, 1565 S Highway 150 # E, 877-733-6128)

Gillette 82718 (604 Express Drive, 307-685-0676)

Gillette 82718 (604 Express Way, 307-685-0676)

Newcastle 82701 (1124 Washington Blvd., 307-746-4491)  
Powell 82435 (777 Avenue H, 307-754-7257 or 1-888-284-9308)  
Riverton 82501 (2300 Rose Lane, 307-857-1211 or 1-866-338-2609)  
Rock Springs 82901 (1401 Gateway Blvd., 307-362-6641 or 866-381-2830)

**Primary Care Telehealth Outreach Clinics:**

Afton Outreach Clinic 83110 (125 S. Washington 307-886-5266)  
Rawlins PCTOC (1809 East Daley St. 307-324-5578)  
Worland PCTOC (510 S 15th Street, Suite D 307-347-2808 or 877-483-0370)

**Mobile Telehealth Clinics:**

307-778-7550 ext. 3816  
Evanston 82930 (Evanston Valley Business Park, South Highway 150 # E, 877-733-6128)  
Sterling, CO (Every Tuesday, 10:00 AM—5:00PM., American Legion, Post # 20, 1602 Hwy. 6)  
Laramie, WY (Every Friday, 10:00 AM—3:00PM. WY Army Guard Armory, 2901 Armory Road)  
Torrington, WY (Every Thursday, 10:00 AM—5:00PM. VFW Post 2908, 2908 West 25th Ave)  
Wheatland, WY (Every Wednesday, 10:00 AM—3:00PM. Fire Dep't. Training Facility, 759 East Cole St.) Worland 82401 (1415 Howell Avenue, 877-483-0370)  
)

**Benefits Office:**

Cheyenne 82001 (2360 E. Pershing Blvd., statewide 1-800-827-1000)

**Vet Centers:** Casper 82601 (1030 North Poplar, Suite B, 307-261-5355)  
Cheyenne 82001 (3219 East Pershing Blvd., 307-778-7370)

# Index

## A

Automobile 37  
 Agent Orange 2, 11, 30, 31  
 Allied Veterans 85  
 Appeals  
 - Appeals 110-111  
 - Armed Forces Retirement Home 110  
 Atomic Radiation Exposure 11

## B

Bereavement Counseling 12, 100  
 Birth Defects 99, 107  
 Blind Veterans 16  
 Burial Benefits  
 - Burial Allowance 74  
 - Eligibility 70  
 - Flags 74  
 - Headstones and Markers 72 -  
 - Plot Allowance 75

## C

Center for Veterans Enterprise 96  
 CHAMPVA 27, 98,  
 Chronic Disabilities 32  
 Clothing Allowance 38w  
 Combat-Related Special  
 Compensation 30  
 Combat Zone Tax Exclusion 65  
 Commissary & Exchange  
 Privileges 120  
 Compensated Work Therapy  
 19, 84  
 Compensation & Pension 40  
 Concurrent Retirement and  
 Disability Payments 29  
 Copayments 7, 8, 24

## D

Death Gratuity 101  
 Death Pension 104  
 Dependency and Indemnity Com-  
 pensation (DIC) 101, 102

Depleted Uranium Exposure 11  
 Disability Compensation 28-32,  
 Disabled Transition Assistance  
 Program 90  
 DOD Transportal 92  
 Domiciliary Care 19, 85

## E

Education (See GI Bill)  
 Educational Assistance for Depen-  
 dents 105-107  
 Emergency Medical Care 24  
 Extended Care 7  
 Eyeglasses 13-14

## F

Farm Loans 15  
 Federal Jobs for Veterans 94  
 Filipino Veterans 78  
 Financial Assessment 6

## G

GI Bill  
 - Educational Benefit 43,  
 - Montgomery GI Bill 47  
 - Post 9/11 GI Bill 43  
 - Selected Reserve 70  
 - Survivors 105  
 - Vietnam Era GI Bill 48  
 Guide Dogs 16  
 Gulf War Veterans 32, 55

## H

Health Care Benefits 1-27  
 Health Care Enrollment 1-4  
 Health Registry 10  
 Hearing Aids 12  
 Homeless Veterans 83  
 Home Loan  
 - Appraisals 57  
 - Closing Costs 56-57  
 - Default 60  
 - Eligibility 53  
 - Financing, Rates, Terms 58  
 - Funding Fee 58-59  
 - Guaranties 53, 79

- Native American Veterans 63
  - Housebound Veterans 38
- HUDVET 115

**I**

- Incarcerated Veterans 84, 88
- Incentive Therapy 19
- Insurance
- Accelerated Death Benefits 67
  - Borrowing on Policies 69
  - Family Servicemembers' Group Life Insurance 80
  - Insurance Dividends 64, 68
  - Life Insurance 64-69
  - National Service Life Insurance 69
  - Reinstating Lapsed Insurance 69
  - Service-Disabled Veterans Insurance 67
  - Servicemembers' Group Life Insurance 65-80
  - Veterans' Group Life Insurance 66, 80
  - Veterans' Mortgage Life Insurance 68, 80
- Ionizing Radiation 2, 11

**K**

Korean War Veterans 11, 15, 54

**L**

- Loans
- Farms and Homes 115
  - Military Reservist Economic Injury Disaster Loan 118
  - Small Business Administration 117
- Long-Term Care Services 24

**M**

- Medal of Honor Pension 40
- Mental Health Care 17-18
- Merchant Marine Seamen 85-86
- Military Funeral Honors 75
- Military Medals 112

- Military Records 113
- Missing in Action 55, 105

**N**

- National Personnel Records Center(NPRC) 112
- Naturalization Preference 115
- No-Fee Passports 109
- Nursing Home Care 22-23
- State Veterans' Home Program 23
  - Community Living Centers 23

**O**

- Operation Enduring Freedom (OEF) 65
- Operation Iraqi Freedom Veterans (OIF) 10-11, 65
- Outpatient Care 7, 85, 105
- Outpatient Dental Treatment 20

**P**

- Pension 104-105
- Post-Traumatic Stress Disorder (PTSD) 5, 12, 17, 31
- Pre-Separation Counseling 92
- Presidential Memorial Certificates 70-73
- Presumptive Conditions 30
- Priority Groups 2
- Prisoners of War (POWs) 13, 31
- Privacy Rights 1
- Private Health Insurance Billing 9
- Project SHAD 3
- Property Foreclosures 61
- Prosthetics and Sensory Aids 5
- Protected Pension Programs 40
- Purple Heart Medal 2, 13, 30

**R**

- Radiation Exposure 30-32
- Readjustment Counseling 12
- Reduction in Force (RIF) 48, 95
- Re-employment Rights 80
- Rehabilitation & Employment 35
- Reimbursement for Travel Costs











