

FAQs_Answers in IRIS

FAQ ID	FAQ Summary	FAQs
1395	Vocational Rehab and Employment Services	<p>Information about the services that the Vocational Rehabilitation and Employment (VR&E) program provides to veterans with service-connected disabilities can be found at http://www.vba.va.gov/bln/vre/. This website is dedicated to providing information about veteran benefits administered by the Department of Veterans Affairs and the Vocational Rehabilitation and Employment Service to veterans, employers, and the general public.</p> <p>The website provides information about vocational counseling available to active duty service members and veterans who have recently separated from active duty. You will also find information about vocational counseling and special rehabilitation services available to dependents of veterans who meet certain program eligibility requirements. In addition, there is a link to VetSuccess.Gov at http://www.vetsuccess.gov which is Vocational Rehabilitation and Employment (VR&E) Service's website that emphasizes employment for veterans with service-connected disabilities. There are links to employment information, small business resources, coming home to work, etc.</p>
9	Am I eligible for VA health care?	<p>If you are a veteran of active military service and were discharged or released from service under honorable conditions, you are eligible to apply for VA health care as long as you met minimum duty requirements.</p> <p>If you are a veteran who entered active duty military service prior to September 9, 1980, any amount of active duty qualify. If you enlisted or commissioned into the Armed Forces after September 9, 1980 or your entry on active duty was after October 16, 1981, you are eligible for veterans health care benefits if you completed 24 months of continuous active service or the full period of military service for which you were called or ordered to active duty.</p> <p>If a National Guardsman or reservist, you served the entire period for which you were called to active duty other than for training purposes only.</p>
14	How/where do I apply for health care?	<p>To apply for VA health care benefits, you need to fill out an application (VA form 1010EZ). Applications for enrollment will be processed no later than 7 business days from receipt of a signed application from a veteran.</p> <p>Once your application for enrollment in VA health care is processed, VA's Health Eligibility Center will send you a letter with information about your enrollment priority group assignment and instructions to contact the local VA health care facility for an appointment. You should receive the appropriate enrollment letter within 7 to 14 days.</p> <p>If it was determined you were not eligible to enroll, the letter will also give you instructions on how to appeal the decision if you do not agree with it.</p> <p>There are several ways to enroll:</p> <ul style="list-style-type: none"> ---In person at any VA Medical Center or Clinic ---On-line at: www.va.gov/1010EZ.htm ---By mailing completed Form 10-10EZ to the Medical Center of your choice (please be sure to sign your application or it cannot be processed for enrollment) <p>Submitting a copy of your military discharge or separation papers (DD 214, Members copy 4) with your signed application will expedite the process.</p>
18	What health benefits and services are not covered by VA?	<p>The following health benefits and services are not covered by VA:</p> <ul style="list-style-type: none"> Abortions and abortion counseling; In vitro fertilization; Drugs, biological, and medical devices not approved by the Food and Drug Administration unless the treating medical facility is conducting formal clinical trials under an Investigational Device Exemption (IDE) or an Investigational New Drug (IND) application, or the drugs, biologicals, or medical devices are prescribed under a compassionate use exemption; Gender Alterations; Hospital and outpatient care for a veteran who is either a patient or inmate in an institution of another government agency if that agency has a duty to give the care or services; Membership in spas and health clubs
328	How do I obtain educational benefits while in a foreign country?	<p>You have asked an Education benefits question which cannot be answered by this staff. Our Education Service maintains their own Frequently Asked Questions site at:</p> <p>https://www.gibill2.va.gov/vba/vba.cfg.php.exe/enduser/std_alp.php?p_sid=16h9TWA&p_va=&p_sp=&p_li=</p> <p>Please click on this link or copy and paste it into your browser Address line to submit your education related question directly to that group.</p>
19	Will the VA pay for meds written by a non-VA physician?	<p>Please be aware that the VA does not offer a low-cost prescription drug program. The VA offers healthcare benefits to honorably discharged veterans. This would include prescriptions that have been written by a VA doctor. Prescriptions written by non-VA doctors will not normally be filled or re-written by the VA. Only veterans with special eligibility such as:</p> <ul style="list-style-type: none"> - Veterans who receive increased compensation from VA because they are housebound or need regular aid and attendance as a result of service-connected disabilities - Veterans who receive increased pension from VA as veterans of periods of war because they are housebound or need regular aid and attendance - Veterans who previously received increased pension from VA, but VA discontinued their pensions because of their income, and their current annual income does not exceed the maximum annual income by more than \$1,000 (must be housebound or need regular aid and attendance) - Veterans who VA determines are eligible for increased pension (i.e. they served during periods of war, meet applicable income limitation and need aid and attendance or are housebound), but they receive compensation as the greater benefit - Under certain conditions if the veteran resides in a state home
329	Why can't I download or print PDF versions of VA Forms from web pages?	<p>If you are using version 5.0 of Adobe Acrobat Reader, that more than likely is the problem and not the form. Version 5.0 of the Reader is not compatible with many of VA's PDF forms. Adobe corrected the problem with later versions of the Reader. Please download a newer version of the Adobe Reader, or any other PDF reader and you should not have any further problems with VA forms.</p>
26	Am I eligible for free prescriptions?	<p>Medication copayments are charged for each 30 day or less supply of medication provided on an outpatient basis for non-service-connected conditions. Exemptions from this co-payment requirement are provided for veterans service-connected 50% or more, former POWs, and for veterans whose income is less than the established dollar threshold. Also exempt from the medication copayment are veterans receiving medication for the treatment of conditions related to agent orange, ionizing radiation, Persian Gulf, military sexual trauma, and certain cancers of the head and neck. Recent combat veterans are exempt from medication copayments for two years following discharge when being treated for conditions related to their military service.</p>
27	Are women veterans eligible for unique benefits?	<p>Women veterans are eligible for the same Medical Benefit Package as all veterans. Any inpatient care or treatment required which is not available at the preferred treatment facility will be obtained through other facilities or through community health care facilities.</p>
28	What services are provided for blind veterans?	<p>Blind veterans may be eligible for services at a VA Medical Center or for admission to a VA blind rehabilitation center or clinic. Services are available at all VA medical facilities through the Visual Impairment Services (VIST) Coordinator.</p>

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Aids and services for blind veterans include:

* A total health and benefits review by a VA Visual Impairment services team;

* Adjustment to blindness training;

* Home improvements and structural alterations to homes;

* Specially adapted housing and adaptations;

* Low vision aids and training in their use;

* Electronic and mechanical aids for the blind, including adaptive computers and computer-assisted devices such as reading machines and electronic travel aids;

* Guide dogs, including the expense of training the veteran to use the dog and the cost of the dog's medical care;

* Talking books, tapes and Braille literature.

For specific information about Prosthetics, Medical Devices and Sensory Aids (eyeglasses, hearing aids, etc.) go to http://www.prosthetics.va.gov/

307	Do I have to make a long-term care copayment?	Nonservice-connected veterans and non-compensable zero percent (0%) service-connected veterans may be subject to a long-term care copayment. Some veterans may be required to complete VA Form 10-10EC, Application for Extended Care Services. Veterans with a compensable service-connected disability do not have to make a long-term care copayment.
33	Are Merchant Marines eligible for health care?	Certain Merchant Marines who served on U.S. flagged merchant ships between December 7, 1941 and August 5, 1945, may be eligible for enrollment for VA health care benefits. If you served during this period of time you should bring a copy of your DD214 "Discharge Certificate" to the nearest health care facility and they will review your eligibility with you.
34	Eligibility of vets from Allied countries	VA is authorized to provide medical care to certain veterans of nations allied or associated with the United States during World War I or World War II. Such treatment is available at any VA Medical Center if authorized and reimbursed by the foreign government. Necessary paperwork is obtained through the veteran's country in order to receive services for service connected conditions only.
35	How do I receive treatment for a service-connected or nonservice-connected disability?	If you are enrolled, you will receive care that includes treatment for service-connected and nonservice-connected disabilities. Your physician will determine what is medically indicated and provide that care. Depending on your individual circumstances, you may be charged a co-payment fee. If you have a condition that you believe is service-connected that has not been evaluated by the VA, you should file a claim with your local VA Regional Office for adjudication. That number is 1-800-827-1000.
38	Why doesn't VA bill Medicare?	Law prohibits VA from billing Medicare for care.
39	I am without health insurance, may I go to the VA?	Yes, whether a veteran has or does not have insurance plays no role in determining whether that individual is eligible for VA health care benefits.
45	Why does VA ask for health insurance information?	If you are a Priority 7 veteran, providing us your insurance information will allow us to bill your insurance carrier, which will offset part or all of your co-payment. The law requires VA to bill private health insurance companies for all non service-connected care a veteran receives. VA’s budget and your future care could depend on the amount VA is able to collect from private health insurance carriers. By not giving us insurance information you may be limiting your future care and that of many other veterans.
47	Should I keep my health insurance?	VA's ability to provide health care benefits is restricted each year to that amount of dollars appropriated by Congress for the provision of health care to veterans. That amount could, in any given year, require the VA to restrict the number of veterans enrolled for health care benefits. This means that in a given year the VA may not be in a position to enroll you, and you would have to depend on your own health insurance.
48	Should I complete an Advanced Directive?	VA encourages veterans to think about their health care options through the use of Advanced Directives such as Living Wills and Durable Power of Attorney. Treatment staff at your local facility can assist in explaining these options to you. VA staff will help you complete the required forms if you so desire.
49	What is Hepatitis C and what should I do if I suspect I have it?	Hepatitis is basically an inflammation of the liver, the organ that eliminates toxins and is important in metabolism. VA will test any eligible enrolled veteran who believes he or she has been exposed to hepatitis C. VA will also provide treatment for those who test positive and you may be responsible for a co-payment. For more information, please contact your local VA Medical Center.
50	What is a State Veterans Home?	The State Veterans Home is a home approved by the U. S. Department of Veterans Affairs which was established by a State for veterans disabled by age, disease, or otherwise who by reason of such disability are incapable of earning a living. State homes include facilities for domiciliary nursing home care, and/or adult day health care. Hospital care may be included when provided in conjunction with domiciliary or nursing home care. A state home may also provide care to veteran related family members. For further information, please contact your local VA Medical Center.
51	Can I get a copy of my discharge papers?	The Department of Veterans Affairs does not maintain records of veterans military service, except as is necessary for providing benefits. For information about obtaining your military record, please visit the Military Personnel Records Center in St. Louis, which is part of the National Archives and Records Administration. Also, please see "Requests for Veterans' Military Information" at http://www.archives.gov/facilities/mo/st_louis/military_personnel_records/standard_form_180.html. That page gives instructions in submitting a SF 180 Request Pertaining to Military Records. Your questions may also be sent to: National Personnel Records Center Military Personnel Records Center 9700 Page Boulevard St. Louis, MO 63132-5100
52	What does CARES mean?	It is an acronym that stands for "Capital Asset Realignment for Enhanced Services." CARES is a reorganization study to ensure veterans receive the right care, at the right time, at the right place. It is designed to objectively evaluate the best ways to provide quality health care and services, to more veterans, in more locations, now and into the future.
355	How do I make a Freedom of Information (FOIA) request?	VA has a website that contains information specifically relevant to Freedom of Information (FOIA). To get to that website, go to http://www.foia.va.gov/. This website provides a wealth of information about what FOIA, how to make a request, etc. Please note that all FOIA requests must be made in writing and mailed by surface mail or faxed to VA. Internet requests are not sufficient for a FOIA request to be processed.
236	What is the Vocational Rehabilitation and Employment program?	The Vocational Rehabilitation and Employment (VR&E) program has two key goals. First, to assist the service-disabled veteran to prepare for, obtain, and maintain suitable employment. Second, for those persons who are severely disabled and that gainful employment is not an option, assistance may be provided to allow that person to live more independently in his or her community. To obtain information about Vocational Rehabilitation and Employment services, please go to http://www.vba.va.gov/bln/vre/emp_resources.htm .
66	Dependents and Medical Care Overseas	For information regarding Dependents and Medical Care Overseas, please go to http://www4.va.gov/hac/forbeneficiaries/fmp/fmp.asp
69	Compensation & Pension Benefits	 Click here for Frequently asked questions regarding Compensation & Pension Benefits
70	Life Insurance Benefits	 Click here for Frequently asked questions regarding Life Insurance Benefits
11	Why should I enroll for VA Health Care?	You should enroll to ensure that you will receive the comprehensive benefits package offered through VA's national health care system. VA offers comprehensive medical care including any necessary medical outpatient and inpatient services such as preventive services (immunizations, screening tests, health education and training classes), primary medical care including outpatient surgery, diagnosis and treatment, mental health and substance abuse treatment, home health care, respite and hospice care, emergency care in VA facilities and non-VA facilities for enrolled veterans who have no other means of paying a private facility emergency bill, drugs and pharmaceuticals. The application takes approximately 15 minutes to complete. Processing web and mail in applications takes approximately one month.Only emergency services

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can be received until enrollment is processed. Veterans can apply for VA health care enrollment by completing VA Form 10-10EZ. The 10-10EZ may be obtained by visiting, calling or writing any VA health care facility or veterans' benefits office. You can also call toll-free 1-877-222-VETS (1-877-222-8387) or access the form on the Internet at www.va.gov/. (Click on on-line applications).

20	What is the coverage for emergency services?	<p><p>Urgent and limited emergency care services are available to enrolled veterans at VA health care facilities or non-VA health care facilities at which VA has a sharing agreement or contract. Veterans with special eligibility may obtain emergency care, at VA expense, in a non-VA facility where VA does not have a sharing agreement or contract.&#160; For more information, please contact the VA nearest you.&#160; To find the nearest facility, visit the facility page at http://www.va.gov/sta/guide/home.asp click on your state, and the VA medical centers will be listed along with phone numbers.&#160; I hope this is helpful.&#160; Thank you for visiting our VA Website.</p></p> <p><p>&#160;</p></p> <p><p>Teresa Ard
</p> <p>Veterans Service</p></p>
22	Am I eligible for travel benefits?	<p><p>VA has authority to provide eligible beneficiaries reimbursement for mileage,&nbsp;special modes of transportation&nbsp;(when medically justified by a VA health care provider), and in certain circumstances, taxi or hired car.</p></p> <p>All&nbsp;&nbsp;information regarding eligibility, mileage reimbursement rates, etc., can be found at http://www4.va.gov/healtheligibility/Library/FAQs/BeneTravelFAQ.asp#travel</p> <p>
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25	Am I eligible for nursing home care?	<p>Veterans requiring nursing home care for a service-connected condition, or a veteran rated 70% or more, have mandatory eligibility. All other veterans are eligible on a resource and space-available basis. The best source for determining what assistance is available for these VA services, is the Social Work department at the nearest VA facility To find the nearest facility, visit the facility page at http://www2.va.gov/directory/guide/home.asp By clicking on the state on the map that is displayed, you will get a list of every VA facility in that state along with facility information.</p>
30	Does VA provide for Chiropractic Care?	<p>VA medical centers and clinics may offer chiropractic spinal manipulative therapy for problems of the spine. Eligible veterans may receive chiropractic care after receiving referral from their primary care provider; however, this service is not offered at all VA facilities. In areas distant from the locations that offer this service, eligible veterans may be able to receive chiropractic care through VA's outpatient fee-basis program after a referral by their primary care provider, and prior authorization by the department. See your primary care provider at your nearest VA medical facility for assistance.</p>
31	Does the VA provide for Spinal Cord Injury (SCI)?	<p>The VA will provide a full range of care for all eligible veterans who have: Sustained injury to the spinal cord; Multiple sclerosis (MS); Other non-progressive neurological deficit lesions The VA has Spinal Cord Injury Centers at VA Medical Centers in specific geographic locations around the country. Contact your nearest VA health care facility for more information.</p>
32	Are veterans of the Coast Guard eligible for healthcare?	<p>Individuals who served in the Coast Guard are veterans and are eligible for VA health care benefits in the same manner as any other veteran who served in the Army, Navy, Marine Corps, or Air Force.</p>
36	What type of Home Health Services are available?	<p>Home health services are any medically indicated supportive medical services prescribed by and under the direction of a VA physician or a physician contracted by the VA for providing treatment to veterans. These services are skilled treatment services as performed by professional health care providers and professional health care technicians.&#160; The best source for determining what assistance is available for these VA services, is the Social Work department at the nearest VA facility.&#160;&#160; To find the nearest facility, visit the facility page at http://www.va.gov/sta/guide/home.asp click on your state, and the VA medical centers will be listed along with phone numbers.&#160; I hope this is helpful.&#160; Thank you for visiting our VA Website.
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37	Overseas Benefits	<p>The Foreign Medical Program (FMP) is a US Department of Veterans Affairs (VA) health benefits program designed for US veterans with VA rated service-connected conditions who are residing or traveling abroad. Under FMP, VA assumes payment responsibility for certain necessary medical services. You may write them at Foreign Medical Program Office, PO Box 469061, Denver, CO 80246-9061, USA. Their telephone number is 303-331-7590.</p>
40	Will you bill my health insurance carrier?	<p>The law requires VA to bill insurance carriers for covered veterans. Some veterans may have health insurance coverage under a spouse's policy. If you are receiving care for a non-service-connected disability and have health insurance, your insurance carrier will be billed. VA does not bill your health insurance carrier for VA-adjudicated service-connected disabilities. (An adjudicated service-connected disability is one for which you have filed a claim and VA has determined that you are service-connected)</p>
41	I can't afford to make co-payments. What do I do?	<p>There are several options:
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</p> <p>The first option is to request that a repayment plan be established for your financial situation. This will result in a lesser amount of payment due from you. The second option is to request a waiver for paying your current debt. If you request a waiver, you must submit sufficient proof that you can not financially afford to make payment to VA. This process could take several months; please contact the Revenue Coordinator at the VA health care facility where you receive care.
</p> <p>The third option is to request a hardship determination to avoid future debts. You will need to submit specific financial information about your current year income. A decision will be made based on information you provide.</p>
42	What are my specific co-payments for health care?	<p>Co-payments are required for non-service connected and zero % non-compensable veterans whose income is above the established threshold that is set annually by VA. The current co-payment amounts are listed at http://www.va.gov/healtheligibility/Library/pubs/CopayRates/ Please be sure that you scroll down the page to see all the information.
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</p> <p>The Means Test information for the current year can be found at http://www.va.gov/healtheligibility/Library/pubs/VAIncomeThresholds/
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</p> <p>The best way to determine your eligibility and whether or not you would be required to make a co-payment is to contact your nearest VA facility. To find that, visit the facility page at http://www1.va.gov/directory/guide/home.asp?isFlash=1a
</p> <p>Click on your state, and the VA medical centers will be listed along with phone numbers.</p>
43	Are all co-payments due at the same time?	<p>You have several options. If this becomes a hardship for you, the Revenue Coordinator at your local VA may establish a payment plan for you. Please contact the Revenue Coordinator at your local VA for more information.</p>
46	Is this a health insurance policy or an HMO?	<p>It is neither. VA health benefits are established by Federal law and regulations and funded through appropriations. They are not the same as an insurance contract. Also, veterans do not pay monthly premiums to receive VA health care. In addition, you are not required to use VA as your exclusive health care provider. If you have health insurance, or eligibility for other programs such as Medicare, Medicaid, or CHAMPUS, you may continue to use services under those programs. We recommend that, if you have other health insurance or HMO coverage, you should keep that coverage to provide you with options and flexibility in the future.</p>

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1020	VA Information about Agent Orange	Information about Agent Orange can be found on our VA website at www.publichealth.va.gov/exposures/agentorange/ . Please go to this website for all VA information related to this topic. Thank you.
373	How do I order a headstone or marker?	<p>The Department of Veterans Affairs (VA) furnishes upon request, at no charge to the applicant, a government headstone or marker for the grave of any deceased eligible veteran in any cemetery around the world. For all deaths occurring before Sept. 11, 2001, the VA may furnish a headstone or marker only for graves that are not marked with a private headstone.
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</p> <p>Spouses and dependents buried in a private cemetery are not eligible for a government-furnished headstone or marker.
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</p> <p>For burials in a national cemetery or state veterans cemetery, the office staff will order the headstone or marker on your behalf.
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</p> <p>For more information and the form needed go to http://www.cem.va.gov/hm.htm.</p>
1202	Find a gravesite	<p>To search for burial locations of veterans and their family members in VA National Cemeteries, state veterans cemeteries, various other military and Department of Interior cemeteries, and for veterans buried in private cemeteries when the grave is marked with a government grave marker, go to http://gravelocator.cem.va.gov/j2ee/servlet/NGL_v1</p>
375	What can I do to prepare for burial in a national cemetery?	<p>For Burial in a VA National Cemetery
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</p> <p>Gravesites in Department of Veterans Affairs (VA) national cemeteries cannot be reserved in advance: however, reservations made prior to 1962 will be honored. Families are encouraged to prepare in advance by discussing cemetery options, collecting the veteran's military information including discharge papers, and by contacting the cemetery where burial is desired.
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</p> <p>For Burial in a Private Cemetery
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</p> <p>We suggest that if burial will be in a private cemetery and a Government headstone or marker will be requested for the veteran's grave, that the family complete VA Form 40-1330, Application for Standard Government Headstone or Marker for Installation in a Private or State Veterans' Cemetery, in advance and place it with the veterans military discharge papers for use at the time of need.
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</p> <p>You can get further information on these items at www.cem.va.gov</p>
380	Change of Address	<p>Only the recipient of VA benefits or the recipient's legal representative may request a change of address. A spouse or other relative is not considered a legal representative for this purpose unless the spouse or relative has a power of attorney that authorizes the relative to make the change, or is a court appointed fiduciary.
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</p> <p>In order to change your address for VA BENEFITS PAYMENT purposes, you must either send a signed letter to the VA regional office that has your records, or phone using 1-800-827-1000. To find the addresses of VA Regional Offices, go to http://www1.va.gov/directory/guide/division_fish.asp?dnum=
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</p> <p>If you wish to change your address for MEDICAL ENROLLMENT AND/OR RECORDS purposes, please contact the VA facility at which you receive treatment, or you may also call the VA Health Benefits Service 1-877-222-8387. You may find the address and other contact information of the VA medical facility by going to http://www1.va.gov/directory/guide/division_fish.asp?dnum=1
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</p> <p>Please note that you may not change your address online at this time. You must use the methods described above.</p>
67	Burial & Memorial Benefits	<p>To access frequently asked questions regarding Burial & Memorial Benefits, please go to http://www.cem.va.gov/cem/faq.asp</p>
181	Can VA provide burial at sea?	<p>The VA and the National Cemetery Administration cannot provide burial at sea.
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</p> <p>For More Assistance: If you have any questions about the Burial at Sea program, please contact the United States Navy Mortuary Affairs office toll-free at 1-866-787-0081. Or contact http://www.npc.navy.mil/CommandSupport/CasualtyAssistance/MortuaryServices/Burial+At+Sea.htm</p>
1478	Document Shredding Incident	<p>VA has prepared a web site containing questions and answers related to the shredding incident. Please go to the following web site for the questions and answers: http://www.vba.va.gov/VBA/SpecialProcedures_qa.asp .</p>
85	Will my spouse who is covered under both Family SGLI and VGLI be required to pay premiums for both coverages?	<p>Your spouse will not pay premiums for his or her spousal coverage. It is important to understand that family insurance coverage belongs to the SGLI insured member and not to the spouse. Premiums for spousal coverage will be deducted from your pay. If your spouse maintains VGLI coverage, he or she continues to pay VGLI premiums.</p>
86	My spouse and I are both in the military and participate in SGLI. Can we both be covered by both basic and spousal coverage?	<p>Yes, each of you can be insured under both basic SGLI and SGLI family coverage for the maximum coverage amount of \$350,000 for each spouse. To ensure that both you and your spouse have spousal coverage, each of you must have the other listed as spouses on your DEERS record.</p>
87	Are all of my children eligible for automatic family SGLI coverage?	<p>Any dependent child under the age 18 is automatically covered under family insurance. This includes all natural born children, legally adopted children and stepchildren who are members of the servicemembers household. In addition, children who, after attaining the age of 18 years and until completion of education or training (but not after attaining the age of 23 years), are pursuing a course of instruction at an approved educational institution are covered. And any child who has been declared legally incompetent before the age of 18 is covered.</p>
88	If my spouse or child suffers from a disease that makes it difficult to purchase life insurance will they be eligible for SGLI Family Coverage at the same premium rate? ?	<p>Yes. Your spouse will be eligible for spousal coverage at the same premium rate, regardless of his or her health. However, if you decline coverage now and later want to insure your spouse, proof of his or her good health will be required.
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</p> <p>Your dependent children, as defined below, are covered for free, regardless of their health.
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</p> <p>Any dependent child under the age 18 including all natural born children, legally adopted children and stepchildren who are members of the servicemembers household. In addition, children who, after attaining the age of 18 years and until completion of education or training (but not after attaining the age of 23 years), are pursuing a course of instruction at an approved educational institution are covered. And any child who has been declared legally incompetent before the age of 18 is covered.</p>
92	Military Sexual Trauma (MST) treatment	<p>You may enroll and receive counseling and treatment for any emotional or physical condition experienced, as a result of military sexual trauma (MST) experienced while on active duty, at any VA health care facility or Vet Center in the continental United States without regard for your service-connected rating or length of military service through December 31, 2004. Links to additional information on this subject are: http://www.vetcenter.va.gov/Military_Sexual_Trauma.asp and http://www.womenvetstsd.va.gov/index.asp</p>
111	If I decline Family SGLI coverage can I later apply for it?	<p>Yes. You can later apply for coverage for your spouse by completing a form SGLV-8285A and providing proof of insurability (proof of good health). You may download form SGLV-8285A at www.insurance.va.gov/sqliSite/forms.htm. Please see all up-to-date information about our life insurance program at http://www.insurance.va.gov/miscellaneous/index.htm</p>
112	How much Family SGLI coverage can I purchase?	<p>You may purchase up to \$100,000 of SGLI coverage for your spouse, in increments of \$10,000. However, you may not purchase more SGLI coverage for your spouse than you have for yourself. For example, if you have \$50,000 of SGLI coverage, you may purchase only \$50,000 of SGLI coverage for your spouse.
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</p> <p>Each dependent child of every active duty servicemember or reservist who is insured under SGLI is automatically insured for \$10,000 at no cost the the servicemember.</p>

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15	What does preferred facility mean?	Your preferred facility designates where you prefer to receive your primary care and is normally the facility closest to your home. However, acceptance in the VA health care system means that you may receive the comprehensive benefits package through VA's national health care system at any VA health care facility you choose or are nearest to when you require care.
12	How long will I remain enrolled?	You will normally remain enrolled for one year. Enrollment will be reviewed and renewed each year depending upon your priority group and available resources.
384	Can I Enroll for Medical Care On Line?	<p>There are several ways to enroll for health care at VA:

</p> <p>For your convenience, VHA provides online the 10-10EZ Form: Application for Health Benefits. Submission of this application will provide VA with the information that we need to begin the enrollment application process for you. By completing this application online, you can submit the form electronically and we can expedite your enrollment. The online form, along with instructions is located at https://www.1010ez.med.va.gov/sec/vha/1010ez/
</p> <p>There are several other ways to enroll for medical care:

</p> <p>You can enroll in person at any VA Medical Center or Clinic.

</p> <p>You can obtain enrollment assistance by calling the VA Enrollment Service Center, Monday through Friday between the hours of 8:00 AM and 8:00 PM (Eastern Time) at 1-877-222-VETS.

</p> <p>You can also enroll by mailing or faxing the completed Form10-10EZ to the Medical Center or Clinic of your choice. See the VHA Facilities Locator that you can reach by clicking on: http://www1.va.gov/directory/guide/home.asp?isFlash=1 or clicking on the Facilities Locator link at the bottom of the VA homepage at http://www.va.gov.

</p> <p>You can also obtain additional assistance by contacting your State or County Veterans Service Officer. For telephone listings please consult the blue pages of your local phone book under "United States Offices", then look for "Veterans Affairs" or check our VSO Listing.</p>
24	Am I eligible for fee-basis care?	All veterans are potentially eligible for fee-basis care; however, the decision to utilize such care is left to the facility providing your care. By law, fee-basis care can only be provided when your treating facility cannot provide you the care you require or because of geographical inaccessibility.
60	How will veterans benefit from CARES?	VA intends to keep pace with technology and advances in the medical field not just to provide adequate care, but also to provide the finest care in the world. Measurable, consistent evaluation will enable VA to make the best decisions possible for veterans' health care today and in the future, in the most cost-effective manner. The needs of special disability groups will be addressed and remain a priority. Once CARES is completed, veteran satisfaction is expected to increase as a result of better access, more efficient programs and superior support services.
68	Home Loan Guaranty	For comprehensive information about VA's Home Loan Guaranty program, please go to the VA's Home Loan Guaranty website at http://www.homeloans.va.gov/igyfaq.htm.
71	Vocational Rehabilitation and Employment Benefits	Click here for information regarding Vocational Rehabilitation & Employment Benefits
1218	Letters from Privacy Guard	If you receive a letter offering free credit monitoring for one year from Privacy Guard, paid by VA, please follow the instructions provided in the letter to sign up. This is a legitimate offer through VA in response to the potential loss of personal data.
1333	Homeless Veterans	VA offers a wide array of special programs and initiatives specifically designed to help homeless veterans live as self-sufficiently and independently as possible. In fact,VA is the only Federal agency that provides substantial hands-on assistance directly to homeless persons. Although limited to veterans and their dependents, VA's major homeless-specific programs constitute the largest integrated network of homeless treatment and assistance services in the country. For all information about programs and services for homeless veterans, please go to http://www.va.gov/homeless/ and utilize the links to specific information.
1413	Economic Stimulus Payments--Special Tax Rebate	<p>Veterans who last year received disability compensation, pensions or survivors' benefits from the Department of Veterans Affairs (VA) may be entitled to an economic stimulus payment of at least \$300. To qualify, veterans must file a tax return for 2007, even if they aren't normally required to file.

</p> <p>To qualify, taxpayers must have at least \$3,000 in income in 2007. While VA's disability compensation, pensions and survivors benefits are not subject to income tax, the administration's economic stimulus proposal, passed by Congress in February, allows veterans and survivors to count those payments toward the income requirement of \$3,000. To claim the benefit, veterans -- like other taxpayers -- must file an income tax return.

</p> <p>All information about stimulus payments must be obtained from the Internal Revenue Service, the department responsible for handling these payments. Please go to http://www.irs.gov for details, instructions, etc.</p>
362	Is there a national cemetery in the state I live in?	Please go to our cemetery listing at http://www.cem.va.gov/cem/cems/listcem.asp
113	My spouse and I are both active duty and insured under SGLI. We have one child. Is the amount of Family coverage doubled to \$20,000?	No. The maximum benefit under family coverage for any one child is \$10,000. Please see http://www.insurance.va.gov/miscellaneous/index.htm for all information relevant to our life insurance program.
114	What is the cost of coverage for my spouse?	Please visit the VA Insurance web site at www.insurance.va.gov/sqliSite/FSGLI/sqlifam.htm for premium information.
118	I do not want Family SGLI coverage for my spouse. What must I do to decline coverage and ensure that premiums will not be deducted?	If you do not want insurance coverage for your spouse or want a reduced amount of coverage, you must complete form SGLV-8286A, Family Coverage Election, and submit the completed form to your personnel officer.
122	If I decline Family SGLI spousal coverage will I be entitled to a refund of any premiums deducted?	<p>The initial deadline for you to decline or reduce coverage and still receive a full refund of premiums was November 1, 2001. However, this deadline was extended to December 31, 2001 to provide members sufficient time to make that election. A form SGLV 8286A must have been completed and submitted prior to December 31, 2001 to receive a refund of premiums deducted.

</p> <p>If you decline spousal coverage after December 31, 2001, that election will not be effective until the first day of the month following the election. Any premiums deducted prior to the effective date of the election will not be refunded. For example, if you make an election to decline coverage by submitting the Form SGLV 8286A on March 13, 2002, that election does not become effective until April 1, 2002 and the premiums deducted in March will not be refunded. However, if a premium is improperly deducted in the month of April, your branch of service will provide refund of that premium.</p>
123	When does Family SGLI coverage for my spouse begin?	If you were married on November 1, 2001, coverage for your spouse began on November 1, 2001, when the law went into effect. If you marry after the effective date of the law, coverage will begin on the date of your marriage.
124	When does Family SGLI coverage for my children begin?	Coverage for your children began on November 1, 2001, when the law went into effect. Coverage for children born after the effective date begins on the date of their birth. If you adopt a child, coverage begins on the date of adoption.
126	When does Family SGLI coverage for my children end?	<p>Coverage for your children ends 120 days after any of the following events:

</p> <p>The date you elect in writing to terminate your coverage
</p> <p>The date you separate from service
</p> <p>The date of your death
</p> <p>The date your child is no longer your dependent</p>
77	How do I get information about filing an appeal?	 Click here for Frequently asked questions regarding Board of Veterans Appeals
80	What services are available to women veterans?	<p>The Veterans Health Administration has established services which address the unique needs of Women Veterans. Our services focus on Wellness--getting you there and keeping you there in a concerned, compassionate and comprehensive manner. The Womens Program includes the Women's Primary Care Clinic, Gynecology Clinic, Reproductive Clinic, Breast Clinic, and Mental Health Services. The Sexual Trauma Treatment Center is also affiliated with the Women's Clinic, providing treatment for the psychological effects of sexual trauma.

</p> <p>For addition information regarding these services you may call and speak to the Women Veterans Coordinator at your local VA. Full continuum of comprehensive medical services including health promotion and disease prevention, primary care, women's gender-specific health care: e.g., hormone replacement therapy, breast and gynecological care, maternity and limited infertility (excluding In-vitro fertilization), acute</p>

medical/surgical, telephone triage, emergency and substance abuse treatment, mental health, domiciliary, rehabilitation and long term care. VA researchers at many VA facilities also conduct medical research on women's health.

81	Who is eligible for Servicemembers' Group Life Insurance Family Coverage?	Family coverage is available for the spouses and children of: - Active duty servicemembers and - Members of the Ready Reserve of a uniformed service Note: Family coverage is available only for members insured under the SGLI program. It is not available for those insured under the VGLI program.
82	My father is totally dependent upon me for support. Will he be eligible for SGLI Family Coverage?	No. Only Spouses and dependent children are eligible for coverage. For all current information on our life insurance program, go to http://www.insurance.va.gov/miscellaneous/index.htm
83	Can retired military spouses be insured under the SGLI Family coverage?	Yes. Eligibility for spousal coverage is based on the status of the SGLI insured. All active duty SGLI insureds are eligible to insure their spouses, regardless of whether their spouse is an active duty member, retired or a civilian.
98	Quality of Care issues for Women Veterans	To discuss issues pertaining to quality of care issues for women veterans, contact the Women Veterans Program at your local health care facility (white pages under U. S. Government, Department of Veterans Affairs). During normal business hours, you can also contact the Veterans Health Administration (VHA) Office of Women Veterans Health at (202) 273-8577, Women Veterans Health Strategic Health Care Group at (202) 461-7174, or the Department of Veterans Affairs Office of the Center for Women Veterans at (202) 273-6193.
116	How do I pay premiums for Family SGLI coverage?	The premium for your spouse will automatically be deducted from your pay until you separate from service. Coverage will continue, at no extra cost to you, for 120 days following your separation from service.
121	Will Family SGLI premiums be automatically deducted for SGLI insureds who are not married?	No. Premiums for spousal coverage will not be deducted from the pay of single SGLI insureds. Premiums will be deducted based on information contained in your personnel and payroll files. If you are not married and your records indicate so, no premium will be deducted for spousal coverage.
84	Can retired military spouses who carry VGLI be insured under Family SGLI?	Yes. Your spouse can be insured under both SGLI spousal coverage and his or her own VGLI coverage. Unless you decline coverage for your spouse, he or she will automatically be insured under SGLI spousal coverage and will also be able to maintain his or her own VGLI coverage.
115	What is the cost of Family SGLI coverage for my children?	SGLI coverage for children is free.
117	Will my premiums for Family SGLI spousal coverage automatically be deducted from my pay?	Yes. Beginning November 1, 2001 (the effective date of the law), SGLI coverage for your spouse and children was automatic. Premiums for your spouse's coverage will automatically be deducted from your pay. It is important that the information concerning your spouse and children contained in your personnel and payroll files is accurate and up to date.
119	I want less than the automatic amount of Family SGLI coverage for my spouse. How can I reduce the amount of coverage?	I want less than the automatic amount of Family SGLI coverage for my spouse. How can I reduce the amount of coverage? If you want less than the automatic amount of coverage for your spouse (\$100,000 or the amount of the members coverage, whichever is less), you must complete form SGLV-8286A, Family Coverage Election, and submit the completed form to your personnel officer.
120	Will both spouses of a married active duty couple automatically be charged for Family SGLI spousal coverage?	Yes, premiums will automatically be deducted from each spouse's pay for coverage for his or her spouse. Each of you must register the other as your spouse in DEERS. If one or both members decline or reduce coverage for his or her spouse, they must complete a form SGLV 8286A.
125	When does Family SGLI coverage for my spouse end?	Family SGLI coverage for your spouse will end 120 days after any of the following events: The date you elect in writing to terminate your spouse's coverage The date you elect in writing to terminate your own coverage The date of your death The date your coverage terminates The date of your divorce However, your spouse can convert his or her coverage to a policy with a commercial company.
463	How do I apply for health benefits?	To apply for veterans' health benefits, you must complete form 1010EZ, Application for Health Benefits. VA recently revised this form, and it is now available online at https://www.1010ez.med.va.gov/sec/vha/1010ez/ . You can complete this form on-line and print and save the completed form when you're done. The application is in full compliance with Section 508 of the American with Disabilities Act so that sight-impaired veterans can complete it on-line as well.
183	How do I arrange for military funeral honors?	The Department of Defense (DOD) is responsible for providing military funeral honors. The Department of Veterans Affairs (VA) National Cemetery Administration cemetery staff assist with military funeral honors at VA national cemeteries. Upon the family's request, the law requires that every eligible veteran receive a military funeral honors ceremony to include folding and presenting the United States burial flag and the playing of Taps. The law defines a military funeral honors detail as consisting of two or more uniformed military persons with at least one a member of the veteran's parent service of the Armed Forces. The DOD program calls for funeral home directors to request military funeral honors on behalf of the veterans' family. Veterans organizations may assist in the provision of military funeral honors. When military funeral honors at a national cemetery are desired, they are arranged prior to the committal service by the funeral home. To arrange military funeral honors, contact your local funeral home.
444	Historical information specific to women veterans?	To obtain historical information about women veterans, contact the Women In Military Service for America Memorial (WIMSA) located at the gates of Arlington Cemetery in Arlington, Virginia. http://www.womensmemorial.org
305	Are Reserve and National Guard Veterans of Operations Enduring and Iraqi Freedom entitled to VA benefits?	<p>Veterans of Enduring and Iraqi Freedom and their family members might be eligible for the various types of benefits. The following web site provides information for OEF/OIF veterans and family members: <p>You may also direct eligibility questions to VA's Enduring Freedom / Iraqi Freedom benefits counseling unit at: </p>
385	How do I find a VA facility, VA office, or an address?	If you are looking for the location of and attendant information about any VA facility, please go to the Facilities Locator link at the bottom of this page or click on this link: benefits/ROcontacts.htm Department of Veterans Affairs 810 Vermont Ave NW Washington, DC 20420
423	How can I check on the status of a pending claim?	To determine the status of a pending claim, you can call 1-800-827-1000 and follow the recorded instructions. Currently, there is no other on-line access to claim information.

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445	How can I get gender-specific services for medical and child-related issues?	Apply for VA health care enrollment by completing VA Form 10-10EZ. The 10-10EZ may be obtained by visiting, calling or writing any VA health care facility or veterans' benefits office. You can also call toll-free 877-222 VETS (877-222-8387) or access the form on the Internet at http://www.va.gov/elig. The provision of health care to non-veteran children is limited to those instances where specific authority is given to VA by law. Contact your local VA health care facility and ask to speak with the Women Veterans Program Manager (white pages under U.S. Government, Department of Veterans Affairs).
399	Are surviving spouses entitled to VA benefits?	Surviving spouses may be entitled to Dependency and Indemnity Compensation if veteran died on active duty or from a disability related to his military service. Surviving spouses may be eligible to Death Pension benefits if the veteran served during a wartime period. This benefit is based on financial need.
518	What if the closest VA facility does not have services I need?	If you are enrolled in the VA Health Benefits package and have an assigned VA health care provider, we will provide you a full range of services. These services will generally be provided through your Primary Care Provider at our medical centers or outpatient clinics. Other services will be provided at the nearest VA facility that can provide the care you need. By law, VA has to provide care within the VA system.
848	What benefits and services are available for spouses and dependents of deceased veterans?	The Veterans Benefits Administration has created a "survivors" Web site for spouses and dependents of military personnel who died on active duty and for the survivors and dependents of veterans who died after leaving the military. The Web site is organized into two broad categories - death in service and death after service. It provides website visitors with information about a wide range of benefits for the surviving spouse, dependent children, and dependent parents of deceased veterans and active-duty personnel. The site also has information from and provides links to other federal agencies and organizations that offer benefits and services to survivors and dependents. The Web site can be reached by clicking on the Benefits link on the VA home page and then the Survivor benefit link that appears in the dropdown box, or by going to: http://www.vba.va.gov/survivors/.
410	What is Combat-Related Special Compensation?	Simply put, Combat-Related Special Compensation (CRSC) provides military retirees a monthly compensation that is intended to replace some or all of their retired pay that is withheld due to receipt of VA compensation. CRSC is payable for disabilities that are found to be related to combat. This includes disabilities that were incurred in actual combat, while engaged in hazardous service, in the performance of duty simulating war, and as a result of an instrumentality of war. The amount of CRSC payable is directly related to the evaluation(s) assigned to combat-related disability(ies), but cannot exceed the amount of withheld retired pay. Am I Eligible for CRSC? To qualify for CRSC you must: Be a Military Retiree with 20 or more years of service. This includes Chapter 61 Medical Retirees and National Guard and Reserve with 20 or more good years. Have a Combat Related VA disability rating of 10% or higher, or a disability directed related to a Purple Heart. How Do I Apply for CRSC? Please understand that CRSC is not a VA program. To receive CRSC, you must submit your application (DD form 2860) through your parent military service branch. Each service branch has the authority to determine your eligibility. For more information on how to apply, contact your parent military branch. DoD DefenseLink http://www.defenselink.mil/prhome/mpccrsc.html ARMY U.S. Total Army Personnel Command http://www.cpsc.army.mil/ 1-866-281-3254 toll free
135	What are my burial benefits?	Burial in a national cemetery is open to all members of the Armed Forces and veterans having met minimum active service duty requirements and having been discharged under conditions other than dishonorable. VA and Marine Corps Their spouse, widow or widower, minor children and, under certain conditions, unmarried adult children, are also eligible for burial. Eligible spouses may be buried, even if they predecease the veteran. Members of the reserve components of the Armed Forces who die while on active duty or while performing training duty, or who have 20 years of service in the reserve components of the Armed Forces creditable for retired pay, may also be eligible for burial. Please refer to http://www.cem.va.gov/cem/bene/eligible.asp for eligibility requirements. CRSOPV who are eligible for burial, please refer to http://www.hq.navy.mil/ncpb/crsc/crsc-combatrelated.htm 1-877-366-2772 toll free Burial benefits include a gravesite in any of our national cemeteries with available space, the opening and closing of the grave, perpetual care, a Government headstone or marker, a burial flag, a grave liner and a Presidential Memorial Certificate, at no cost to the family. Our cemetery listing is at http://www.cem.va.gov then click on cemeteries. United States Air Force Personnel Center If you prefer to have an extended burial, a suitable casket or shroud may still be entitled to a headstone or marker, a burial flag, a Presidential Memorial Certificate and burial allowances. Go to our site at http://www.cem.va.gov for further information on these items. To obtain information on getting copies of military records go to our site at http://www.cem.va.gov then click on "Obtaining Military Records and Medals." COAST GUARD Commanding Officer (RAS) U.S. Coast Guard Personnel Service Center http://www.uscg.mil/hq/psc/customerconnection/crsc.htm 1-866-772-8724
412	How do I get a foreign claim processed?	Please contact the nearest U S Embassy and ask them for a list of Doctors who are available to conduct physical examinations needed by VA. If the examination is in a foreign language, VA will get it translated when it is received. Once you are found to have a service-connected disability, there is a program called Foreign Medical Program (FMP)designed for US veterans residing outside the US. Under FMP, VA assumes payment responsibility for certain services that are associated with service-connected conditions. FMP's phone is 303.331.7590 and their e-mail is: G.FMP@CHAMPVA.DENVER.VA.GOV.
416	Am I entitled to any temporary benefits from VA if I have surgery?	A temporary 100% rating for a period of convalescence may be awarded to a service-connected veteran following treatment for his service-connected disability. You should notify the VA when your surgery takes place. If you have medical evidence at that time, you may submit it, or, you may notify VA of the provider of treatment so that we can obtain records. After a review of all the available evidence, a decision will be made as to your entitlement to the 100% rate and the length of the convalescence period.
332	How do I obtain a 1099 Form from VA for tax purposes?	How do I obtain a 1099 form from VA? VA benefits are not taxable; therefore, VA does not send out 1099 forms. If you need a statement of benefits paid, please contact your VA Regional Office.
182	Can I be buried at Arlington National Cemetery?	Although Arlington National Cemetery is a national cemetery, it is one of two cemeteries maintained by the Department of the Army, not the Department of Veterans Affairs National Cemetery Administration. We cannot answer your questions or comments about the national cemeteries under the Army's jurisdiction. Please contact them at: Superintendent Arlington National Cemetery Interment Services Branch Arlington, VA 22211 (703) 607-8585

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382 193	Does VA provide legal services? VA Home Loan Certificate of Eligibility	The Department of Veterans Affairs does not provide legal services and cannot provide advice about obtaining legal services. All questions about VA Home Loans can be found at http://www.homeloans.va.gov/index.htm Information specifically about home loan certificates of eligibility can be found at http://www.homeloans.va.gov/eligibility.htm
364	VONAPP Problems?	<p>Having problems filling out the automated on-line benefits applications on the VONAPP web site? Please send your e-mails to: VONAPP@vba.va.gov</p>
176	What is a Presidential Memorial Certificate and how do I apply for one?	A Presidential Memorial Certificate is an engraved paper certificate, signed by the current President, to honor the memory of honorably discharged deceased veterans. If you would like to request a Presidential Memorial Certificate, or if you requested one more than eight (8) weeks ago and have not received it yet, we ask that you either:
		1. Complete the form at http://www.va.gov/vaforms/va/pdf/VA40-0247.pdf and fax your request and all supporting documents (copy of discharge and death certificate) to: (800) 455-7143, or 2. Mail your request and all supporting documents using either the U.S. Postal Service or a commercial mail service, such as one of the overnight or express mail delivery services, to: Presidential Memorial Certificates (41A1C) Department of Veterans Affairs 5109 Russell Road Quantico, VA 22134-3903 If you have any questions about a certificate you have received, a request you have already sent in, or about the program in general, you may call (202) 565-4964. Or you may email us at: PMC@va.gov
427	Can I obtain historical military records from VA?	The U. S. Department of Veterans Affairs does not maintain any historical military records such as military units assigned to, dates and places of assignment, pay records, etc. For all information about military records, go http://www.archives.gov/
374	Can I be reimbursed for burial expenses?	Please review the Burial Allowance link at www.cem.va.gov for further information. Some veterans may be eligible for the allowance which may cover cremation. If you may be eligible for reimbursement, please contact a benefits counselor at the nearest VA regional office for assistance. The toll-free number is 1-800-827-1000.
376	Where can I find the application to order a headstone or marker?	Please go to http://www.cem.va.gov/cem/hm_hm.asp for information and the form needed to order a headstone or marker.
420	How do I get a copy of my rating decision?	To get a copy of your rating decision, you must make your request in writing and SIGNED BY YOU with your original signature on it. This written request should be sent to your nearest VA Regional Office and should tell us exactly what you need to get from VA.
579	Can VA help me to locate a veteran?	As a Federal agency that is required by law to enforce the Privacy Act, we are obliged to protect the privacy of veterans' personal information. Therefore, VA cannot release personal information about a veteran in our records system without that person's permission. We can, however, forward a message from you to the veteran, providing the veteran has filed a claim with VA, and we have an address on record. To forward a message, you must please write your message and place it in an unsealed, stamped envelope. Also include a note to VA explaining who it is you are trying to reach and add as much identifying information as you have. Place all of this in another envelope addressed to the nearest U.S. Department of Veterans Affairs Regional Office (you can find the address at http://www2.va.gov/directory/guide/home.asp or in the "blue" pages of your telephone book). If the veteran is in our records, your message to the veteran will be sealed and the envelope addressed to the address we have on file for the veteran. Please note that the veteran may not have informed us of a change of address, so we cannot guarantee receipt of your message. If the veteran receives your note, it is then up to the veteran to contact you. If you have questions, you can reach the regional office via phone at 1-800-827-1000. This process is designed to protect the privacy of our veterans as required by law.
1439	Survivor Benefits Information	For all information about survivor benefits, please see the Survivor benefits Web site at http://www.vba.va.gov/Survivors/ This web site is dedicated to the surviving spouses and dependents of military personnel who died while in active military service and to the survivors of veterans who died after active service.
1449	Can I file an application for benefits electronically?	The VONAPP (Veterans On Line Applications) website is an official U.S. Department of Veterans Affairs (VA) website, which enables veterans to apply for benefits using the Internet. This site can be used to apply for compensation, pension, vocational rehabilitation, and education benefits as follows: U.S. military veterans and some service members within six months of separation or retirement can apply for compensation, pension, and vocational rehabilitation benefits using VONAPP. U.S. military veterans, service members with two years of service, members of the Selected Reserve, and spouses/dependents of a "service connected" disabled or deceased veteran can apply for education benefits using VONAPP. VONAPP also has a link to VA Form 10-10EZ, Application for Health Benefits. Go to http://vabenefits.vba.va.gov/vonapp/about_vonapp.asp to find all information regarding VONAPP, how it works, when and how it can be used, etc.
437	How do I resume receiving medical care after a long break in treatment?	To resume medical treatment after a long break in receiving care, call or go to the Business Office of the nearest VA medical facility. They will determine if you are eligible to receive medical care, and if you are eligible, they will help you to re-enroll and set you up with a primary care provider. To find your nearest VA medical facility, go to http://www1.va.gov/directory for a complete listing of VA facilities.
447	Are there any services for women vets discharged for pregnancy?	The provision of health care services to veterans is established by certain eligibility criteria and discharge status requirements. To determine your eligibility for services, please contact your nearest VA health care facility.
448	What is the process of getting quality of care issues addressed?	To address quality of care issues for women veterans, please contact the Women Veterans Program Manager at your local healthcare facility (white pages under U.S. Government, Department of Veterans Affairs) or the Veteran Health Administration (VHA) Office of Women Veterans Health @ (202) 273-8577 or the Department of Veterans Affairs Office of the Center for Women Veterans @ (202) 273-6193.
449	How do I get a clinic appointment when there is a waiting list?	If you experience an urgent or emergent medical condition, you can contact your local VA health care facility telephone care program; visit their walk-in (urgent care) clinic or emergency room. Non-acute problems will be scheduled on a next available appointment basis.
452	What happens when a woman veteran has an obstetrics related emergency before enrolling?	If a women veteran is enrolled and we know she is pregnant, fee-basis care would have been authorized in advance. In the event of an obstetric emergency, she would go to the hospital and the hospital would be reimbursed for services provided under VA contract. Eligible veterans are encouraged to enroll for VA health care as soon early as possible in the pregnancy to ensure that any maternity care provided by non-VA providers can be reimbursed.
453	Does VA deliver babies?	The Dept of Veterans Affairs medical facilities do not deliver babies because DVA has no authority to provide care to newborn infants. Local facilities will assist the veteran in accessing community resources. When the pregnant veteran has a total disability, permanent in nature, resulting from a service-connected disability, and the child is not otherwise eligible for medical care under the Civilian Health and Medical program of the Uniformed Services (CHAMPUS), then newborn infant could receive care under Civilian Health and Medical Program of VA (CHAMPVA).
454	Women Veterans Programs	For information on VA health care services available to women veterans, go to theThe Women Veterans Health Care Program Internet Web site http://www.publichealth.va.gov/womenshealth/

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For information on other programs and services available to women veterans, go to the Center for Women Veterans Web site at: <http://www1.va.gov/womenvet/> [target="_blank">http://www1.va.gov/womenvet/](http://www1.va.gov/womenvet/)

591	How do I obtain nursing home care?	<p>To be eligible for nursing home care, you would first need to be enrolled in the VA Healthcare System. You can apply for VA health care enrollment by completing VA Form 10-10EZ. The 10-10EZ may be obtained by visiting, calling, or writing any VA health care facility or veterans' benefits office. You can also call toll-free 1-877-222-VETS (1-877-222-8387) or access the form on the Internet at www.1010ez.med.va.gov.</p> <p>You can submit a completed form in person or by mail to the enrollment coordinator at any VA Medical Center. Please be sure to sign your application form, otherwise it cannot be processed for enrollment. VA Form 10-10EZ is a four-page application form, front and back.</p> <p>Once a determination of your eligibility has been made, you will receive written notification. This process can take between 30-60 days.</p>
610	Do I need to log on before using My HealtheVet?	<p>Some parts of the My HealtheVet site are offered without logging in, but you are required to log in to personalize your own health information, to use the planner and calendars, to explore the Health Education Library, and to use the health calculators and other tools. Login also enables you to personalize your health information using the Health Journal and Health eLogs. These journals and eLogs are your private and secure information and are located through the MY CARE tab, visible when you are logged in.</p> <p>My HealtheVet can be found at http://www.myhealth.va.gov/</p>
180	How can I find out the status of a headstone or marker order?	<p>If more than 30 days have passed since submitting your application, you may call our Applicant Assistance Unit to verify receipt.</p> <p>If more than 60 days have passed since submitting your application and the grave is still not marked, you may want to contact the cemetery, funeral home, or other party responsible for accepting delivery of the headstone or marker, to see if they have received it. If they have not received it, you may call our Applicant Assistance Unit between the hours of 8:00 a.m. and 5:00 p.m. (ET), Monday through Friday, at the toll-free number below:</p> <p>1-800-697-6947</p>
184	Does the VA pay for cremation?	<p>The VA does not directly provide cremation services, however please review the "Burial Allowance" link under "Other Benefits" at www.cem.va.gov.</p> <p>Some veterans may be eligible for the allowance which may cover cremation. If you may be eligible for reimbursement, please contact a benefits counselor at the nearest VA regional office for assistance. The toll-free number is 1-800-827-1000.</p>
1466	Disaster Assistance from FEMA	<p>A website that provides information about disaster assistance from all federal agencies involved in disaster assistance efforts has been posted by FEMA at http://www.disasterhelp.gov</p> <p>This website provides a coordinated effort of government agencies regarding disaster response. Please check this website for information from a broader selection of federal agencies.</p>
464	Information about women veterans health care	<p>Specific information about VA health care services available to women veterans is the Women Veterans Health Care Program Internet Web site at: http://www.publichealth.va.gov/womenshealth/</p>
519	What should I do if I have a health question or problem that isn't a life-threatening emergency?	<p>Many facilities now offer telephone health advice services to veterans 24 hours a day, seven days a week, including weekends and holidays. The name of this program is VA Telehealth. If you have symptoms, questions, or need advice about any health care problem, the VA Telehealth nurse would be available to offer you advice and help you decide whether you can be treated at home or not.</p> <p>When you call the VA Telehealth Nurse, be ready to provide some important information so the Nurse can help you. The Nurse will need to know:</p> <ul style="list-style-type: none"> - Your full name - Your social security number - Your current address - Your phone number including area code - The VA medical center or clinic where you usually receive care - A list of the medications you are currently taking including over-the-counter products, herbal products and dietary supplements - And a complete description of your current medical problem. Be sure to tell the Nurse what the problem is, when it started, what you have tried for treatment and if there is anything that makes it feel worse or better.
520	Can I get my medications at VA?	<p>Yes, generally, to receive medications from a VA pharmacy, the prescriptions must be written by a VA health care provider. You may be charged a \$8 copayment for each 30-day or less supply of each medication provided for treatment of a NSC condition.</p>
478	Amend or Change DD 214 or Other Military Records	<p>Changes to DD 214 or other military records cannot be done through VA. Such requests for change must be processed through the Department of Defense, Army Review Boards Agency (ARBA).</p> <p>The ARDA address is:</p> <p>Army Review Boards Agency (ARBA)</p> <p>ATTN: Client Information and Quality Assurance</p> <p>Arlington, VA 22202-4508</p> <p>Telephone assistance is available at 1-703-607-1600</p> <p>You may also send an e-mail to: actsonline@hqda.army.mil</p> <p>The Army Review Boards Agency also maintains a web site where you may complete an application for a change. The address is: https://secureweb.hqda.pentagon.mil/ACTS_Online/gui/Login.aspx?ReturnUrl=%2FACTS_Online%2fgui%2ffinding.aspx</p> <p>The web address is quite long. Please copy and paste the entire address to the address line of your web browser, or make sure you type the entire address from the "https://" beginning to the "%2ffinding.aspx" ending leaving out the quotes. Do not leave any spaces.</p>
523	What if I get sick while traveling?	<p>You may receive health care at any VA health care facility in the country. Many of VA's community based clinics see patients by appointment only so it is a good idea to familiarize yourself with the location of VA Medical Centers in the area in which you are traveling. The Enrollment Office staff will be glad to assist you with VA Medical Center locations outside of your home area.</p>
524	Can I get health care from my private physician or at a private hospital at VA expense?	<p>By law, VA has to provide care within the VA system unless certain circumstances exist. Only when appropriate VA officials determine that certain VA services are unavailable or cannot be economically provided, can a veteran be authorized to obtain care through private sources at VA expense.</p> <p>VA can pay only for primary medical care services not previously authorized by VA officials when the care was provided under the following circumstances:</p> <ul style="list-style-type: none"> - Treatment was provided for an adjudicated service-connected disability, for any condition for a permanently and totally disabled service-connected veteran, or for a nonservice-connected disability associated with an aggravating a service-connected disability - Medical care and services were provided in a medical emergency - VA or other federal medical facilities could not provide the medical services you needed or if you were not physically able to travel to our facilities because of your health. <p>In the absence of any one of these three conditions VA cannot assume responsibility for the payment of or reimbursement for the cost of non VA care.</p>
525	Once enrolled for medical care, do I need to enroll each year?	<p>Enrollments are renewed annually and many veterans will stay enrolled each year without any action on their part. Most veterans who are not receiving monthly compensation or pension checks from VA, however, must complete an annual financial statement known as a Means Test. Completing a Means Test allows the VA to place you in the correct Priority Group for determination of copayments. It also ensures that your local VA receives reimbursement from VA for the health care provided to you. We would be glad to help you with the forms. If you need assistance, please contact your local VA facility Enrollment Office.</p>

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527	Can I obtain free prescriptions from VA?	VA provides medication to eligible veterans who are receiving care from VA medical facilities, and to those veterans authorized by VA to receive care from private physicians at VA expense. VA pharmacies cannot fill prescriptions written by a private physician unless the veteran is specifically eligible.
516	How do I find out if I am eligible for any medical care or drug benefits?	You are eligible to apply for VA health care if you are a veteran of active military service and were discharged or released from service under honorable conditions, provided that you meet minimum duty requirements. To apply for health care benefits, you will need a copy of your discharge papers and will need to fill out a form called 1010EZ. The form can be downloaded from http://www.va.gov/elig or you can call 1-877-222-VETS and ask to have one mailed to you.
528	I'm a military retiree. Can I receive VA care?	Individuals who retire from the military are veterans and as such are eligible for VA medical care benefits.
533	Does VA pay for hospice care?	If you are enrolled to receive health care services from VA, you are eligible for hospice care through VA. Generally hospice care is arranged and coordinated with a VA social worker at the facility in which you receive your health care.
1486	Information about Parkinson's Disease	VA has a website dedicated to information about Parkinson's Disease. The Veterans Affairs (VA) Parkinson's Disease, Research, Education and Clinical Centers (PADRECCs) and the National VA Parkinson's Disease Consortium websites can be accessed at. http://www.parkinsons.va.gov/index.asp
538	How do I find the nearest Vet Center to where I live?	Your nearest Vet Center can be located by calling your local VA Medical Center or calling 1-800-827-1000. You may also go to http://www1.va.gov/directory/guide/vetcenter_fish.asp
539	How do I apply for health benefits?	To apply for veterans' health benefits, you must complete form 1010EZ, Application for Health Benefits. VA recently revised this form, and it is available online at https://www.1010ez.med.va.gov/sec/vha/1010ez/. You can complete this form on-line and print and save the completed form when you're done. The application is in full compliance with Section 508 of the American with Disabilities Act so that sight-impaired veterans can complete it on-line as well.
540	Who is eligible for VA medical services as an OIF/OEF veteran?	Title 38, United States Code (U.S.C.), Section 1710(e)(1)(D) states that a veteran who served on active duty in a theater of combat operations during a period of war after the Persian Gulf War, or in combat against a hostile force during a period of hostilities after November 11, 1998 is eligible for hospital care, medical services, and nursing home care for any illness, notwithstanding that there is insufficient medical evidence to conclude that such condition is attributable to such service. "Hostilities" is defined as conflict in which the members of the Armed Forces are subjected to danger comparable to the danger to which members of the Armed Forces have been subjected in combat with enemy armed forces during a period of war.
541	If an OIF/OEF reservist was medi-vac'd out of Iraq and did not complete two years of active duty, is s/he still eligible for 2 years of free VA health care?	Reservists/National Guard are not required to complete two years of active duty service but rather the term for which they are called. Additionally, any active duty service member injured on active duty and subsequently discharged as a result of a disability incurred in the line of duty is automatically eligible for placement into enrollment Priority Group 3 and is not subject to length of service requirements.
547	Are veterans who were assigned to Cuba guarding suspected terrorist prisoners eligible for two free years of health care when they're discharged from active duty?	No, the veteran must have served in a designated theater of combat operations. Cuba has not been designated as such. You may refer to VHA Directive 2004-017, Establishing Combat Veteran Eligibility, for the list of areas that have been designated as theaters of combat operations
548	Does special operations service in the Philippines constitute combat veteran status?	Yes, provided the veteran served in the Philippines after October 31, 2001. You may refer to VHA Directive 2004-017, Establishing Combat Veteran Eligibility, for the list of areas that have been designated as theaters of combat operations.
551	If I can't afford to make copayments for my health care, what should I do?	If you cannot afford to make copayments, there are three options: - The first option is to request a waiver for paying the copayments you currently owe. To request a waiver, you must submit proof that you can't financially afford to make payment to the VA. Contact the Revenue Coordinator at the VA health care facility where you receive care for more information. - The second option is to request a hardship determination so we won't charge you in the future. If you request a hardship, you are asking VA to change your Priority Group assignment. You will need to submit current financial information and a decision will be made based on the information - The third option is to request a compromise. A compromise is an offer and acceptance of a partial payment in settlement and full satisfaction of the debt as it exists at the time the offer is made. Most compromise offers that are accepted must be for a lump sum payment payable in full 30 days from the date of acceptance of the offer.
428	Commissary and Exchange Privileges	Unlimited exchange and commissary store privileges in the United States are available to honorably discharged veterans with a service-connected disability rated at 100 percent, unremarried surviving spouses of members or retired members of the armed forces, recipients of the Medal of Honor, and their dependents and orphans. Certification of total disability is done by VA. Reservists and their dependents also may 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 Department of Defense (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. If you have any further questions, you may call our toll-free number at 1-800-827-1000 and a Veterans Service Representative will be happy to assist you.
203	How do I subscribe to or unsubscribe from the VANews Mailgroup?	To automatically receive mail from VANews or to stop receiving mail from VANews, go to this web address: http://www.va.gov/opa/pressrel/opalist_listserv.cfm and follow the instructions. Note: if you are unable to click on this link successfully, please copy and paste it into the address line on your browser.
397	Are dependents of veterans eligible to receive any benefits from VA?	For a dependent to receive benefits from the VA, the veteran needs to have been rated by the VA for a service-connected disability. If the veteran is deceased, certain minor dependents, or helpless adult children may be entitled to VA benefits. Please visit the following web sites for additional information: http://www.vba.va.gov/bln/dependents/index.htm and http://www.vba.va.gov/benefit_facts/index.htm
442	What medical or health care services are available to women veterans?	A full continuum of comprehensive medical services including health promotion and disease prevention, primary care, women's gender-specific health care e.g., hormone replacement therapy, breast and gynecological care, maternity and limited infertility (excluding In-vitro fertilization), acute medical/surgical, telephone, emergency and substance abuse treatment, mental health, domiciliary, rehabilitation and long term care. VA researchers at many VA facilities also conduct medical research on women's health.
443	How do women veterans obtain services from VA?	Veterans can apply for VA health care enrollment by completing VA Form 10-10EZ. The 10-10EZ may be obtained by visiting, calling or writing any VA health care facility or veterans' benefits office. You can also call the VA Health Benefits Call Center toll-free at 877-222 VETS (877-222-8387) or access the form on the Internet website for VA at http://www.va.gov and then click on on-line applications link. Medical Research Service provides knowledge of the fundamental biological processes to form an understanding of disease pathology, diagnosis, and treatment. Cooperative Studies Program applies the knowledge gained from medical research to patients by determining the effectiveness of novel or unproved therapies using multi-center clinical intervention trials. The Health Services Research and Development Service (HSRD) contributes to improving the quality, effectiveness, efficiency, and accessibility of health care services for veterans.

		<p>The Rehabilitation Research and Development Service addresses the
 minimization of disability and restoration of function in veterans disabled
 by trauma or disease. Some important DVA research websites to know are:

 Website for the HSRD is http://www.hsrd.research.va.gov/.

 For HSRD studies the URL is
 http://www.hsrd.research.va.gov/research/studies/.

 Focusing on women veterans research:
 Most VA Medical Centers have inpatient mental health programs. Contact your VA Primary Care Provider or the local Mental Health Program office for assistance. If you already have a therapist and need inpatient care please discuss your care needs with your provider.
 http://www.va.gov/womenvet/
</p>
450	How do women veterans get inpatient psychiatric care?	<p>
 <p class="MsoPlainText">
 http://www.va.gov/womenvet/
</p>
544	Is a reservist called to active duty in support of Operation Noble Eagle eligible for two free years of health care?	<p>
 <p class="MsoPlainText">A limited number of these individuals may qualify for Combat Veteran Status and eligibility for the five years of free health care for conditions related to their military service if they received Hostile Fire or Imminent Danger Pay or were blinded in a combat theater of operations. Operation Noble Eagle refers to U.S. military operations in homeland defense and civil support to U.S. federal, state and local agencies. A number of individuals were ordered to active duty to support this operation but the majority do not qualify as Combat Veterans.</p><p class="MsoPlainText"></p><p class="MsoPlainText"></p><p class="MsoPlainText"></p></p>
488	Direct Deposit of VA Benefits	<p>VA encourages using direct deposit to receive VA benefits. The form to use is SF1199A which is a Treasury Department form. You may download a copy from the following Federal Government web site: http://www.fms.treas.gov/efit/1199a.pdf.</p>
552	Do enrolled veterans have to pay the deductibles that their insurance carrier requires when treated at VA?	<p>No. VA does not require veterans to pay those charges. In fact, many insurance companies will apply VA co-payment charges toward satisfaction of their annual deductible.</p>
553	Do I still need Medicare Parts A and B if I receive my health care from VA?	<p>This important question should be considered by every veteran. Depending on your eligibility for care, VA may determine that you are not eligible for some ,or that you may be required to make a co-payment for care. These same services may be fully covered by Medicare Parts A and B.</p>
554	Does VA bill Medicare if I am hospitalized?	<p>By law, VA cannot bill Medicare. The VA is obligated to bill private health insurance carriers for services provided to treat non-service connected conditions which includes health insurance companies that provide Medicare Supplemental insurance policies such as Blue Cross/Blue Shield, AARP, Cigna, etc.</p>
557	I'm dissatisfied with my Patient Advocate contact; what is the next step for resolving my concern?	<p>We try to resolve your concern at the lowest possible level for your convenience. However, if you are not satisfied with the outcome of your contact with the Patient Advocate, you may contact the Director of the involved VA facility. The preferred method of contact is a written document outlining your concerns in detail. This will allow the Director to assess your concerns and make a final decision. The decision will be provided by phone or in writing.
 If you are not satisfied with the assistance provided by the medical facility Director, you may contact the VISN Director in writing.
 You also have the right to appeal decisions made by a VA medical facility to the Board of Veterans' Appeals. Typical issues that are appealed include medication payment debts and reimbursement for medical services received outside of VA that were not authorized by us. Decisions concerning clinical care such as whether or not medical care is needed, the type of medical treatment needed, a provider's decision to prescribe (or not to prescribe) a particular drug, or whether to order a specific type of treatment, are not within the Board's jurisdiction.
 You have one year from the time you are notified of a decision to file an appeal. For more information, or to receive a booklet explaining the appeals process in detail, contact the Department of Veterans Affairs, Board of Veterans' Appeals, 810 Vermont Avenue NW, Washington D.C. 20420. You may also view additional information via the Internet at http://www.va.gov/vbs/bva</p>
558	Share information about my healthcare experience	<p>We want to provide you with the best care possible and encourage you to let us know when you think we are doing a good job. We also want to know if you have problems or concerns about your health care.
 > - If you have a problem with your Primary Care Provider, you are encouraged to discuss it directly with him/her. If you do not feel that your problem was resolved, contact the Patient Advocate at your VA Medical Center.
 - If you have a problem about VA, contact the Patient Advocate. The Patient Advocate is generally able to solve problems quickly by contacting the necessary VA staff. They also share your compliments with the staff involved and their supervisors.
 - If you have a question about eligibility, contact the Enrollment or Business Office at your local VA healthcare facility.</p>
559	I need a copy of my VA medical records. How can I get them?	<p>Your VA medical records are maintained at the facility or facilities where you were provided medical care. You will need to contact each facility to personally request a copy of any medical records maintained at that facility. Requests must be in writing and should indicate what records you are requesting, why you are requesting those records, and to whom they are to be released. The addresses for all VA facilities can be found at http://www.va.gov/directory/guide/home.asp
</p>
616	How do I contact my doctor about My HealtheVet?	<p>The best way to contact your VA doctor is always through your local VA Medical Center. My HealtheVet offers a great deal of health information, but will never take the place of a visit to your personal clinician.
 >
 The My HealtheVet website can be found at http://www.myhealth.va.gov/</p>
1465	Hurricane Gustav and Tropical Storm Hanna Information	<p>VA has established two hotlines to assist veterans, their families, and VA staff impacted by Hurricane Gustav and Tropical Storm Hanna.

 VETERANS AND THEIR FAMILIES may call 800-507-4571 for information and assistance.
 VA EMPLOYEES should provide an update of their current status at 866-233-0152 or by accessing the emergency employee information website at https://www1.va.gov/health/gustav/contact_info.cfm</p>
621	How do I find VA facilities or VA toll-free phone numbers?	<p>To find toll free telephone numbers for contacting VA, click on this link: https://iris.va.gov/scripts/iris.cfg/php.exe/enduser/ccl/phonnbrs.php.
 To find the location of VA facilities, offices, cemeteries, etc., click on this link: http://www2.va.gov/directory/guide/home.asp.</p>
625	Having trouble accessing the Veterans Information Portal? Can't get to TAS or ACE?	<p>If you have forgotten your user name or password for access to the Veterans Information Portal, or you can't get into the TAS (The Appraisal System) or ACE (Automated Certificate of Eligibility),
 your user ID is locked the fifth time you try to log on with the ID and an invalid password. Once locked, your account must be unlocked by the VIP Help Desk, vip@vba.va.gov >. The failed password count is cumulative and applies to each person attempting to log on with that ID, even on separate machines, separate offices, or at different times. The failed log-on attempt count is reset to zero with each successful log on.</p>
604	What is MyHealtheVet?	<p>My HealtheVet is a web-based product that gives veterans information and tools to improve their health. Registration is required to have full access to all features. Registrants can access more than 18 million pages of health information from the site's Health Education Library. They are able to:
 Add information to a personal health journal about over-the-counter medications, allergies, military health history, medical events, tests and allergies.
 Record and track personal information such as contact information, emergency contacts, health care providers, and health insurance information.
 Record and track personal health metrics (blood pressure, blood sugar, cholesterol, heart rate, body temperature, weight, and pain) in Health E-logs.
 Print a wallet ID card with the personal information entered into the personal health record.

 You can find My HealtheVet information at http://www.myhealth.va.gov.</p>

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725	What information is available forr minority veterans?	VA's Center for Minority Veterans provides information about and promotes the use of VA programs, benefits, and services used by minority veterans. Information for minority veterans can be found at http://www.va.gov/centerforminorityveterans/
204	Can VA provide Small Business Loans?	<p>VA does not offer small business loans.<p>
<p>>You should contact the Small Business Administration. The SBA has a web site that might be of some help: </p>
388	Will VA cover nursing home care in non-VA facilities?	No. VA can pay for care only in nursing homes that participate in its contract program. Nursing homes that do not participate in its contract program are not covered by VA. Veterans and their families should contact the nearest VA facility for information on Long Term Care (LTC). They may also obtain information on Health Benefits at 1-877-222-8387 or on the Internet at http://www.va.gov/elig
1047	Correcting Service Records and Discharges	For information and instructions about correcting your military service records, please go to http://www.archives.gov/veterans/military-service-records/correcting-records.html at the National Archives. This information will provide all the information that you need to initiate the necessary changes.
522	Can I choose to get medical care outside of the VA system at VA cost?	Generally, no. By law, the VA has to provide care within the VA system. If you meet certain eligibility criteria, VA may be able to pay for routine care you receive in your local community. This is called Fee Basis care. We may authorize you to receive Fee Basis care if we can't provide the medical services you need or if we find that you aren't physically able to travel to our facilities because of your health or the distance you must travel. To learn more about Fee Basis care and whether or not you are eligible, contact the Fee Basis staff at your local facility.
526	If I enroll in VA for health care, can I receive care anywhere in the VA system?	Yes. Once enrolled, you are part of a national health care system with more than 1,000 locations of care. Generally, you will receive your preventive and primary care at the VA location you have selected as your Preferred Facility during the enrollment process
532	If VA is paying for my home health care services, who provides the services I need?	Many VA medical centers contract with home care agencies in the community to provide home health care services to veterans. VA checks to carefully ensure the home care agency staff have the right training and skills to provide services to veterans. The home care agency will provide the services that VA requests, based on a service plan that you, your family, and your VA health care provider develop.
534	Does VA pay for hospice care in a specialized hospice facility?	Yes. Generally hospice care is arranged and coordinated with a VA social worker at the facility in which you receive your health care.
542	What are the special benefits and services available only or particularly to OIF/OEF veterans?	OIF/OEF veterans qualify for special combat veteran eligibility for up to two years after their discharge from service. This special eligibility includes enrollment in Priority Group 6 and exemption from copayments for care of conditions potentially related to their military service. Veterans serving in the Southwest Asia theater of operations (OIF) are also eligible to participate in the Persian Gulf War Registry examination program.
550	Will I have out of pocket expenses for medical care?	You may be responsible for making copayments in some cases. The dollar amounts of copayments are updated annually and are set by Congress. For the most current copayment rates and to have your specific copayment questions answered, contact the Revenue Coordinator at your local VA health care facility. For more information about co-payments and whether or not they apply to you, please contact the Enrollment Coordinator/Enrollment Office at your local VA medical facility where you receive health care or call toll-free 1-877-222-VETS (1-877-222-8387).
563	How long will I have to wait to get an appointment for health care?	If you are a new enrollee and/or new patient rated less than 50 percent service connected requiring care for a service connected disability, and you request VA care, you will be scheduled for a primary care evaluation within 30 days of desired date. If your outpatient appointment cannot be scheduled within this timeframe, VA will arrange to have you seen within 30 days at another VA health care facility or obtain the services on fee basis, under a sharing agreement or contract at VA expense. If you are a veteran who is 50 percent service connected or higher and is an already established patient (not new), your request for an appointment will be reviewed by a VA medical provider who will determine a medically appropriate timeline for an appointment. A clinic visit will be scheduled or rescheduled, based on the medical provider's review. You will be contacted by telephone or through correspondence of your appointment.
613	Does my VHA doctor use My HealtheVet too?	My HealtheVet promotes partnership between veteran patients and their doctors, and is supported as a national resource by clinical staff at your local VA Medical Center. Your doctor can help you use this tool to learn more about managing your own health. My HealtheVet can be found at http://www.myhealth.va.gov/
589	What is the difference between VA compensation and severance disability?	For a full explanation of severance pay from the military versus compensation from the VA, please refer to 38 U.S.C., 3.700.3 for the legislative rules governing these differences. A quick explanation of how VA compensation versus severance disability works is this: Disability severance pay from the military is granted for a disability received or acquired while in the military and is usually paid in a lump sum. VA compensation is unlike severance pay because it is not paid in a single lump sum, but is paid out over time. If the VA were to pay you compensation and severance pay for the same disability, you would be getting paid twice for the same disability. According to law, this is not allowed. If you filed for other disabilities that were not related to your disability severance, the VA could possibly pay you for those disabilities.
615	Who can I contact with questions or suggestions for improving the My HealtheVet website?	My HealtheVet welcomes all comments or suggestions from its user community. To send us your feedback, please use the "Contact Us" link at the top of any page on the HealtheVet web site, which can be found at http://www.myhealth.va.gov/
628	Can I get a loan from VA to buy a house?	For a comprehensive look at what VA offers in the way of Home Loan services, please go to the following web site: http://www.homeloans.va.gov/ .
862	My spouse is leaving for deployment what assistance is available to us?	Here a few websites and resources available to you and your family: Coping When a Family Member Has Been Called to War http://www.ncptsd.va.gov/war/familycoping.htm Talking to Children About Going to War http://www.ncptsd.va.gov/war/fts_children_war.html Preparing for Deployment http://www.ncptsd.va.gov/war/brochure_deployment.pdf Children and Deployment http://www.ncptsd.va.gov/war/brochure_children.pdf Ideas to Help Financial Matters During Deployment- http://www.ncptsd.va.gov/war/brochure_finances.pdf For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
863	Is it true that newly-separated veterans can receive free dental care from VA? What is the eligibility for this service?	Recently discharged veterans whose discharge record (DD214) clearly indicates either that dental services were not provided within 90 days of discharge or that dental treatment was not completed who served on active duty 90 days or more and who apply for VA dental care within 90 days of separation from active duty, may receive a one time treatment for dental conditions and follow up treatment for that specific dental condition. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
714	Direct Deposit - Which benefits can be direct deposited?	Compensation, Pension, Vocational Rehabilitation and Employment (Ch 31), Montgomery GI Bill(MGIB) Active Duty (Ch 30), and MGIB Selective Reserve (Ch 1606)
715	Direct Deposit - May I apply by telephone?	Yes, you may apply for Direct Deposit by telephone by calling 1-877-838-2778 or 1-800-827-1000, Monday through Friday 7:30 AM to 4:50 PM Central Time.
716	Direct Deposit - May I apply via FAX?	Yes, please send your fax request to this telephone number: 918/781-4395.
555	Can I have Medicare benefits and still receive health care services at VA?	Yes. VA Health care depends primarily on annual Congressional appropriations, VA encourages veterans to retain any health care coverage they may already have, especially those in the lower enrollment priority groups. Veterans with private health insurance or with federally funded coverage through the Department of Defense (TRICARE), Medicare, or Medicaid, may choose to use these sources of coverage as a supplement to their VA benefits.

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1422	Occupational Safety and Health Issues	VA's Office of Occupational Safety and Health (OSH) purpose is to provide oversight of VA's OSH and Workers' Compensation (WC) Programs in support of VA's Designated Agency Safety and Health Official (DASHO). Additionally, the Office of OSH with VA's OSH and WC Steering Committees promotes effective program management utilizing VA's OSH and WC Strategic Plans, which contain VA's national OSH and WC program goals, objectives, strategies, and performance measures. Please go to http://www1.va.gov/vasafety/ for specific information.
860	I'm being discharged from the service. What type of assistance is available to me?	A VA encourages all separating service members to contact their respective Transition Centers to determine when the VA Transition Assistance Briefings are scheduled. These briefings provide information which will help you make the transition to civilian life easier by identifying many of the VA benefits available to you. You may find the locations of the briefing sites through the Department of Defense transition portal web site. When the site comes up, click on the "At Your Service" link. Click on the Military Services Transition Assistance Locations link to locate the center nearest you. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
717	Direct Deposit - May I mail a Direct Deposit request?	Yes, you may mail your request to: VA National Direct Deposit Center, Suite B, 125 S. Main Street, Muskogee, OK 74401
864	Can VA provide dental care to OIF/OEF active duty service members being treated at VHA facilities?	Recently discharged veterans whose discharge record (DD214) clearly indicates either that dental services were not provided within 90 days of discharge or that dental treatment was not completed who served on active duty 90 days or more and who apply for VA dental care within 90 days of separation from active duty, may receive a one time treatment for dental conditions and follow up treatment for that specific dental condition. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
846	Is there insurance for traumatic injuries?	VA's new Servicemembers' Group Life Insurance Traumatic Injury Protection (TSGLI) program adds to the financial security of America's fighting force. Prudential Financial Inc., the program's insurer, is making payments under this new program, ranging from \$25,000 to \$100,000, to service members who have suffered certain traumatic injuries while on active duty. The insurance program started December 1, 2005, and is designed to provide financial help to military families through extended periods of medical care and healing. Benefits are payable retroactively to October 7, 2001 for service members and veterans who suffered certain traumatic injuries while serving in Operation Enduring Freedom or Operation Iraqi Freedom. VA and the Department of Defense are working to identify eligible service members and veterans. Eligibility information is available at www.insurance.va.gov or by calling the Servicemembers' Group Life Insurance office at 1-800-419-1473.
868	What are the special benefits and services available only or particularly to OIF/OEF veterans?	OIF/OEF veterans qualify for special combat veteran eligibility for up to two years after their discharge from service. This special eligibility includes enrollment in Priority Group 6 and exemption from copayments for care of conditions potentially related to their military service. Veterans serving in the Southwest Asia theater of operations (OIF) are also eligible to participate in the Persian Gulf War Registry examination program. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
870	What services are available to OIF/OEF combat veterans within the two years following military discharge? What happens after two years?	Title 38, United States Code (U.S.C.), Section 1710(e)(1)(D) authorizes the Department of Veterans Affairs (VA) to furnish needed hospital care, medical services, and nursing home care to combat veterans who served in combat during a period of war after the Gulf War or against a hostile force during a period of hostilities after November 11, 1998, for 2 years after discharge from the military for any illness except those which VHA finds resulted from a cause other than such combat service. After the two year period is up, the veteran will be moved to the appropriate enrollment priority group and copay category based upon their income and other eligibility factors. If their financial circumstances place them in Priority Group 8, copayment required status they will be "grandfathered" into a PG8a or PG8c, and their enrollment in VA will be continued, regardless of the date of their original VA application. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
871	Does VHA provide help to families dealing with "coming home" issues?	VA does provide assistance, such as family therapy or instruction from VA professional staff that will assist and support in the care of the patient, to families of veterans who are receiving care at a VA facility as a part of the veteran's care. These family members are known as "Collaterals". For information on Readjustment counseling, contact the VHA Readjustment Counseling Service at 202-273-9116. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
873	If a spouse or other family member from out of state wants to visit an OIF/OEF active duty service member being treated at my VHA medical center but can't afford the airfare, is there any program to help?	In September 2003, Operation Hero Miles was created by Congressman Dutch Ruppersberger (Maryland) to provide free airline tickets to troops serving in Iraq and Afghanistan to allow them to go home on R & R leave. In December 2003, Operation Hero Miles partnered with the Fisher House Foundation to provide free airline tickets to family members of injured troops so they could travel to military hospitals to provide comfort. The Fisher House Foundation has now expanded this program to provide free airline tickets for family members of OIF/OEF active duty personnel who are transferred to VHA facilities. Operation Hero Miles depends on donations of frequent flyer miles and donations of money to purchase plane tickets. Several airlines are accepting the donations and providing free tickets to Operation Hero Miles and the Fisher House Foundation. For more information, please go to http://www.heromiles.org and to http://www.fisherhouse.org. The tickets will be available to families of OIF/OEF active duty service members who are inpatients in VHA facilities so the family members can travel to the facility. The active duty member will have to request the ticket from the Fisher House Foundation through their VA social worker or case manager. Requests should be faxed to the Director of Social Work Service in VA Central Office at 202-273-8385 using the VA Operation Hero Miles application form. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
1544	Phone calls supposedly received from VA asking for personal financial information	No. The VA does not call Veterans and ask them to disclose personal financial information over the phone. If you receive a call, please let us know by using "Contact VA."

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824	Am I eligible for veterans preference in hiring?	Veterans preference applies to employment in the following ways:
		 1. Veterans Recruitment Appointment (VRA) Veterans who qualify as preference eligibles under VRA are: A disabled veteran: A veteran who served on active duty in the Armed Forces during a war or in a campaign or expedition for which a campaign badge is authorized; A veteran who, while serving in the Armed Forces, participated in a military operation for which an Armed Forces Service Medal was awarded; or A recently separated veteran, meaning a veteran last separated from active duty within the last three (3) years. These veterans are entitled to an additional 5 or 10 points added onto their earned rating in a competitive civil service examination. In all other situations (for example, selection from a merit promotion list or other "internal" action such as reassignment, transfer, or reinstatement), veterans' preference is not a factor. A basic principle of Federal employment is that all candidates must meet the qualification requirements for the position for which they receive an appointment. 2. Veterans Employment Opportunities Act of 1998 (VEOA) Veterans who qualify as preference eligibles under VEOA are: A veteran separated after three (3) or more years of continuous active service performed under honorable conditions: A veteran who was released shortly before competing a three (3) year tour are considered to be eligible. This act gave veterans who qualify as preference eligibles and veterans with three (3) or more years of continuous active service access to jobs that might otherwise be closed to them. When an agency advertises for candidates outside its own workforce under merit promotion procedures, it must allow these veterans to apply. Of course, all applications are subject to any area of consideration that the agency has specified on the vacancy announcement. Thus, if the agency will only accept applications from status candidates within the local commuting area, veterans who are outside the commuting area are not eligible. A basic principle of Federal employment is that all candidates must meet the qualification requirements for the position for which they receive an appointment. Employment preference eligibility is ascertained when applying for a job with VA.
875	Are OIF/OEF veterans ever charged a co-payment?	Combat veterans are exempt from co-payments for the care of any condition potentially related to their service in a theater of combat operations. However, they may be charged co-payments for treatment clearly unrelated to their military experience, as identified by their VA provider. Conditions not to be considered potentially related to the veteran's combat service include, but are not limited to, care for common colds, injuries from accidents that happened after discharge from active duty, and disorders that existed before joining the military For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
880	What prescription benefits are available to veterans returning from active duty?	OIF/OEF veterans qualify for special combat veteran eligibility for up to two years after their discharge from service. This special eligibility includes enrollment in Priority Group 6 and exemption from copayments for care of conditions potentially related to their military service. This includes prescriptions written by a VA provider. Veterans serving in the Southwest Asia theater of operations (OIF) are also eligible to participate in the Persian Gulf War Registry examination program. For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
913	How does VA determine the level of compensation payable?	Disability compensation is a monthly benefit paid to veterans because of injuries or diseases that happened while on active duty, or were made worse by active military service. VA must obtain evidence to establish that the disability claimed is the result of the veteran's military service. VA then evaluates the medical evidence and assigns a disability rating percentage. VA evaluates each service-related condition in 10% increments. For some conditions, the maximum level of compensation is 100%. However, for most conditions, the maximum level of compensation is less than 100%. Once the medical evidence is evaluated and a percentage rating assigned, VA pays the amount of compensation provided by law for that rating.
965	Does the electronic data theft of May 2006 affect only veterans discharged after 1975?	It potentially affects all living veterans who were discharged after 1975, which is when VA automated its records systems and began regular input of information received from the Department of Defense on all separating veterans. When VA automated its records systems, VA also input data from all historical claimant records that had been manually maintained by the agency. This data loss therefore also potentially affects all veterans who have ever filed a claim for VA disability compensation, pension, or education benefits, or who have (or had) a VA insurance policy – no matter when the claim was filed or when they were discharged. These veterans would be included even if their claim was denied or they are not currently receiving benefits. We urge all veterans to be extra vigilant and monitor their financial accounts.
1041	What services and benefits are available for veterans living abroad?	To access Frequently Asked Questions material to VA services and benefits for US veterans living abroad, such as direct deposit of VA compensation checks, receiving VA education benefits in a foreign country, hospital expenses overseas, filing overseas claims, etc., please go to http://www.vba.va.gov/bln/21/Foreign/forfaq.htm/ for more information.
1113	Surgical Services	For information about surgical services, publications, staff biographies, etc., please go to our Surgical Service website at http://www1.va.gov/surgery/ and click on the links for the information that you seek.
961	What Is Traumatic SGLI	Traumatic Servicemembers' Group Life Insurance (TSGLI) is a traumatic injury protection rider under Servicemembers' Group Life Insurance (SGLI) that provides for payment to any member of the uniformed services covered by SGLI who sustains a traumatic injury that results in certain severe losses.
1492	Contact VETBIZ	The Vetbiz Web site is http://www.vetbiz.gov Mailing Address: U.S. Department of Veterans Affairs The Center for Veterans Enterprise (CVE) 810 Vermont Avenue, N. W. Washington, D.C. 20420 Business Location: The Center for Veterans Enterprise 1722 I Street, N. W. Washington, D.C. 20420 Phone Numbers toll free 866.584.2344 direct 202-303-3260 email address: vip@mail.va.gov

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530	What is Home Health Care?	<p>Home Health Care is skilled home care provided by VA and contract agencies to veterans who are homebound with chronic diseases and includes nursing, physical/occupational therapy and social services. There are several types of home health care offered to eligible veterans by VA. Examples include:
</p> <ul style="list-style-type: none"> · Homemakers for shopping, cleaning or meal preparation
 · Home Health Aides for help with bathing and dressing
 · Nursing assistants for bathing
 · Nurses to help you with your medications and dressing changes
 · Physical therapists to help you with strength and mobility exercises
 · Occupational therapists to help you re-learn activities like eating, dressing, etc.
 · Speech therapists to help you with re-learning to speak following surgery or a stroke.
 <p>
</p> <p>If you and your VA provider agree that you are in need of these services, depending on your eligibility, VA may pay for the care. To find out what may be available, talk with your VA primary care provider or your VA social worker.</p>
535	What is Hepatitis C and what should I do if I suspect I have it?	<p>Hepatitis is basically an inflammation of the liver, the organ that eliminates toxins and is important in metabolism. VA will test any eligible enrolled veteran who believes he or she has been exposed to hepatitis C. VA will also provide treatment for those who test positive and you may be responsible for a co-payment. For more information, please contact your local VA Medical Center.</p>
537	What if my parent, spouse, or child is killed while in the service of their country?	<p>Bereavement Counseling is now being offered to parents, spouses and children of Armed Forces personnel who died in the service of their country. Also eligible are family members of reservists and National Guardsmen who die while on duty. Counseling is offered at Vet Centers. For more information and to find the nearest Vet Center call 1-800-827-1000 or go to http://www1.va.gov/directory/guide/vetcenter_flash.asp .</p>
543	What services are available to OIF/OEF combat veterans within the two years following military discharge? What happens after two years?	<p>Title 38, United States Code (U.S.C.), Section 1710(e)(1)(D) authorizes the Department of Veterans Affairs (VA) to furnish needed hospital care, medical services, and nursing home care to combat veterans who served in combat during a period of war after the Gulf War or against a hostile force during a period of hostilities after November 11, 1998, for 2 years after discharge from the military for any illness except those which VHA finds resulted from a cause other than such combat service.
</p> <p>
</p> <p>After the two year period is up, the veteran will be moved to the appropriate enrollment priority group and copay category based upon their income and other eligibility factors. If their financial circumstances place them in Priority Group 8, copayment required status they will be "grandfathered" into a PG8a or PG8c, and their enrollment in VA will be continued, regardless of the date of their original VA application.</p>
545	Are veterans who were working in the Pentagon on September 11th considered combat veterans?	<p>Yes. DoD authorized payment of hostile fire pay to Military personnel who were at the Pentagon and the World Trade Center on September 11, 2001 for any period of time from the time of the attack until midnight of that same day.</p>
546	Does the two free years of health care apply to veterans of Bosnia and Kosovo?	<p>Yes, provided that the veteran served in Bosnia or Kosovo after November 11, 1998. Both areas are designated as areas for which the Department of Defense pays hostile fire or imminent danger pay. The DoD link may be found at http://www.defenselink.mil/comptroller/fmr/07a/07A10.pdf
</p> <p>You may also refer to VHA Directive 2004-017, Establishing Combat Veteran Eligibility, for the list of areas that have been designated as theaters of combat operations</p>
549	If I am enrolled, what cost will there be for me?	<p>There is no monthly premium required to use VA care. You may, however, have to agree to pay some copayments. If you have insurance, it may cover the cost of the copayments.</p>
556	If I'm not satisfied with my health care, whom do I contact?	<p>VA supports your right to present concerns, unmet needs, or complaints to us without fear of reprisal or having your access to care compromised. A Patient Advocacy Program is in place at each VA health care facility to ensure that your concerns are addressed in a convenient and timely manner.
</p> <p>Patient Advocates are highly trained professionals who help resolve your concerns about any aspect of your health care experience, particularly those concerns that cannot be resolved at the point of care. Each Patient Advocate is empowered to ensure that you receive the maximum benefits you are entitled to by law.
</p> <p>Patient Advocates act as VA representatives to listen to any questions, problems, or special needs you may have. They will refer your concerns to the appropriate Medical Center staff for resolution and act on your behalf to assist in explaining your point of view. Patient Advocates can be reached through the nursing or support staff in any clinical area.</p>
560	Can I get a copy of my discharge papers?	<p>The Department of Veterans Affairs does not maintain records of veterans military service, except as is necessary for providing benefits. For information about obtaining your military record, please visit the Military Personnel Records Center in St. Louis, which is part of the National Archives and Records Administration. Also, please see "Requests for Veterans' Military Information" at http://www.archives.gov/facilities/mo/st_louis/military_personnel_records/standard_form_180.html . That page gives instructions in submitting a SF 180 Request Pertaining to Military Records. Your questions may also be sent to: National Personnel Records Center Military Personnel Records Center 9700 Page Boulevard St. Louis, MO 63132-5100</p>
561	What are Confidential Communications and how do I request this service?	<p>It is VA's policy that all patients have a right to receive written communication or correspondence pertaining to health information in a confidential manner by alternative means or at an alternative location other than the patient's permanent address of record. Once the veteran requests this service, all future correspondence and communication will be sent to the alternative address. In addition, the veteran must specify a start date for use of the confidential address and may also request a date when the use of this address should end.
</p> <p>
</p> <p>To request this service, you may contact the Enrollment Coordinator at your local VA medical facility.</p>
562	What is VA's policy for scheduling outpatient or inpatient treatment for veterans with service-connected disabilities?	<p>VA is committed to providing priority care for non-emergent outpatient medical services and inpatient hospital care for any veteran seeking treatment of his or her service connected disability. It is VA's policy to provide priority access to outpatient medical care and elective inpatient hospital care for any veteran who requires non-emergent care for a service connected disability. In addition, every effort will be made to provide clinically appropriate care to every enrolled veteran. For veterans who are 50 percent service connected or higher, VA's policy is to provide priority access to medical services and inpatient care, regardless if treatment is needed for their service connected disability.</p>
574	Will VA pay for lap band surgery or gastric bypass surgery?	<p>Lap band surgery is not an approved procedure for the VA, nor is it approved if performed in your community. The VA does offer gastric bypass surgery for those veterans who meet the necessary criteria; however, not all VA medical facilities perform this surgery. Veterans interested in gastric bypass surgery would need to make inquiry at his/her local VA medical facility to see if the necessary criteria can be met for procedure and, if allowed, where and when it could be performed.</p>
581	Additional information needed to support claim?	<p>Have you received a letter from VA asking you to provide more information about your claim for benefits, or you are asked to clear up some information you gave to VA earlier? Then you should fill out a Statement in Support of Claim, VA Form 21-4138. Please download the actual form from this web site: http://www.vba.va.gov/pubs/forms/21-4138.pdf . Fill it out and mail it to the VA Regional Office that has your claim records. You can find the address of the office here: http://www.vba.va.gov/BENEFITS/ROcontacts.htm .
</p> <p>
</p> <p>You may also deliver your statement through this web application by clicking on "Ask a Question" tab at the top of this form. Select "Statement in Support of Claim" as the Type of inquiry, then select the appropriate topic, and click on the "Next" button.</p>
583	What is a non-compensable disability?	<p>A noncompensable disability is one which the VA has determined is service connected, but has assigned a disability rating for that condition which is less than 10%. No compensation is payable for such a disability by itself. However, veterans are entitled to medical care at the VA Medical Center for any service connected condition.</p>
608	How can I use My HealtheVet if I don't have a computer?	<p>You can use computers assigned for My HealtheVet use at your local VA Medical Center. Call or visit your local VA Medical Center to find out more about using their My HealtheVet computers. You may also use My HealtheVet on computers with a connection to the Internet, such as those at public libraries, Internet cafés, etc.</p> <p>
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</p> <p>For more information about My HealtheVet, go to http://www.myhealth.va.gov/</p>
609	How do I sign up for My HealtheVet?	<p>Click on Register Now on the left of the My HealtheVet home page, which is at http://www.myhealth.va.gov/ . You will be taken to a registration page where you will be asked to create a User ID and password and provide unique information about yourself. By registering, you are confirming that you are a U.S. Veteran, a VA employee, a VA patient and/or a VA Care Provider and that you want to sign up for My HealtheVet. You must always use your User ID and password each time you log on to the site to look at your information.</p>

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611	I forgot my User ID for My HealtheVet. What should I do?	If you have forgotten your User ID, click Forgot User ID? On the left navigation bar. Type in the required information and submit. You will receive email at the address you have entered during registration with your user ID. Please do not register again using a different User ID and password.
		To get to My HealtheVet, go to http://www.myhealth.va.gov/
617	Do I need training to use My HealtheVet?	No formal training is needed to use My HealtheVet. My HealtheVet was created with the veteran and doctor in mind. While every attempt has been made to make the site as easy to use as possible, if you have questions, please don't hesitate to utilize the "Contact Us" link at the top of any page on our web site, which can be found at http://www.myhealth.va.gov/
618	Can I see my personal health record online using My HealtheVet?	My HealtheVet continues to grow in what it can offer you, the veteran. Future releases will include electronic services such as online pharmacy refill, the ability to view your scheduled VAMC appointments and any outstanding copay balances you may have....and yes, future releases will also permit you to request and receive your personal health record information online.
		You can find My HealtheVet at http://www.myhealth.va.gov/
626	What are Compensation and Pension Benefits?	For a comprehensive look at VA compensation and pension benefits for veterans, veterans' dependents, and dependents of deceased veterans, please go to the Compensation and Pension web site at: http://www.vba.va.gov/bln/21/index.htm .
661	I sent in my paper work for VA benefits and have not received any reply back....	If you applied for health care benefits, please contact the "Enrollment Coordinator" at the VA health care facility where you submitted your application. If you applied for health care benefits on-line, contact the Enrollment Coordinator at the facility you choose for care during the application process. You can find a list of VA Facilities, including phone numbers on-line at http://www.va.gov/directory/guide/home.asp?isFlash=1 , or in the "Federal Benefits for Veterans and Dependents" handbook. Your local phone directory should also list VA health care facilities in your area.
		If you applied for compensation from the Veterans Benefits Administration (VBA, you can contact your nearest Regional Office. You can reach your closest VA Regional Office by calling 1-800-827-1000.
1559	Vet scheduled for Group Orientation 12/23/09.	
865	If a reservist was called to active duty to support OIF/OEF and was assigned stateside, is s/he eligible for dental care upon military separation?	Recently discharged veterans whose discharge record (DD214) clearly indicates either that dental services were not provided within 90 days of discharge or that dental treatment was not completed who served on active duty 90 days or more and who apply for VA dental care within 90 days of separation from active duty, may receive a one time treatment for dental conditions and follow up treatment for that specific dental condition.
		For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
867	If an OIF/OEF reservist was medi-vac'd out of Iraq and did not complete two years of active duty, is s/he still eligible for 2 years of free VA health care?	Reservists/National Guard are not required to complete two years of active duty service, but rather the term for which they are called. Additionally, any active duty service member injured on active duty and subsequently discharged as a result of a disability incurred in the line of duty is automatically eligible for placement into enrollment Priority Group 3 and is not subject to length of service requirements.
		For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
869	What if the health care problem is obviously unrelated to combat service (e.g., happened after return to the United States)? Can VA provide treatment?	Yes, these individuals may be treated for medical conditions that are not related to combat service, as determined by a VA provider. This medical treatment may be provided on a "co-payment required" basis based on the veteran's enrollment and copay status.
		For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/
1046	Replace Lost Service Medals, Awards, Decorations	For information about and instructions for replacing lost service medals, awards and decorations, please go to http://www.archives.gov/veterans/military-service-records/replacement-medals.html at the National Archives. This website provides the instructions that you need to obtain replacements for lost service medals, awards and decorations.
997	What does VA provide for veteran burials?	All burial and memorial benefits information can be found at http://www.cem.va.gov. This site provides information about those things that VA can provide, such as headstones, markers, burial flags, presidential memorial certificates, burial allowances, etc., eligibility for those benefits and how to apply for them.
919	When will my benefits be effective if the claim is approved?	If your claim is granted, your benefits will be effective the date VA received your claim.
911	What is a Veteran Identification Card (VIC) and how do I get one?	The Department of Veterans Affairs is providing a Veterans Identification Card (VIC) for veterans to use at VA medical facilities. The VIC will be issued only to veterans who are eligible for VA medical benefits and only for the purpose of identification and check-in for VA medical appointments. The new card protects personal privacy by not showing Social Security Numbers or dates of birth on the front of the cards.
		VA has Service Connected, POW and Purple Heart (PH) indicators on the new VIC. Veterans who have been awarded service-connected status after their VIC has been issued or SC status is not properly documented on their card, will need to present their letter showing their SC rating to the eligibility clerk at the local VA Medical Center where they obtain treatment. After verification, the eligibility clerk will submit a request to National Card Management Directory (NCMD) System for a new card to be issued to the veteran.
		Once a veteran has his/her picture taken for the new card at the VA medical facility, the card will be mailed to the veteran at the address that has been provided. To ensure that a veteran receives the new VIC card, the veteran should please verify that VA has the correct address on file. If the U.S. Postal Service cannot deliver the card, it will be returned to the facility at which the card was requested. The card will not be held in a secure location at the facility for 90 days. If the card is not picked up within the 90-day period, the card will be destroyed.
		For all information about Veterans Identification Cards (what it is, how to get one, what to do if lost or stolen, when it can be used, etc.) go to http://www.va.gov/healtheligibility/Library/pubs/VIC/ for details.
920	Can I be paid retroactively to when I was discharged?	If it has been less than a year from your separation from service, your award will be retroactive to your separation date. Otherwise, VA can only pay benefits based on the date your claim was received.
921	Are there other VA benefits related to compensation?	Yes. Veterans with service-connected disabilities are entitled to VA health care for those disabilities, and may also be entitled to vocational rehabilitation and employment benefits and service-disabled life insurance. In certain cases, a seriously disabled veteran may be entitled to a clothing allowance, specially adapted housing grants, automobile grants, and adaptive equipment. Information on any additional benefits to which you may be entitled would be provided with your claims decision. For information about prosthetics, medical devices, sensory aids, etc., please go to our Prosthetics Web site at http://www.prosthetics.va.gov/
922	My service-connected disability has worsened since receiving my current disability evaluation. What should I do?	You should submit a claim for an increased evaluation of a current disability that has worsened. Use VA Form 21-4138, Statement in Support of Claim, or write a letter specifying the disability that has worsened and submit any current medical evidence that supports your claim for an increased disability evaluation. Be sure to include your VA claim number or Social Security number on all correspondence. Mail the completed form or letter and any evidence you have to your VA regional office.
		You can find VA Form 21-4138 at: http://www.vba.va.gov/pubs/forms/VBA-21-4138-ARE.pdf
		You can find the address for the VA regional office at: http://www1.va.gov/directory/guide/division_flash.asp?isFlash=1&dnum=3
924	How much does VA pay in compensation?	Monthly tax-free benefits range from \$112 for 10% disability to \$2,393 for 100% disability. For 30% or more disability, an additional amount is added for each dependent. Additional amounts are also paid for severe disabilities such as the loss of use of a limb or an organ. Please go to http://www.vba.va.gov/bln/21/Rates/comp01.htm for current compensation rates.

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1050	Assistance for the disabled in VA and elsewhere	<p>DisabilityInfo.gov at http://www.disabilityinfo.gov is a one-stop federal website that offers people with disabilities, including veterans and the military community, access to the information and resources they need to live full and independent lives in the workplace and in their communities. DisabilityInfo.gov is an initiative directing federal agencies to work together to develop a comprehensive Web site for people with disabilities. This site provides a single Web portal to access information and resources on disability-related issues. VA contributes content to DisabilityInfo.gov which provides information and links to federal, state and local resources, programs and services. DisabilityInfo.gov is organized into
subject areas, which include Benefits, Civil Rights, Community Life, Education, Employment, Health, Housing, Technology and Transportation. By selecting a category from these tabs at the top of the DisabilityInfo.gov home page, website visitors are directed to valuable information covering state and local resources, news and events, grants and funding, laws and regulations and more.
For information about prosthetics, medical devices, and sensory aids,, go to http://www.prosthetics.va.gov/</p>
1126	Home Loan/VA Mortgage Issues	<p>If you need to contact our Loan Guaranty service about mortgage/home loan questions, mortgage payments, problems making payments, etc., please go to http://www.homeloans.va.gov/contact.htm and follow the links for the contact(s) that apply to your specific issue. Thank you.</p>
1131	Vets starting/expanding businesses	<p>VA's Center for Veterans Enterprise has a website that provides information about programs and assistance offered to veterans who wish to start or expand their businesses. Please go to http://www.vetbiz.gov/ and click on the appropriate links for specific offerings. You can also check VA's Office of Small and Disadvantaged Business Utilization (OSDBU) Small Business Proponent for the Department of Veterans Affairs at http://www.va.gov/osdbu/veteran/index.asp.
Thank you.</p>
1107	Smoking and Tobacco Use Cessation Program	<p>For information about VA's Smoking and Tobacco Use Cessation Program, go to http://www.publichealth.va.gov/smoking/ and click on the links on that page.</p>
1073	Programs/Information for Women Veterans	<p>Information for women veterans about programs and services can be found on our Women Veterans website at http://www1.va.gov/womenvet/. Please check this website for a host of information specifically for women who have served our country.</p>
1568	Forwarded to Augusta VAMC. where incident occurred.	
915	Never filed for compensation. How do I file a claim for VA disability compensation?	<p>You can file an original claim for compensation online by go to VA's forms on line at : http://vabenefits.vba.va.gov/vonapp/main.asp.

You will need to print the last page of the online form, sign and date it, and mail it to your VA regional office. Specific instructions are included on the application web site.

You may also obtain a copy of the claim form by going to VA's forms download web site at: http://www.va.gov/vaforms/.
Where it asks for the form number, type in "526" for VA Form 21-526, Veterans Application for Compensation and Pension. The form has multiple parts. Make sure you download all the parts.

In addition to the completed application form, VA may need a copy of your discharge paper, military medical records, and current medical evidence to support your claim. Your application and supporting information should be submitted directly to your VA regional office. Make sure your name and claim number (Social Security Number) are included on all documentation submitted. You can find the address for the regional office at: http://www1.va.gov/directory/guide/division_flash.asp?isFlash=1&dnum=3 .</p>
925	What is the Individual Unemployability benefit?	<p>The Individual Unemployability (IU) benefit is payable when a veteran cannot secure or retain employment as a result of his/her service-connected disabilities.

If you are unable to maintain employment as a result of your service-connected disabilities, complete VA Form 21-8940, Veteran's Application for Increased Compensation Based on Unemployability and submit current medical evidence on the extent your service-connected disabilities. The form may be found at: http://www.vba.va.gov/pubs/forms/21-8940.pdf. The evidence should reflect your condition within the past 12 months and include any hospital reports and outpatient treatment records. If you do not have the evidence, be sure to provide information telling VA where the evidence can be obtained.</p>
926	Can I have my claim reconsidered even though denied in the past?	<p>If you have new evidence to support your previously denied claim, you should send a written request to your VA regional office to have your claim reopened. Include the new supporting evidence (or information telling VA where the evidence can be obtained). You may use VA Form 21-4138, Statement in Support of Claim, to submit your written request.

You may find the form at: http://www.vba.va.gov/pubs/forms/21-4138.pdf .</p>
928	Do I need to do anything if I have a claim or appeal pending with VA?	<p>No, you do not have to do anything additional with regard to your pending claim or appeal.</p>
929	If VA increases my disability rating or adds another disability, when will my increased benefits be effective?	<p>The effective date for your increased benefits will be the date VA receives your claim for an increase or a new disability.

NOTE: VA may award an earlier effective date for an individual evaluation of a current service-connected disability if the medical evidence reveals that there is an increase in the veteran's disability and a claim is received within one year.

For example, if there is medical evidence to show that the veteran's service-connected left knee arthritis was worse on June 13, 2005, and we receive a claim for an increased evaluation for the veteran's left knee arthritis on December 6, 2005, then the effective date for the increased evaluation will be June 13, 2005.</p>
932	My disabilities are not related to my service. Are there any benefits for which I might qualify?	<p>VA pension is a benefit paid to wartime veterans with limited income, and who are permanently and totally disabled or age 65 or older. You may be eligible if you:

were discharged from service under other than dishonorable conditions,

served 90 days* or more of active duty with at least 1 day during a period of war time,

have family income is below a yearly limit set by law, and

are permanently and totally disabled or age 65 or older.

* However, anyone who enlists after September 7, 1980, generally must have served at least 24 months or the full period for which called or ordered to active duty.</p>
933	What are the Veteran Non-Service Connected Pension Rates ?	<p>Please go to the VA non-service related disability pension rate tables at: http://www.vba.va.gov/bln/21/Rates/pen01.htm .

Note: Some income is not counted toward the yearly limit (for example, welfare benefits, some wages earned by dependent children, and Supplemental Security Income).</p>
1130	National Veterans Wheelchair Games Information	<p>For information about the National Veterans Wheelchair Games, go to http://www.wheelchairgames.org Click on the links for current and historical information and contact information.</p>
1228	How Does VA calculate your pension?	<p>For information about the manner in which VA pensions are calculated, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7 for details.</p>
1080	VA Home Loan Certificate of Eligibility	<p>For information regarding Home Loan Certificates of Eligibility, please go to http://www.homeloans.va.gov/eligibility.htm for instructions on obtaining Certificates and other general information on this subject.</p>

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116	Clothing Allowance	<p>Any veteran who is entitled to receive compensation for a service-connected disability for which he or she uses prosthetic or orthopedic appliances may receive an annual clothing allowance. The allowance also is available to any veteran whose service-connected skin condition requires prescribed medication that irreparably damages the veteran's outer garments.
</p> <p>The application for the Annual Clothing Allowance, VA Form 10-8678, can be downloaded from http://www.va.gov/vaforms/medical/pdf/vha-10-8678-fill.pdf Please follow the directions on the form regarding where to submit this form. You can also contact your nearest VA Regional Office for more information.</p>
1164	Jobs and Employment Opportunities in Health Care	<p>For information about jobs/employment in the health care field that are available at VA, go to http://www.vacareers.va.gov/
 http://vaww.vhaco.va.gov/vacareers/Search/JobSearch.cfm?AID=1 will provide information about jobs in health care that are shown by searching by occupation, by individual facility, by state, or by VISN.
</p> <p>We also have a nursing website that provides information on this discipline with links to jobs information, scholarship and awards information: go to http://www.va.gov/nursing and click on the applicable links.
</p> <p>Information about jobs in our dental service can be found at http://www.va.gov/dental/careers.asp.
</p> <p>You can also check the links at http://www.va.gov/jobs for information about all job offerings at VA.</p>
1112	Health Promotion and Disease Prevention program	<p>The VA National Center for Health Promotion and Disease Prevention (NCP) is a field-based program office of the VHA Office of Patient Care Services. This entity deals with health and wellness issues and links to other offices and services related to this discipline. Please check their website at http://www.prevention.va.gov/ for more information.</p>
1142	How do I volunteer to help veterans at VA?	<p>VA has a website dedicated to information about our volunteer service at http://www.va.gov/volunteer/ You can go directly to the information entry form for those interested in volunteering by going to http://www1.va.gov/volunteer/volnowDB.cfm</p>
1206	Replace a lost service medal, award or decoration	<p>VA does not handle the replacement of lost service medals, awards or decorations. For information about and instructions for replacing lost service medals, awards and decorations, please go to http://www.archives.gov/veterans/military-service-records/replacement-medals.html at the National Archives. This website provides the instructions that you need to obtain replacements for lost service medals, awards and decorations.</p>
1210	Patient Safety	<p>VA's National Center for Patient Safety (NCPS) was established in 1999 to develop and nurture a culture of safety throughout the Veterans Health Administration, dedicated to the nationwide reduction and prevention of inadvertent harm to patients as a result of their care. Patient safety managers at 154 VA hospitals and patient safety officers at 21 VA regional headquarters participate in the program. For information about patient safety, please go to http://www.patientsafety.gov</p>
1204	Information about headstones and markers	<p>Information about headstones and markers, including eligibility for a headstone, how to apply for a headstone, how to complete the application, types of headstones and markers that are available, etc., can be found at http://www.cem.va.gov/cehm/hm.asp</p>
1230	What is countable income for veterans pension eligibility purposes?	<p>For details about countable income, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7</p>
1232	Who is eligible for VA benefits	<p>For information about eligibility for VA benefits and compensation, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7</p>
1489	Information about available jobs/employment and how to apply	<p>For jobs information for all federal agencies and also state and local positions, go to http://www.usajobs.gov. This is a repository for all federal jobs with instructions for applying for them. You can search by job type, geographic location, federal agency, etc.. Instructions and forms are also provided there. Please check the website frequently since jobs are posted daily. You can also visit our Office of Human Resources Management website at http://www.va.gov/ohrm You are also welcome to contact the HR office at your nearest VA facility for more information.</p>
1183	Information on PTSD	<p>VA has revised and updated its information on its website for the VA National Center for PTSD. The website provides a wealth of information on trauma and PTSD for veterans and their family members, as well as educational information for clinicians and other health care providers. Please go to : http://www.ptsd.va.gov to view this information.</p>
847	Dental Care Eligibility, Services and Locations	<p>Information about eligibility for dental services, dental clinic locations and types of dental services that are available can be found at http://www.va.gov/dental Please check this website for all current information on this topic.</p>
713	Direct Deposit - What is required for Direct Deposit?	<p>You will need a 9 digit routing number beginning with a 0, 1, 2 or 3. An account number can be up to 17 characters long. Consider whether you want this deposited to a check or savings account?</p>
938	Surviving spouse benefits	<p>VA offers benefits for survivors:
</p> <p>
</p> <p>1. Dependency Indemnity Compensation (DIC) is generally payable to survivors of veterans who die from service-related causes.
</p> <p>
</p> <p>2. If the veteran dies from a disease or disability that is not related to military service, death pension is payable to the survivors provided the veteran had qualifying military service and the survivor meets certain income requirements. An additional benefit may be payable for eligible survivors who are in need of aid and attendance for their personal maintenance, or who are permanently housebound.
</p> <p>
</p> <p>3. Some surviving spouses may be also entitled to education and training benefits, VA medical care and home loan guaranty benefits.
</p> <p>
</p> <p>You can find more detailed information on the web in the VA publication, Federal Benefits for Veterans and Dependents. The web address for the guide is http://www1.va.gov/opa/vadocs/current_benefits.asp.
</p> <p>
</p> <p>You may also contact a benefits counselor via telephone at: 1-800-827-1000.
</p> <p>
</p> <p>Or, you may ask your benefits questions by clicking on the "Ask a Question" tab at the top of this response.</p>
763	Direct Deposit - How may I change my Direct Deposit Destination?	<p>To change your account information please call our toll-free number, 1-877-838-2778, Monday through Friday, 7:30 AM to 4:50 PM Central Time. Please be prepared to provide your new financial institution's 9 digit routing number, your new account number and type of account (checking or savings).</p>
934	How much does VA pay for pension benefits?	<p>VA pays you the difference between your countable family income and the yearly income limit that describes your situation. This difference is generally paid in 12 equal monthly payments rounded down to the nearest dollar. The following web link will take you to the current pension rate table:
</p> <p>http://www.vba.va.gov/bln/21/Rates/pen01.htm</p>
872	Does VA ever provide bereavement (grief) counseling to families of active duty service members killed in action?	<p>The Department of Veteran Affairs (VA) offers bereavement counseling to parents, spouses and children of Armed Forces personnel who died in the service of their country. Also eligible are family members of reservists and National Guardsmen who die while on duty. VA's bereavement counseling is provided at community-based Vet Centers located near the families. There is no cost for VA bereavement counseling. Services are obtained by contacting Readjustment Counseling Service (RCS) at 202-273-9116 or via electronic mail at vet.center@hq.med.va.gov both of which are specific to this specialized service. RCS staff will assist families in contacting the nearest Vet Center. For further information, please visit http://www.vba.va.gov/EFIF/dependents.htm#deceased and/or http://www.vetcenter.va.gov/Bereavement_Counseling.asp
</p> <p>
</p> <p>For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/</p>
935	Are VA disability compensation and VA pension the same?	<p>VA compensation and a VA pension are not the same thing. The simplest explanation is that VA compensation is a benefit paid on the basis of the kind and severity of a disability that happened as a result of your active duty in military service. VA pension is a benefit paid on the basis of a disability that was not a result of active service in the military, or because of age. Pension is also based on income. There are other</p>

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criteria that may apply to deciding eligibility for VA pension. That's why it is a good idea to contact a representative at VA regional office to discuss your situation, or go to a national, state, or local veterans service organization for help.

 The VA regional office may be contacted via:

 Telephone at: 1-800-827-1000.

 Internet web messaging at: https://iris.va.gov .

 In person or mail at an address you can locate at: http://www1.va.gov/directory/guide/division_fish.asp?isFlash=1&dnum=3

 A list of veterans services officers may be found at: http://www1.va.gov/vso/ .

966	Frequently Asked Questions about the electronic data in May 2006
1151	Hearing aid and prosthetic supplies/repairs and aids for the visually impaired
1057	Nursing community information at VA
1172	Trouble getting into the Home Loan Guaranty Portal web site
1088	Does VA offer any assisted living help?
1208	List of Veterans Service Organizations
1233	What is net worth?
1416	Life Insurance Information
943	Am I Eligible for Vet Center Services?
923	What if I have another disability not previously claimed?

Frequently Asked Questions on the privacy breach 5/22/06

 1- I'm a veteran, how can I tell if my information was compromised?

 At this point there is no evidence that any missing data has been used illegally. However, the Department of Veterans Affairs is asking all veterans to be extra vigilant and to carefully monitor bank statements, credit card statements and any statements relating to recent financial transactions. If you notice unusual or suspicious activity, you should report it immediately to the financial institution involved and contact the Federal Trade Commission for further guidance.

 2- What is the earliest date at which suspicious activity might have occurred due to this data breach?

 The information was stolen from an employee of the Department of Veterans Affairs during the month of May, 2006. If the data has been misused or otherwise used to commit fraud or identity theft crimes, it is likely that veterans may notice suspicious activity during the month of May.

 3- I haven't noticed any suspicious activity in my financial statements, but what can I do to protect myself and prevent being victimized by credit card fraud or identity theft?

 The Department of Veterans Affairs strongly recommends that veterans closely monitor their financial statements and visit the Department of Veterans Affairs special website on this, www.firstgov.gov or call 1-800-FED-INFO (1-800-333-4636).

 4- Should I reach out to my financial institutions or will the Department of Veterans Affairs do this for me?

 The Department of Veterans Affairs does not believe that it is necessary to contact financial institutions or cancel credit cards and bank accounts, unless you detect suspicious activity.

 5- Where should I report suspicious or unusual activity?

 The Federal Trade Commission recommends the following four steps if you detect suspicious activity:

 Step 1 – Contact the fraud department of one of the three major credit bureaus:

 Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.

 Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, Texas 75013.

 TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

 Step 2 – Close any accounts that have been tampered with or opened fraudulently.

 Step 3 – File a police report with your local police or the police in the community where the identity theft took place.

 Denver Distribution Center with the Federal Trade Commission by using the FTC's Identity Theft Hotline by telephone: 1-877-438-4338, online at www.consumer.gov/dtheft, or by mail at Identity Theft
 Claim Mailbox, Federal Trade Commission, 1800 Pennsylvania Avenue NW, Washington DC 20580.

 135 Van Gordon Street

 Lakewood, CO 80401

 6- How did the Department of Veterans Affairs maintain my health records electronically. Was this information also compromised?

 No electronic medical records were compromised. The data lost is primarily limited to an individual's name, date of birth, social security number, in some cases their spouse's information, as well as some disability VA service information. The Denver Distribution Center (DDC) is the primary provider of hearing aids and prosthetic socks direct to their homes, as well as providing them with hearing aids. However, this information could still be easily obtained via a military visit by and the understanding that all veterans receive extra and complimentary services or benefits. VA maintains records of patient identity that is provided to other Government agencies. These items are shipped anywhere requested.

 7- What is the Department of Veterans Affairs doing to insure that this does not happen again?

 The Department of Veterans Affairs is working with the President's Identity Theft Task Force, the Department of Justice and the Federal Trade Commission to investigate this data breach and to develop safeguards against similar incidents. The Department of Veterans Affairs has directed all VA employees complete the "VA Cyber Security Awareness Training Course" and complete the separate "General Employee Privacy A Batteries (predominantly used in hearing aids provided to veterans, although several battery types are available that may also be used in other battery powered devices such as artificial larynxes, assistive listening devices, and neuromuscular stimulators). Prosthetic Items including prosthetic socks, prosthetic feet, and orthotic softgoods.

 Aids for the Visually Impaired, such as rigid and folding mobility canes and adjustable-length support canes; braille pocket watches, wrist watches, and clocks; talking wrist watches and alarm clocks, wrist watches and clocks with highly contrasting faces; braille writers, and AM/FM/TV audio receivers.

 For more information and assistance, please go to our Denver Distribution website at http://www1.va.gov/directory/guide/facility.asp?ID=917

 For other information regarding Prosthetics, Medical Devices and Sensory Aids, go to http://www.prosthetics.va.gov/

Comprehensive information about nursing services, nursing practices, published reports re: nursing, professional resources, etc., can be found at http://www.va.gov/nursing. Please check this website for all nursing service information.

If you are having problems getting into the Home Loan Guaranty Portal web site because you lost your password, or the current password doesn't work, please send an e-mail directly to the web portal managers at:

 vip@vba.va.gov .

 Thank you,

 Loan Guaranty Service

All questions about assisted living arrangements should be addressed to the Social Work Department at your nearest VA medical facility. They can provide information about services or other assistance available through VA and/or your local community.

A list of veterans service organizations can be found at http://www1.va.gov/vso/index.cfm?template=view You can click on any organization listed to get additional information about that organization, including addresses, contact information, etc.

For an explanation of the term "net worth", please go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7

All information about life insurance issues are addressed on our insurance website at http://www.insurance.va.gov/miscellaneous/index.htm Please check this website and its links to obtain current informaton on this program.

If you served in a combat zone and received a campaign ribbon (Vietnam, Southwest Asia, OEF, OIF, etc.) you are eligible for Vet Center services. Your family members are also eligible for services to deal with military related issues. In addition, parents, siblings, spouses and children of any active duty service member who dies while on active duty are eligible for bereavement counseling services. Services are also provided to any veteran who experienced military related sexual trauma while on active duty. Vet Center services include outreach, individual, group, marital and family counseling, bereavement counseling, medical referrals, VA benefits assistance, employment counseling, alcohol & drug assessment and referral, information and referral to community resources and community education.

If you have another disability that you feel is related to your military service, but you have not previously filed a claim for that disability, you may file a new claim by submitting a written request. VA Form 21-4138, Statement in Support of Claim, may also be used for this purpose.

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 You can find VA Form 21-4138 at: http://www.vba.va.gov/pubs/forms/VBA-21-4138-ARE.pdf

 To establish a new condition as service-connected, we will need any information you can provide that will help us link that condition to your military service. You should also submit current medical evidence. Be sure to include your VA claim number or Social Security number on all correspondence. Mail the completed form or other written request and any evidence you have to your VA regional office.

 You may find the address for a VA regional office at:

 http://www1.va.gov/directory/guide/division_flash.asp?dnum=3

944 How do I find a Vet Center?

The 207 community based Vet Centers are located in all fifty states, District of Columbia, Guam, Puerto Rico and the US Virgin Islands. Information and contact information for your local Vet Center can be found here. Vet Center staff are available toll free during normal business hours at 1-800-905-4675 (Eastern) & 1-866-496-8838 (Pacific). Vet Center listings are also found in your local 'Blue Pages'. Vet Center services include outreach, individual, group, marital and family counseling, bereavement counseling, medical referrals, VA benefits assistance, employment counseling, alcohol & drug assessment and referral, information and referral to community resources and community education.

948 What is VA doing about the privacy breach on May 22, 2006?

Frequently Asked Questions regarding the Security/Privacy Breach on 5/22/06

 1- I'm a veteran, how can I tell if my information was compromised?

 At this point there is no evidence that any missing data has been used illegally. However, the

 Department of Veterans Affairs is asking all veterans to be extra vigilant and to carefully

 monitor bank statements, credit card statements and any statements relating to recent financial

 transactions. If you notice unusual or suspicious activity, you should report it immediately to the

 financial institution involved and contact the Federal Trade Commission for further guidance.

 2- What is the earliest date at which suspicious activity might have occurred due to this data

 breach?

 The information was stolen from an employee of the Department of Veterans Affairs during the

 month of May, 2006. If the data has been misused or otherwise used to commit fraud or identity

 theft crimes, it is likely that veterans may notice suspicious activity during the month of May.

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 institutions or cancel credit cards and bank accounts, unless you detect suspicious activity.

 5- Where should I report suspicious or unusual activity?

 The Federal Trade Commission recommends the following four steps if you detect suspicious

1059 Data and Information about Veterans

activity.

 Step 1 - Contact the Federal Bureau of Investigation (FBI) or your local police or the police in the community where the

 site. The Department of Veterans Affairs Veteran Data and Information Web Site which can be found at http://www.va.gov/vetdata/. This site is managed

 by the Department of Veterans Affairs Office of Policy and Planning. It offers you with a variety of data and information about veterans. This site includes socio-economic data, the demographic characteristics

 of veterans, the geographical distribution of the veteran population, and other statistical data. Information by veteran.org, the Office of Policy continually updates this site based on the most recent data

 Step 2 - Close any accounts that have been tampered with or opened fraudulently.

 Step 3 - File a police report with your local police or the police in the community where the

1220 Where to go for information on completing a benefits application on line

Benefits information about benefits applications on line.

 Step 1 - File a complaint with the Postal Inspection Service using link: https://ability.va.gov/vonapp/faqs.asp

1235 Multiple payments from VA

Hotline by telephone: 1-877-438-4338, online at www.consumer.gov/idtheft, or by mail at

 Debt Management Center, P.O. Box 11930, Overland Park, Kansas 66211, http://www.vba.va.gov/bln/21/pension/vetpen.htm#7 for information about the effect of receiving monthly

 payments or 20588 connected disability on the eligibility for a VA pension.

1244 List of all VA Facilities, offices, locations in US, state or region

6- I know the Department of Veterans Affairs maintains my health records electronically.

 You can find a complete listing of all VA facilities in the country or in a given state or region by going to http://www1.va.gov/directory/guide/rpt_fac_list.cfm?isflash=0

1299 I owe the VA money. Who do I contact?

If you are having trouble with your VA benefits, you can contact the VA Debt Management Center. The Debt Management Center also maintains a web site: http://www.va.gov/debtman/

 7- What if the Department of Veterans Affairs is working with the President's Identity Theft Task Force,

 the Department of Justice, the Federal Reserve Commission to investigate this data breach and

 to develop safeguards against similar incidents. The Department of Veterans Affairs has directed all VA employees to
 be extra vigilant in protecting the information of veterans. We recommend that all veterans be extra vigilant in

 protecting their personal information. If you notice suspicious activity, you should report it immediately to the

 financial institution involved and contact the Federal Trade Commission for further guidance.

 P.O. Box 11930

 Overland Park, KS 66211

 8- What if the Department of Veterans Affairs is working with the President's Identity Theft Task Force,

 the Department of Justice, the Federal Reserve Commission to investigate this data breach and

 to develop safeguards against similar incidents. The Department of Veterans Affairs has directed all VA employees to
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 protecting their personal information. If you notice suspicious activity, you should report it immediately to the

 financial institution involved and contact the Federal Trade Commission for further guidance.

 P.O. Box 11930

 Overland Park, KS 66211

1284 Mental Health Services at VA

The mental health website can be accessed at http://www.mentalhealth.va.gov/

 The Veterans Health Administration (VHA) Mental Health Strategic Healthcare Group provides general inpatient psychiatric services at 132 medical centers as well as mental health outpatient services in 689 medical centers and community-based outpatient clinics. In addition, readjustment counseling services are available for veterans and their families at 209 Vet Centers across the nation.

 Mental health services are available in primary care clinics, VA nursing homes, and residential care facilities where veterans receive health care. Veterans with a serious mental illness are seen at facilities and clinics where specialized programs, such as mental health intensive case management, day centers, work programs and psychosocial rehabilitation are provided.

 The mental health website can be accessed at http://www.mentalhealth.va.gov/

 Information specific to PTSD can be found at : http://www.ptsd.va.gov/

 Links to attendant information which include the following topics can also be found on this website:

 Substance Use, Abuse Drug Policy

 Veteran Recovery

 Homelessness

 Women Veterans

 Post-Traumatic Stress Disorder (PTSD)

 Vocational rehabilitation

 My Health: The Vet

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Vet Centers (Readjustment Counseling Services)

 Eligibility

 Mental Illness Research, Education and Clinical Centers (MIRECC)

 OEF/OIF Returning Veterans Fact Sheet

 National Institute on Alcohol Abuse and Alcoholism

 National Strategy for Suicide Prevention

 National Institute of Mental Health

 National Center for Injury Prevention and Control

 American Association of Suicidology

1426	Employment opportunities for veterans of the Global War on Terror	<p>Veterans Employment Coordination Service (VECS) was established to advance efforts to attract, recruit and hire veterans into the VA, particularly severely injured veterans returning from the Global War on Terror. Its mission is to (1) attract, recruit, and hire veterans into VA, particularly severely injured veterans returning from Iraq and Afghanistan, (2) help ensure that managers and supervisors are thoroughly aware of special authorities to hire veterans, and (3) open opportunities to veteran employment and ensure that veterans are able to successfully enter VA's workforce. Please visit their website at http://www.va.gov/vecs/</p>
1433	Office of Human Resources Management information	<p>VA's Office of Human Resources (OHRM) has a web site at http://www1.va.gov/ohrm/ that offers information on a host of topics, including but not limited to: OHRM News
 • What's New
 • VA News Internet
 HR Directives & Policies
 • HR Directives & Policies
 • VA Employee Handbook
 • HRMLS
 • HR Library Archives
 Career Opportunities
 • Job Opportunities Portal
 • VA Jobs
 • USAJobs
 OHRM Fact Sheets
 • OHRM Fact Sheets Index
 Links to Informational Websites pertaining to
 • Retirement Financial Literacy
 • Reservist
 • Worklife4You
 • VA Childcare
 • Performance Based Interview
 • Pandemic HR Resource Center
 Marketing and Veterans Employment Outreach
 Worklife and Benefits
 Training
 • HR e-University
 Please go to http://www1.va.gov/ohrm/ and click on the link to view this information.</p>
1350	Prosthetics, Medical Devices and Sensory Aids	<p>PROSHETICS AND SENSORY AIDS
 The Prosthetics and Sensory Aids service provides a vast array of devices and services in the prosthetics arena. These services include such items as:
 • Home Oxygen
 • Home Improvement and Structural Alterations Grant
 • Automobile Adaptive Equipment
 • Clothing Allowance
 • Artificial Limbs/Orthotics
 • Wheelchairs
 • Eyeglasses
 • Hearing Aids
 • Durable Medical Equipment
 For more information about these types of devices, your eligibility for, and where to obtain assistance in obtaining these devices, please see our website at http://www.prosthetics.va.gov .</p>
1462	Information about Asset Management/Enhanced Use	<p>The Department of Veterans Affairs (VA) Office of Asset Enterprise Management (OAE) Asset Management has a web site at http://www.va.gov/assetmanagement/ where you can find detailed information concerning Enhanced-Use Lease (EUL) support services to the VA. Solicitation documents, recent EUL news and answers to frequently asked questions are among the information that can be found there. Because this site is continually updated with information as it becomes available, we recommend that interested parties check back regularly and subscribe to the site to receive regular updates.</p>
1490	Pandemic Flu Information	<p>VA's Web site for pandemic flu can be found at http://www.pandemicflu.va.gov/ The information on this Web site is intended to provide information and resources to veterans, VA staff, and others interested in VA and pandemic influenza preparedness, response, and recovery.</p>
927	What should I do if I think an error was made on a previous disability decision?	<p>If it has not yet been a year since that decision was issued, you are still within the time frame to appeal the decision, and you should file a Notice of Disagreement. This must be submitted in writing and specify exactly your disagreement with the decision you received. You should refer to your decision notification letter and the attached VA form 4107, Your Rights To Appeal Our Decision, for further guidance on filing a Notice of Disagreement. You may download a copy of VA Form 4107 at: http://www.vba.va.gov/pubs/forms/4107.PDF .
 If you do not have a copy of your decision notification letter, VA can send that information to you. You may contact the VA regional office to make that request by going to VA's web messaging site, https://iris.va.gov .
 If it has been more than a year since VA made the decision that you believe is incorrect, that decision is now final. If you wish to have that decision reviewed, you will need to specifically identify the error you believe was made, such as the determination of service connection, the effective date, or evaluation for a claimed disability. You will also need to identify the factor(s) that resulted in an incorrect outcome, such as the incorrect application of the law.
 It may be best to discuss your personal situation with a VA or Veterans Service Organization representative who can advise and assist you with your claim. VA offers a web site list of most National, State and local veterans service organizations at: http://www1.va.gov/vso/ .</p>
931	How long will it take to receive a decision on my compensation claim?	<p>The length of time it takes to receive a decision depends on several factors, such as the complexity of your disability(ies), the number of disabilities you claim, and the availability of evidence needed to decide your claim. Currently most claims are being processed within six months, but can take longer in complex claims.</p>
1032	What health care and attendant health care services are offered by VA?	<p>VA has an extensive website pertaining to Health Care Eligibility, qualifying requirements, co-payments and charges, covered services, applying for health care, income verification, and other issues material to health care. To find specific and comprehensive information about health care offered by VA, please go to http://www.va.gov/healtheligibility/.</p>
1061	Information about CHAMPVA	<p>VA's Health Administration Center (HAC) is responsible for handling all CHAMPVA (Civilian Health and Medical Program of the Department of Veterans Affairs) issues. Please go to http://www4.va.gov/hac/landing2_relatedlinks.asp and click on the appropriate links for beneficiaries, providers, non-VA care, forms, etc. to obtain the information that you need.</p>
1097	What is CARES?	<p>CARES is the Capital Asset Realignment for Enhanced Services, a system-wide process that reviews the structure, organization, and physical location of veterans' health facilities throughout VA. It addresses the</p>

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clinical role of small facilities, vacant space, the potential for enhanced use leases and the consolidation of services and campuses. For complete information on the CARES endeavor, go to http://www.va.gov/cares/ .

1250	What is MOVE?	MOVE! is a national weight management program designed by the VA National Center for Health Promotion and Disease Prevention (NCP), a part of the Office of Patient Care Services, to help veterans lose weight, keep it off and improve their health. For all information about this program, go to http://www.move.va.gov/
1101	Can a borrower get a VA loan for the purchase of a second home if they do not currently have a VA loan on their primary residence?	If you are an eligible veteran and still have remaining entitlement or have had your entitlement restored, you can get a second property using a VA Loan. You must occupy or intend to occupy the property as your primary home within a reasonable period of time after closing the VA Loan.
1241	Acquisitions, purchase of goods and services, vendor contracts	All information about procurements, acquisitions, supplies, purchase contracts and regulations pertaining to same, etc., can be found at the website of VA's Office of Acquisition and Materiel Management (OAMM) at http://www1.va.gov/oamm/index.cfm. Please go to that website and utilize any of the links on the left-hand bar that address the information that you seek. The website also provides contact information for OAMM staff.
1286	Suicide Hotline	Vet Centers and VA Medical Centers stand ready to reach out and help veterans at risk for suicide. Seek professional help...Call the toll-free National Suicide Prevention hotline and indicate you are a veteran. You'll be immediately connected to VA suicide prevention and mental health professionals. We can help-- If you feel you are in Crisis--Call the Suicide hotline (1-800-273-TALK), your local VA Medical Center (link to Find a facility at http://www1.va.gov/directory/guide/home.asp?isFlash=1 or Vet Center (link to Vet Center at http://www1.va.gov/directory/guide/vetcenter_flash.asp? today!
1289	What is the National Veterans Employment Program (NVEP)?	The National Veterans Employment Program (NVEP) assists veterans in understanding and using veterans' preference to obtain employment in the Federal government. The program educates veterans on veterans' preference, special hiring authorities for veterans, and key aspects to know to maneuver the federal hiring process. The program also promotes employment opportunities in VA and through our relationships with Federal Partners, refers veterans to employment opportunities in other Federal agencies. For more information, visit the NVEP web site at http://www.va.gov/nvep
1108	Smoking Cessation Treatments for Veterans w/Mental Health Disorders	For information about tobacco cessation treatments delivered by mental health professionals to VA patients with mental disorders, please go to http://www.va.gov/smokingmh/ for details.
1185	Polytrauma Care	Polytrauma care is for patients with injuries to more than one physical region or organ system, one of which may be life threatening, and which results in physical, cognitive, psychological, or psychosocial impairments and functional disability. Some examples are: Traumatic Brain Injury (TBI), Hearing Loss, Amputations, Fractures, Burns, and Visual Impairment. Please visit VA's Polytrauma System of Care website at http://www.polytrauma.va.gov for all information about services to veterans who have suffered from polytraumatic injuries and for their families. It also has links to each of VA's 21 polytrauma facilities--four Polytrauma Rehabilitation Centers and 17 Polytrauma Network sites. For information about Prosthetics, Medical Devices and Sensory Aids (eyeglasses, hearing aids, etc.) go to http://www.prosthetics.va.gov/
1203	Find a national or state veteran cemetery	The Department of Veterans Affairs' (VA) National Cemetery Administration maintains 124 national cemeteries in 39 states (and Puerto Rico) as well as 33 soldier's lots and monument sites. There are also state veterans cemeteries, although there is not a state veterans cemetery in all states. To view a list of veteran cemeteries, please go to http://www.cem.va.gov/cem/cems/listcem.asp
1227	Aid and Attendance and Housebound benefits	For information about benefits regarding aid & attendance and housebound benefits, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7 Information about prosthetics, medical devices and sensory aids, go to http://www.prosthetics.va.gov/
1087	General Info about Disability Payment Rates	A fact sheet about disability payments and other information material to disability factors can be found at http://www1.va.gov/opa/Is1/2.asp#PaymentRates.
1229	Exclusions and deductions of countable income	For information about exclusions and deductions of countable income, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7 for details.
1231	What is VA Pension for veterans?	For an explanation of VA pensions, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7
1557	VAI-Contact Veteran	
1556	Suicide Prevention Veterans Chat Campaign	The Suicide Prevention campaign of the Department of Veterans Affairs (VA) is expanding its outreach to all Veterans by piloting an online, one-to-one "chat service" for Veterans who prefer reaching out for assistance using the Internet. Called "Veterans Chat," the new service enables Veterans, their families and friends to go online where they can anonymously chat with a trained VA counselor. If a "chatter" is determined to be in a crisis, the counselor can take immediate steps to transfer the person to the VA Suicide Prevention Hotline, where further counseling and referral services are provided and crisis intervention steps can be taken. "This online feature is intended to reach out to all Veterans who may or may not be enrolled in the VA health care system and provide them with online access to the Suicide Prevention Lifeline," said Dr. Gerald Cross, VA's Acting Under Secretary for Health. "It is meant to provide Veterans with an anonymous way to access VA's suicide prevention services." Veterans, family members or friends can access Veterans Chat through the suicide prevention Web site (www.suicidepreventionlifeline.org). There is a Veterans tab on the left-hand side of the website that will take them directly to Veteran resource information. On this page, they can see the Hotline number (1-800-273-TALK), and click on the Veterans Chat tab on the right side of the Web page to enter. Veterans retain anonymity by entering whatever names they choose once they enter the one-on-one chat. They are then joined by a counselor who is trained to provide information and respond to the requests and concerns of the caller. If the counselor decides the caller is in a crisis, the counselor will encourage the Veteran to call the Suicide Prevention Hotline, where a trained suicide prevention counselor will determine whether crisis intervention techniques are required.
1543	Is the VA conducting a telephone campaign about its prescription medication program?	No. The VA is not conducting a telephone campaign regarding its prescription medication program. If you have received a call indicating we have made policy and procedure changes and are asked for personal financial information such as your credit card number, please let us know by using the "Contact VA" found on any VA web site. The VA will never call and ask you to disclose personal financial information over the phone.
1560	Medical records from WW1	
1493	National Resources Directory	The National Resource Directory is an online partnership of "shared care" providing information on, and access to, services and resources for wounded, ill and injured Service Members and Veterans, their families and families of the fallen, and those who support them from recovery and rehabilitation to community reintegration. It is maintained by the Departments of Defense, Labor and Veterans Affairs. The information in the Directory is from federal, state and local governmental agencies; veteran service and benefit organizations; non-profit community-based and faith-based organizations; academic institutions, professional associations and philanthropic organizations. Categories of information on this Web site are: Benefits and Compensation, Education, Training and Employment Family and Caregiver Support

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Health and Medical

Housing and Transportation

Please check this site at https://www.nationalresourcedirectory.org

1545	Calls supposedly from VA asking for credit card number to pay for prescriptions	No. VA has not changed its processes for dispensing prescription medications. If you have received a call asking for personal financial information, please let us know by using Contact VA. The VA will never call and ask you to disclose personal financial information over the phone.
1555	CHAMPVA, Children of Women VietNam Veterans, (CWVV) SpinaBifida, CHAMPVA Inhouse Treatment Initiative (CITII) Dependents Health Care, Overseas Veterans (FMP), Persian Gulf Program	The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), Children of Women VietNam Veterans, (CWVV) SpinaBifida, CHAMPVA Inhouse Treatment Initiative (CITII), Dependents Health Care, Overseas Veterans, and Persian Gulf program are all programs administered by VA's Health Administration Center (HAC) in Denver, Colorado. Please go to http://www4.va.gov/hac/landing2_relatedlinks.asp for specific information about all of these programs. Beneficiaries who are already enrolled in My CHAMPVA Program, My Foreign Medical Program, My CWVV Program, My Spina Bifida Program. and/or My Persian Gulf Program. can go to http://www4.va.gov/hac/ciw/ciwmain/ciwb_502_cva_select.asp?pgm=cva This site is a secure website where you, as a beneficiary of our programs, can retrieve valuable information about your benefits, such as claim status, current period of eligibility, and other health insurance (OHI) the HAC has on file for you.
1558	VAI-Contact Veteran	
1569	Direct Deposit	The custodian verified all required ID protocol. this is a fiduciary issue. We cannot update this, guardian jurisdiction is 341.
1506	VA Health Care Benefits	For all information pertaining to health and medical care, please go to http://www.va.gov/healtheligibility/ This website provides information about health care eligibility, covered services, eligibility and enrollment, income thresholds, applying for care, Veterans Identification cards, income verification, getting care, copays and charges, updating your medical information, information for family members, resources and also has an enrollment calculator. Please check this website for a wealth of information regarding health care and services provided by VA to eligible veterans.
1508	Upgrade Or Change Discharge	Each of the military services maintains a discharge review board with authority to change, corrects or modify a discharges or dismissals that are not issued by a sentence of a general courts-martial. The board has no authority to address medical discharges. The veteran or his surviving spouse, next of kin or legal representative, may apply for a review of discharge by writing to the military department concerned, using Department of Defense Form 293. You can obtain this form from your local VA regional office, call 1-800-827-1000, from veterans service organizations ,or from the internet http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm .
1509	Commissary or Exchange Privileges	Unlimited exchange and commissary store privileges in the United States are available to honorably discharged veterans with a service-connected disability rated at 100%, unremarried surviving spouses of members or retired members of the armed forces, recipients of the Medal Honor, and dependents and orphans of military retirees. For non-retirees, death must be service-connected. Dependents of Reservists also may 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 provides assistance in completing DD Form 1172, "Application for Uniformed Services Identification and Privilege Card. For detail information, contact the nearest military installation or contact our VA regional office, call toll-free 1 (800) 827-1000.
1510	Economic Recovery Payment (ERP)	On February 17, 2009, the President signed the American Recovery and Reinvestment Act of 2009, Public Law 111-5. Section 2201 of the act authorizes a one-time, \$250 Economic Recovery Payment (ERP) to eligible persons. From June 22 through June 30, 2009, VA will release almost 2 million payments.
1562	Status of Claim	
1564	Completed	<p>Thank you for your inquiry. I have been on leave and just read this. I checked on your request and found that your last fill was in June 2009 and your order expired in October. Today, I sent a message to Dr. Lingam and Linda Clay at the Perry Clinic asking for them to enter a non-formulary request for this medication. If your address has changed, please notify Enrollment at the VA at 478-272-1210 and/or notify the Perry Clinic so we will be sure to send your future medications to the correct address.</p> <p>Again, thank you for allowing the Carl Vinson VAMC address your concerns. </p>
1514	A veteran cannot receive a Stimulus payment from VA if such payment was received from SSA or the RRB.	If a veteran receives an Economic Recovery Payment (ERP) also known as a stimulus payment, from the Social Security Administration (SSA) or the Rail Road Retirement Board (RRB) that person is no entitled to an ERP payment from VA.
1572	Complete VA Form 28-1900.	
1511	Economic Recovery Payment (ERP) Eligibility	An eligible person is any person who, according to VA's certified payment records on April 21, 2009, - was in receipt of Supplemental Security Income (SSI), Social Security (SSA), Railroad Retirement Board (RRB), or VA benefits (compensation, pension, death pension, Spina Bifida/Chapter 18 payments or Dependency and Indemnity Compensation) during any month between November 1, 2008 and January 31, 2009; and - was a resident of one of the 50 States, the District of Columbia, Puerto Rico, Guam, the United States Virgin Islands, American Samoa, or the Northern Mariana Islands; and - was not incarcerated or a fugitive felon as of January 31, 2009. The Government will pay an eligible person only one ERP. SSA, RRB, and VA are coordinating payments. A VA beneficiary who inadvertently receives an ERP from more than one agency (SSA, RRB, and VA) must return the VA payment.
1573	You can pply without your disability letter.	
1515	Some incarcerated Veterans will not receive a stimulus payment from VA	If veteran was incarcerated as of Jan 31, 2009, he or she will not receive a stimulus payment from VA.
1516	Veterans living overseas will not receive a stimulus from VA	If a beneficiary resided outside the U.S. as of 4/21/09, payment is not authorized.
1519	Exposure to ionizing radiation during military service	Information for veterans, including atomic veterans, and the public about exposure to ionizing radiation during military service can be found at http://www.publichealth.va.gov/exposures/radiation/
1570	Answered email and gave contact info	
1530	Research on patient safety (GAPS)	GAPS stands for VA Getting at Patient Safety Center; this center is a unique partnership of clinicians, administrators, and experts in human performance funded to improve patient safety in healthcare.. The Center's focus is on how gaps in continuity of care are bridged by practitioners, and its goal is to create the components of a "safety culture". Its Mission: To create tools to support technical work in healthcare. To create understanding of predictable human performance failure and its impact in safety within and beyond the Veterans Health Administration. To create tools to move healthcare organizations toward a safety culture. The GAPS Center aims to create, test, validate, and refine tools for healthcare workers and managers to use in coping with threats to safety, taking advantage of state of the art research results. The web site that is dedicated to this subject is for clinical professionals and can be found at http://www.gapscenter.va.gov/
1561	Please review MOD attchment for appropriate action.	
1563	Please be advised that I contacted Veteran Credo #5817 per phone. The veteran explained to me that he turned his 1010EZ into staff atthe Dutchess County Fair, in addition he had been previously registred as of 1997. I informed the	

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1565	Vet Waiting for final decision from Regional Office due to type of discharge.	The Office of Management has two distinct missions. Our first mission is to support the Veterans Health Administration (VHA); Veterans Benefits Administration (VBA); National Cemetery Administration (NCA); Board of Veterans' Appeals (BVA); and staff offices as VA provides benefits and services to our Nation's veterans. We do this by providing strategic and operational leadership for budget, financial management, acquisition and materiel management, and asset enterprise management. Our second mission is to promote public confidence through stewardship and oversight of VA business activities, ensuring their consistency with national policy, law, and regulation. The Office of Management supports the Administrations and staff offices through eight major service lines and has a number of activities and initiatives underway to help improve the Department's operations. For specific information about all the disciplines for which the Office of Management has oversight, go to http://www.va.gov/om/
1571	Encourage veteran to apply for CH31.	<p>Mr. Esseltine,</p> <p>If you have formally transferred your CH 33 benefit to your child, there is potential for you to be entitled to CH 31 Vocational Rehabilitation & Employment Services. I encourage you to apply for this benefit by completing VA Form 28-1900. You can find this online at www.va.gov </p> <p>Best of luck to you.</p> <p>Karolyn Barnes, MRC, CRC Assistant VR&E Officer</p> <p> </p>
1567	Call Enrollment	Please call our enrollment staff at 717-228-6000 and they will be happy to assist you with your questions.
1574	work study payment made 01/05/2010.	
1234	Apply for veterans non-service connected pension	For instructions on filing for a non-service connected pension, go to http://www.vba.va.gov/bln/21/pension/vetpen.htm#7
387	Do VA benefits cover nursing home care?	VA benefits provide for a range of long-term services which include, Nursing Home Care, Domiciliary Care, Adult Day Health Care, Geriatric Evaluation and Respite Care. Nursing home benefits may be provided if specific qualifications are met; those are: a veteran must be in need of such care and seeking nursing home care for a service-connected (SC) disability, OR is rated 60% SC and unemployable, OR is rated 60% SC and permanently and totally disabled (P&T) OR for any condition if the veteran has a combined SC disability rating of 70% or more. The care will be provided in a VA nursing home or contract nursing home. NSC and non-compensable zero percent SC veterans can apply for long term care in the VA but could be subject to long term care co-payments. Veterans with a compensable service-connected disability are exempt from long term care co-payments. NSC veterans applying for Extended Care or the Nursing Home Care Unit may be required to complete VA Form 10-10EC to determine the family's current income and assets. Veterans may be discharged from a VA Nursing Home Care Unit (NHCU) without consent when VA nursing home care is no longer needed; for example, if the veteran's needs can be met at home or in a private nursing home close to the family. Veterans requiring nursing home care for a service-connected condition or a veteran rated 70% or more have mandatory eligibility for admission to Extended Care Services; and, those veterans are eligible to have indefinite care provided to them in the VA or in a VA contracted nursing home.
451	How do I get evaluated for nursing home care?	If you have never been seen at a VA health care facility, you must first enroll for benefits. Then you must enroll in a primary care clinic and ask for an evaluation for nursing home care. The evaluation will be done either by the primary care provider or a geriatrics care team.
458	Who do I contact about non-VA benefits and services?	If you determine that VA is not the correct federal agency that can help you, and you're not sure who to contact, please go to FirstGov at http://www.firstgov.gov or call 1-800-FED-INFO (1-800-333-4636). They will help you to find the federal agency that you need to contact.
408	What is concurrent receipt?	Simply put, Concurrent Receipt means that qualified military retirees will be paid both their full military retirement pay and VA disability compensation. This recently passed law phases out the VA disability offset, which means that military retirees with 20 or more years of serve and a 50% (or higher) VA rated disability will no longer have their military retirement reduced by the amount of their VA disability compensation. This program is run by the Department of Defense. It is not a VA program. If you are qualify for concurrent receipt, you should have automatically received an increase in your military retirement starting in January 2004. To qualify for concurrent receipt you must: Be a military retiree with 20 or more years of service. This includes Chapter 61 Medical Retirees with 20 years or more, or National Guard and Reserve with 20 or more good years. Have a service related VA disability of 50% or higher. To investigate further, please contact the Defense Finance and Accounting Service (DFAS) at 1-800-321-1080.
1245	What is VONAPP?	The VONAPP (Veterans On Line Applications) website is an official U.S. Department of Veterans Affairs (VA) website, which enables veterans to apply for benefits using the Internet. This site can be used to apply for compensation, pension, vocational rehabilitation, and education benefits as follows: U.S. military veterans and some service members within six months of separation or retirement can apply for compensation, pension, and vocational rehabilitation benefits using VONAPP. U.S. military veterans, service members with two years of service, members of the Selected Reserve, and spouses/dependents of a "service connected" disabled or deceased veteran can apply for education benefits using VONAPP. VONAPP also has a link to VA Form 10-10EZ, Application for Health Benefits. Go to http://vabenefits.vba.va.gov/vonapp/about_vonapp.asp to find all information regarding VONAPP, how it works, when and how it can be used, etc.
1252	Environmental Issues and Hazards	The Environmental Agents Service (EAS) administers health care programs related to environmental issues, including Operations Iraqi Freedom/Enduring Freedom (OIF/OEF), Gulf War, Agent Orange, depleted uranium, ionizing radiation, and Project 112 (Including Project SHAD). EAS also oversees the War-Related Illness And Injury Study Centers (WRIISCs). Organizationally, EAS falls under the the Occupational and Environmental Health Strategic Health Care Group of the Office of Public Health and Environmental Hazards. PROGRAMS include: OPERATIONS OIF/OEF GULF WAR VETERANS AND AGENT ORANGE DEPLETED URANIUM IONIZING RADIATION Project 112 (Including Project SHAD) War-Related Illness And Injury Study Centers (WRIISCs) Go to http://www.publichealth.va.gov/exposures/

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1251	What Social Work services does VA have?	<p>Social Work is a professional service with treatment responsibilities in all patient care areas, helping patients and families to achieve their highest level of adjustment/coping in society, promoting vocational and psychosocial rehabilitation. Social workers develop and implement treatment approaches which address individual social problems and work with acute/chronic medical conditions, dying patients, and bereaved families. VA social workers are responsible for ensuring continuity of care through the admission, evaluation, treatment, and follow-up processes. This includes coordinating discharge planning and providing case management services based on the patients clinical and community health and social services resources. Over the years, Social Work staff has addressed the needs of distinct veteran populations, i.e., the homeless, the aged, HIV/AIDS patients, spinal cord injury, Ex-POWs, Viet Nam and Persian Gulf veterans and their families, etc. For all issues regarding Social Work services, go to http://www.socialwork.va.gov/index.asp and click on any applicable links.</p>
1425	Returning OEF/OIF service members--Programs and Services	<p>The Department of Veterans Affairs (VA) has a web site for returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom (OEF/OIF). You can find this web site at http://www.oeoif.va.gov/

 This site contains and also links to information about
 Enhanced VA Health Care Benefits
 Primary Care Health Services
 National Guard / Reserves Info
 Transition Services
 Housing Transition
 Military Transition Programs
 Employment Information
 Family Services</p>
1255	Education Benefits/GI Bill	<p>For all information about education benefits/GI Bill, go to http://www.gibill.va.gov/</p>
1369	Benefit Debt Collection (Non Medical)	<p>VA's Debt Management Center (DMC) has an information Web site devoted to information related to debt collection at http://www.va.gov/debtman/ You should be able to find the answer to your debt collection questions there.</p>
1370	Pay your Non-Medical Benefit Debt Online	<p>If you owe VA money and have the ability to pay online, please go to VA's Debt Management Center (DMC) web page for online payments. This is a secure web page located at: https://www.pay.va.gov/ .</p>
607	What do I need on my home computer to use My HealtheVet?	<p>Your personal computer should have an Internet browser installed such as Microsoft's Internet Explorer or Netscape. Browser versions should be at least 5.0 for Internet Explorer— (Click here to get the latest version of IE), or 7.1 for Netscape— (Click here to get the latest version of Netscape). You also need access to the Internet through a local Internet Service Provider (ISP).

 For more information about My HealtheVet, go to http://www.myhealth.va.gov/</p>
446	How do I contact VA about homeless women veterans with children?	<p>Contact the local VA homeless coordinator (or point of contact), Social Work Services department, or Women Veterans Program Manager at your local VA Medical Center. In addition, there are pilot programs for homeless women veterans and for homeless women veterans with children located at eleven designated VA facilities as well, and the Women Veterans Program Manager can discuss what options are available in your area.</p>
614	What's in My HealtheVet's Health Education Library?	<p>My HealtheVet's health education library not only offers tools such as Rx checkers, anatomy explorers, health calculators and condition explorers, it also gives you information on food and nutrition, travel, sports and fitness, mental health, aging and more. Make sure that you register and establish your User ID and password so that you can take advantage of this wealth of information!

 My HealtheVet can be found at http://www.myhealth.va.gov/</p>
627	What is Vocational Rehabilitation?	<p>Please click on the following link to see what VA provides in the form on vocational rehabilitation, independent living services and education and job counseling benefits for qualified veterans and dependents: http://www.vba.va.gov/bln/vre/index.htm .</p>
1207	State veterans cemetery grant program	<p>The Department of Veterans Affairs (VA) State Cemetery Grants Program was established in 1978 to complement VA's National Cemetery Administration. The program assists states in providing gravesites for veterans in those areas where VA's national cemeteries cannot fully satisfy their burial needs. Go to http://www.cem.va.gov/cem/scg/scginfo.asp for more information.</p>
596	Can I reopen a claim for disability compensation?	<p>You are entitled to reopen your claim for disability compensation at any time for any condition(s) not previously claimed. VA will require current medical treatment records to support your claim. Also, if you are already service- connected for other physical ailments, you may request reevaluation of these conditions if they have worsened. You may submit your claim on blank paper stating the conditions, date the disability began, and where you were treated. VA will obtain your service medical records for those conditions treated in service. Conditions treated by private doctors will require an authorization release form. This process will begin when your claim is received. Please provide your VA claim number on all correspondence. If you have further questions, please feel free to call us toll free at 1-800-827-1000, Monday thru Friday, from 8:30 a.m. to 4:00 p.m. You may also file your claim in person with a Benefits Representative at your nearest VA office.</p>
726	How do I find out about education benefits?	<p>All information about VA education benefits is available at http://www.gibill.va.gov/. Please click on the link to access VA's Education website.</p>
663	Are former Prisoners of War (POWs) entitled to any special benefits?	<p>Former POWs receive special priority for VA health-care enrollment, even if their illness has not been formally associated with their service. Former POWs are exempt from making means test co-payments for inpatient and outpatient medical care and medications, but they have the same co-pay rules as other veterans for extended care. They also are now eligible for dental care without any length-of-interment requirement.</p>
1062	Spina Bifida Benefits	<p>Spina Bifida benefits have been extended to the natural child of a service member if the service member served in Korea during the period September 1, 1967 - August 31, 1971. The veteran must have served in the active military, naval or air service and have been exposed to an herbicide agent during such service in or near the Korean demilitarized zone. For details about issues relevant to Spina Bifida, please go to: http://www.va.gov/hac/forbeneficiaries/spina/spina.asp.</p>
650	If a vet eran dies in a VA hospital, does VA put a death notice or obituary in the newspaper?	<p>For confidentiality reasons, VA does not submit a death or obituary notice to newspapers. Such notices are at the discretion of the veteran's family or guardian and are handled either by the funeral home with the family's guidance, or by the family itself.</p>
866	Who is eligible as an OIF/OEF veteran?	<p>Title 38, United States Code (U.S.C.), Section 1710(e)(1)(D) states that a veteran who served on active duty in a theater of combat operations during a period of war after the Persian Gulf War, or in combat against a hostile force during a period of hostilities after November 11, 1998 is eligible for hospital care, medical services, and nursing home care for any illness, notwithstanding that there is insufficient medical evidence to conclude that such condition is attributable to such service. "Hostilities" is defined as conflict in which the members of the Armed Forces are subjected to danger comparable to the danger to which members of the Armed Forces have been subjected in combat with enemy armed forces during a period of war.

 For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/</p>
874	What is the Fisher House Program and can it help OIF/OEF families?	<p>Fisher Houses are temporary lodging facilities designed for the use of families of hospitalized active duty service members and veterans. They are constructed on military installations and VHA facility grounds by the Fisher House Foundation and then donated to DoD or the VA. There are VA Fisher Houses at Albany, Bay Pines, Cincinnati, Denver, Minneapolis West Palm Beach, and Houston. VHA Handbook 1140.1, VHA Fisher House Program, has more information on VA Fisher Houses, including criteria for utilization. Information about the Fisher House Foundation can be found at http://www.fisherhouse.org.

 The Fisher House Foundation has asked that family members of hospitalized OIF/OEF active duty service members and veterans be given high priority for lodging at DoD and VA Fisher Houses. There is no cost to a family for staying at a VA Fisher House. Each VA Fisher House has a full-time manager, who arranges admissions and who is the point of contact for referrals. For questions about the VA Fisher House Program, contact the Director of Social Work Service in VA Central Office at 202-273-8549.

 For more information regarding services available to returning Active Duty, National Guard and Reserve service members of Operations Enduring Freedom and Iraqi Freedom visit the Seamless Transition Website at http://www.seamlesstransition.va.gov/</p>

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916	Never applied for compensation. Will VA Help me in obtaining required information?	<p>Yes, if you know of records that will support your claim, VA will help you by requesting them from the person, medical facility, company, or agency that has them.

 On Part B of VA Form 21-526, Veterans Application for Compensation and Pension, tell us the name and address of the person, medical facility, company or agency that has these records, the approximate time frame covered by these records, and the condition for which you were treated in the case of medical records.

 If you received treatment from a military health care facility after your discharge from service, just tell us the name of the facility. If your treatment was by a private physician, or any other health care provider, complete VA Form 21-4142, Authorization and Consent to Release Information to the Department of Veterans Affairs (VA). We will use this form to request these records. You can find the form at: http://www.vba.va.gov/pubs/forms/21-4142.pdf .</p>
1058	Nursing Employment and Scholarships	<p>For information about nursing and other types of health care employment, go to http://www.vacareers.va.gov/ We also have a nursing website that provides information on this discipline with links to jobs information, scholarship and awards information; go to http://www.va.gov/nursing and click on the applicable links.</p>
930	Can I get back compensation payments?	<p>Generally, VA can only pay benefits based on the date of claim. This applies in the case of an original claim, a claim for an increased evaluation, or a claim to add a new disability.

 If VA finds a clear error was made in an earlier decision, you may receive additional back pay based on that prior claim.</p>
936	Obtain a Copy of my DD 214 military record or other service record	<p>The Department of Veterans Affairs does not maintain records of veterans' military service, except as necessary for providing benefits from VA.

 To obtain or amend a copy of your military service record and/or your Official Military Personnel File (DD-214, OMPFs), please visit the website for the Military Personnel Records Center (MPRC) in St. Louis, which is part of the National Archives and Records Administration (NARA). If you have been discharged from military service, your personnel files are stored at NARA, the official repository for records of military personnel who have been discharged from the U.S. Air Force, Army, Marine Corps, Navy and Coast Guard.

 To get to the NARA Web site, you will need to leave the VA website and go to http://www.archives.gov/veterans/military-service-records/

 This site gives instructions to submit a SF 180 - Request Pertaining to Military Records. It also has links for:
 Personnel Files (OMPFS)
 Request Service Records or Proof of Military Service
 Locations of Military Service Records
 Medical and Health Records
 Correcting Service Records and Discharges
 Replacement Medals and Awards
 Military Service Records at the National Personnel Records Center's Archival Research Room

 NARA has an online document request service called eVetRecs which allows you to Request Copies of Military Personnel Records online. This system provides a customized order form to request information from your, or your relative's, military personnel records. To utilize this system, you will need to leave the VA website and go to: http://www.archives.gov/veterans/evetrecs/index.html

 Questions about your military records may also be sent to:
 National Personnel Records Center
 Military Personnel Records Center
 9700 Page Boulevard
 St. Louis, MO 63132-5100</p>
975	Multiple Sclerosis (MS) Info and Services from VA	<p>VA does provide information about and services for veterans suffering from Multiple Sclerosis (MS). You can access this information by visiting VA's MS website at http://www.va.gov/ms.</p>
1102	Does VA perform organ transplants?	<p>The Department of Veterans Affairs has an organ transplant program that began in 1961. Information about the Transplant Program, location of transplant centers, policy, documents and procedures material to transplants, and other useful information on this subject can be found on VA's transplant website at http://www.va.gov/transplant .</p>
1120	Information about jobs and employment opportunities	<p>A website to check is http://www.usajobs.gov. This is one-stop source of information for Federal jobs and employment throughout federal government. This site provides the ability to do job searches by geographic location, job type, agency, etc., and obtain comprehensive information about jobs and employment for veterans, obtain forms, etc.

 There are several websites at VA that provide information about employment. They are:

 For information about employment , please go to http://www.vacareers.va.gov/ This is the official job board Web site for the Department of Veterans Affairs. VACareers.va.gov assists potential VA employees in finding job openings throughout the agency.

 Please go to http://www.va.gov/nvep/ for information about the Department of Veterans Affairs (VA) National Veterans Employment Program (NVEP), which assists veterans in understanding and using veterans' preference and other hiring flexibilities to gain employment in the federal government and VA. The program promotes and advocates the hiring of veterans by VA managers and supervisors and educates selecting officials on veterans' preference and federal hiring authorities developed to assist veterans in gaining federal employment. This site has links for hiring options, job fairs, search for jobs in VA, veteran centers, veterans preference, transition centers, etc all information regarding hiring in the federal sector for veterans. This site has links for hiring options, job fairs, search for jobs in VA, veteran centers, veterans preference, transition centers, etc.

 Employment information for veterans is also available at http://www.vba.va.gov/bln/vre/emp_resources.htm which is the Vocational Rehabilitation site.

 Many state governments have information specifically for veterans regarding job opportunities with that state government. Please check your state government website.

 Other links to jobs information may be found at:
 Department of Labor veterans site: http://www.dol.gov/vets

 America's Job Bank: http://www.ajb.org

 Some generic but powerful job hunting/posting database used by industry country and worldwide are: http://www.monster.com, http://careerbuilder.com, http://simplyhired.com Another resource is http://www.hireahero.org, which is a non-profit charity networking Web site that provides information about military-friendly employers.</p>
1037	Qualify for home loan if bankruptcy filed?	<p>The fact you have been adjudicated bankrupt does not in itself disqualify you for a VA home loan. The following rules apply:

 - If the bankruptcy was discharged more than 2 years ago, it may be disregarded
 - If the bankruptcy was discharged within the last 1 to 2 years, it is probably not possible to determine that you are a satisfactory credit risk unless both of the following requirements are met:
 o you have reestablished satisfactory credit, and
 o the bankruptcy was caused by circumstances beyond your control (such as unemployment, medical bills, etc.)
 - If the bankruptcy was discharged within the past 12 months, it will not generally be possible to determine that you are a satisfactory credit risk.</p>
1111	Does VA offer a weight management program?	<p>MOVE! is a national weight management program designed by the VA National Center for Health Promotion and Disease Prevention (NCP), a part of the Office of Patient Care Services, to help veterans lose weight, keep it off and improve their health. For information about this program, please go to http://www.move.va.gov/ for details.</p>
1153	How to Obtain VA Forms	<p>To find a VA Form, you can click on the VA Forms link on the bottom of the VA home page or you can go to http://www.va.gov/vaforms and perform</p>

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the forms search. When the search occurs, any results will be displayed below the search box on the Forms page, so be sure to scroll down to see the results.

Many forms are available in pdf format; this means that to view or to download the forms, you must have Adobe Acrobat Reader installed on your machine. You can download this tool for free by going to http://www.adobe.com. Thank you.

1309	What is the Denver Acquisition & Logistics Center (DALC)?	<p>DALC serves many eligible veterans worldwide by distributing hearing aids, accessories and batteries; prosthetic socks; aids for the visually impaired; and orthopedic items to their homes as well as providing them with hearing aid repair service. DALC's customers also include VA's Audiology and Speech Pathology Service, Prosthetic and Sensory Aids Service, Blind Rehabilitation Service, other VA services, and other Government agencies. These items are shipped anywhere requested.
</p> <p>
</p> <p>DALC products include: Hearing aids and accessories; hearing aid repairs are also available.
</p> <p>Batteries - Batteries predominantly used in hearing aids provided to veterans, although several battery types are available that may also be used in other battery powered devices such as artificial larynxes, assistive listening devices, and neuromuscular stimulators.
</p> <p>Prosthetic Items - more than 500 prosthetic socks, and orthotic softgoods. For treatment and management of acute and chronic disabilities of the spine or abdomen, a variety of orthopedic corsets, belts, abdominal binders and supports are available.
</p> <p>Aids for the Visually Impaired such as rigid and folding mobility canes and adjustable-length support canes; braille pocket watches, wrist watches, and clocks; talking wrist watches and alarm clocks, wrist watches and clocks with highly contrasting faces; braille writers, and AM/FM/TV audio receivers.
</p> <p>
</p> <p>You can contact them directly via e-mail at DALC.CSS@va.gov or call Regina Krawiec, Veteran Services Division - (303) 914-5145.
</p> <p>The DALC product catalog can be found at: http://www1.va.gov/oamm/pmo/dalc/prodcat.cfm
</p> <p>
</p> <p>The web address for the Denver Acquisition & Logistics Center is http://www1.va.gov/oamm/pmo/DALC/index.cfm. You also find information on this Web page for Acquisition and Materiel Management for supplier or logistic information, Information Resources Management (IRM) for Remote Order Entry System (ROES), other DALC software, or access assistance and Fiscal for information about your bill or other financial issues.
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</p> <p>For specific information about Prosthetics, Medical Devices and Sensory Aids, go to http://www.prosthetics.va.gov/</p>
1326	kidney disease programs	<p>For information about kidney diseases, dialysis, and other attendant issues and information, please go to http://www.va.gov/kidney</p>
1328	Policy on Flag Folding Recitations	<p>VA's policy on flag folding recitations can be found at http://www1.va.gov/opa/pressrel/pressrelease.cfm?id=1406 and says the following:
</p> <p><13-Fold" Ceremony, Other Scripts Approved
</p> <p>
</p> <p>WASHINGTON -- To ensure burial services at the 125 national cemeteries operated by the Department of Veterans Affairs (VA) reflect the wishes of veterans and their families, VA officials have clarified the Department's policy about recitations made while the U.S. flag is folded at the gravesite of a veteran.
</p> <p>
</p> <p>"Honoring the burial wishes of veterans is one of the highest commitments for the men and women of VA," said William F. Tuerk, VA's Under Secretary for Memorial Affairs. "A family may request the recitation of words to accompany the meaningful presentation of the American flag as we honor the dedication and sacrifice of their loved ones."
</p> <p>
</p> <p>Traditional gravesite military funeral honors include the silent folding and presentation of an American flag, a 21-gun rifle salute, and the playing of "Taps."
</p> <p>
</p> <p>The clarification includes the following:
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</p> <p>Volunteer honor guards are authorized to read the so-called "13-fold" flag recitation or any comparable script.
</p> <p>
</p> <p>Survivors of the deceased need to provide material and request it be read by the volunteer honor guards; and
</p> <p>
</p> <p>Volunteer honor guards will accept requests for recitations that reflect any or no religious traditions, on an equal basis.
</p> <p>Veterans with a discharge other than dishonorable, their spouses and eligible dependent children can be buried in a national cemetery. Other burial benefits available for all eligible veterans, regardless of whether they are buried in a national cemetery or a private cemetery, include a burial flag, a Presidential Memorial Certificate and a government headstone or marker.</p>
1331	New Rates	<p>New Compensation and Pension rates are not effective until signed into law.</p>
1205	How does VA build a veterans cemetery?	<p>The National Cemetery Administration has an Office of Construction Management to ensure quality planning, design and construction of VA national cemeteries. Please visit their website to view information about Architect Engineer design standards, construction standards, real property, environmental management, and other information associated with design and construction of national cemeteries at http://www.cem.va.gov/cecm/ocm_ocmmain.asp</p>
1209	Information about veterans service organizations	<p>VA has a website devoted to veterans service organizations. This website provides directories, reports and contact information about these organizations. Please go to http://www1.va.gov/vso/index.cfm to view this information by clicking on any applicable links.</p>
1217	Hepatitis Information	<p>VA has a website devoted to issues and information pertaining to hepatitis C and its treatment. Please go to http://www.hepatitis.va.gov and click on any applicable links.</p>
1517	If you owe the Federal government, you may not receive any VA stimulus payment	<p>If a veteran had a federal debt, Treasury will offset or recoup the \$250.00 payment.</p>
1518	Health effects of military service during Operations Desert Shield, Desert Storm and Iraqi Freedom	<p>Information about health effects of military service during Operations Desert Shield, Desert Storm and Iraqi Freedom and related VA programs can be found at http://www.publichealth.va.gov/exposures/gulfwar/
</p> <p>
</p>
1520	Military Testing involving biological and chemical warfare, Project Shad and Project 112	<p>Information for veterans and the public about military tests involving biological and chemical warfare materials during the 1960s along with information about:
</p> <p>Project SHAD (Shipboard Hazard and Defense), which was conducted to determine the vulnerability of U.S. warships to attacks with chemical and biological agents and
</p> <p>Project 112, which involved similar tests on land, rather than aboard ships
</p> <p>can be found at http://www.publichealth.va.gov/exposures/shad/</p>
1529	Nurse Recruiting for South Georgia/North Florida Veterans Health System	<p>Yes,
</p> <p>
</p> <p>http://www.nurserecruiting.va.gov/ is a VA Web site published for the purpose of providing information to potential nursing employees specifically of the North Florida South Georgia Veterans Health System. Nurses and potential nurses can use the site to learn more about the facilities and the towns where positions are available. Job descriptions and openings can be found in the jobs section. There are printable applications for convenience in applying to work at the system. The site also contains many useful resources and links to assist with continuation of education and research endeavors. Please check the website for more information.</p>
1531	Center of Excellence on Implementing Evidence Based Practice (CEIEBP)	<p>The goal of VA's Center of Excellence on Implementing Evidence Based Practice is advancing the science of transforming the healthcare system, both within and outside the VA health care system, to deliver consistently high quality care.
</p> <p>Research priorities are :
</p> <p>Develop, apply, and spread models of care that are safe, effective,
</p> <p>relationship-centered, timely, efficient, and equitable;
</p> <p>Identify and disseminate effective approaches for organizational change and redesign;
</p> <p>Implement, evaluate, and disseminate systems interventions, considering individual,
</p>

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relational, and organizational factors, to transform care delivery; and

Implement and integrate health informatics into improved work processes and care delivery.

To learn more about this organization and its goals, go to

http://www.ciebp.research.va.gov/index.asp

1532	Research on Specific Health Issues (QUERI)	<p>VA's Quality Enhancement Research Initiative (QUERI) is dedicated to implementing research findings into routine clinical practice.
 The QUERI centers focus on 9 high-risk and/or highly prevalent diseases or conditions among veterans.
 Chronic Heart Failure (CHF) QUERI
 Diabetes Mellitus (DM) QUERI
 HIV/Hepatitis QUERI
 Ischemic Heart Disease (IHD) QUERI
 Mental Health (MH) QUERI
 Polytrauma and Blast-Related Injuries (PT/BRI) QUERI
 Spinal Cord Injury (SCI) QUERI
 Stroke QUERI
 Substance Use Disorders (SUD) QUERI

 For more information about these initiatives, go to http://www.queri.research.va.gov/default.cfm</p>
1533	Center for Health Services Research in Primary Care	<p>More information about the Center for Health Services Research in Primary Care is located at http://www.durham.hsrp.research.va.gov/.</p>
1534	Health Care Financing & Economics (HCFE)	<p>The HCFE was created To conduct economic research, support health services research, and disseminate the results of our research with the aim of improving health delivery systems for veterans and others.

 You may find more information on our website below.

 http://www.hcfe.research.va.gov/</p>
1566	Waiting for final decision from Regional Office due to type of discharge.	<p>Discussed with Mr. Acon Enrollment Coordinator due to type of discharge, he is waiting for a final decision from Regional Office. Mr. Acon will notify you with outcome.</p>
1535	The Center for Health Quality, Outcomes and Economic Research (CHQOER)	<p>CHQOER research emphasizes the development of novel quantitative and qualitative approaches for assessing the quality and effectiveness of health care and applying this knowledge to solve select clinical, policy, and management problems faced by those responsible for improving the care of veterans. For more information please go to our website at the link listed below:

 http://www.chqoer.research.va.gov/index.asp

 Contacting Us:

 Center for Health Quality, Outcomes & Economic Research (CHQOER)
 Edith Nourse Rogers Memorial Hospital (152), Bld 70
 200 Springs Road
 Bedford, MA 01730
 phone: 781-687-2872; fax: 781-687-3106
</p>
1536	Web Automated Reference Materials System (WARMS)	<p>The Web Automated Reference Materials System (WARMS) system allows a search of numerous reference documents and regulations material to services and benefits offered by the Veterans Benefits Administration. You can check this documents database by going to http://www.warms.vba.va.gov/</p>
1537	National Health Study for a New Generation of U.S. Veterans	<p>VA is undertaking a study of 60,000 pre-selected Veterans, including 30,000 Veterans who served in Operation Enduring Freedom or Operation Iraqi Freedom, and 30,000 Veterans who served elsewhere during the same time period. They will get letters in early August 2009 inviting them to participate in this survey-based study. We anticipate that over time this study will yield a great deal of information about the health of recent Veterans. We intend to share the results with the general public. The results from this study will enable our Department to better respond to and serve this newest generation of Veterans.

 For more information please visit our site:

 http://www.publichealth.va.gov/research/epidemiology/newgenerationhealthstudy
</p>