



U.S. Department  
of Veterans Affairs

**HEALTH ELIGIBILITY CENTER**  
2957 Clairmont Rd NE STE 200  
Atlanta GA 30329-1647

<Date>

<Title><First Name><Last Name>

<Address Line 1 >

<Address Line 2 >

<City>, <State> <ZIP Code>

Dear <Title><Last Name>:

We are pleased to present your personalized Veterans Health Benefits Handbook providing specific information regarding your Department of Veterans Affairs (VA) health care benefits. This handbook is designed to put valuable information at your fingertips, help you access your VA benefits and inform you if any costs apply. Your handbook contains personally identifiable information and should be safeguarded as you would any other sensitive personal document. A copy of VA's Notice of Privacy Practices also is enclosed. This notice describes how your medical information may be used or disclosed and how you can get access to this information.

**What if you disagree with the healthcare eligibility information provided in your handbook?**

It is possible your eligibility factors or copay status may have changed since your handbook was published. If you think your healthcare enrollment and/or eligibility information in your handbook is incorrect or requires updating, you may contact VA at 1-877-222-VETS (8387). Additionally, the enclosed VA Form 4107VHA, "Your Rights to Appeal Our Decision," provides basic information on how to file an appeal, should you not agree with your enrollment priority group determination.

**How can you provide feedback?**

We hope your handbook meets your needs and look forward to hearing from you. There are two ways you can provide feedback. First you can call 1-877-256-0801 to participate in a brief survey. This line is for handbook feedback only; please do not provide personal information. The survey is also available electronically and can be found at <http://www.va.gov/healthbenefits/surveys/2012/handbook/>. Your feedback will help us monitor how well we're communicating so we can ensure we're providing useful information.

**What if you have questions?**

If you have questions, you may contact VA toll-free at 1-877-222-VETS (8387) or visit your local VA health care facility. You may also find additional information regarding eligibility and enrollment on VA's Web site at [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits).

Thank you for your service to our country. We look forward to continuing to serve you.

Sincerely,

Benita K. Miller, MHA, FACHE  
Director, Health Eligibility Center