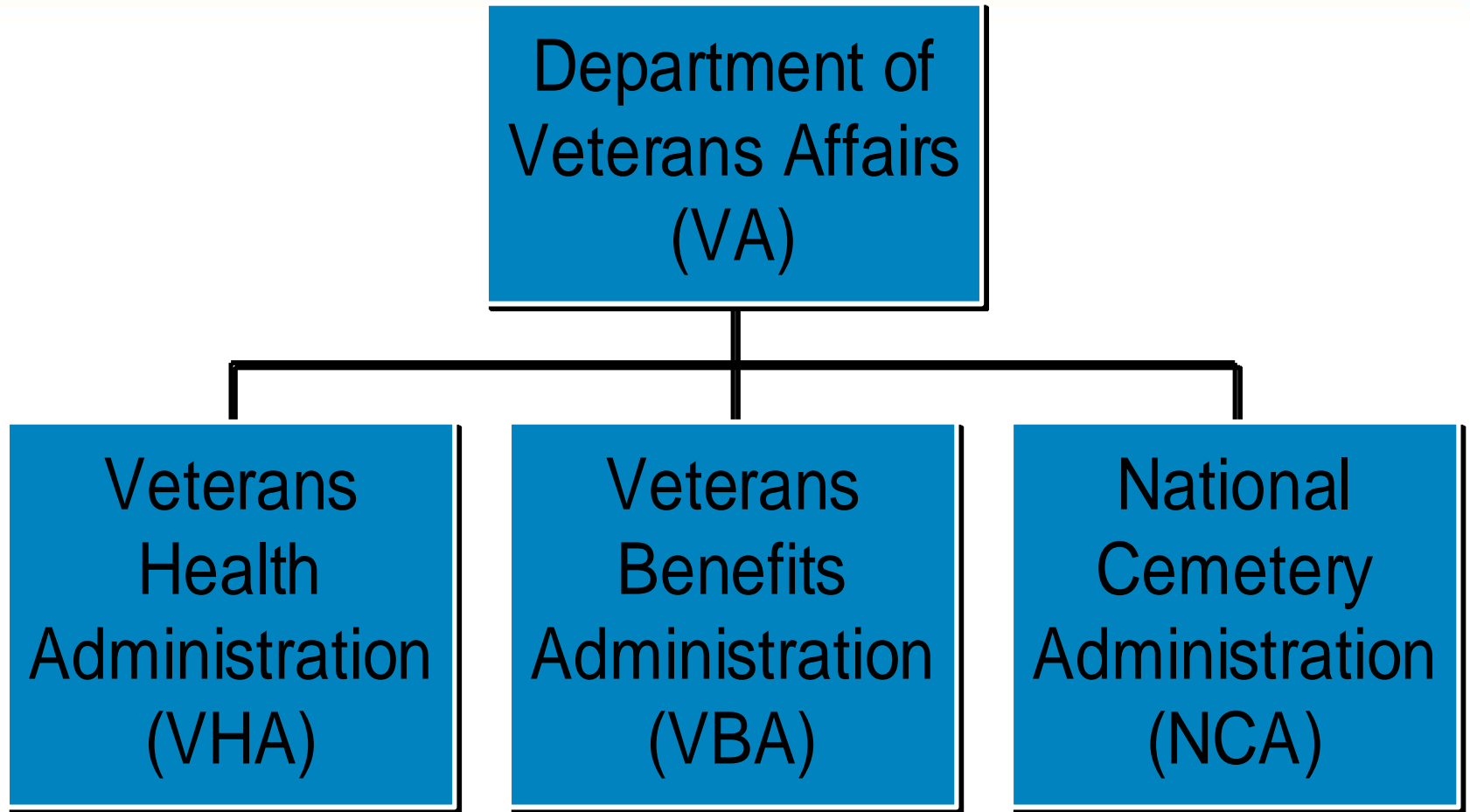




Veteran's Benefits: You've Got Q's, We've Got A's

Monica Cabrera
And
Cara Garcia

Department of Veteran's Affairs





VA Locations for Phoenix VA Health Care System

Buckeye VA Health Care Clinic
213 E. Monroe Ave.
Buckeye, Arizona 85326
(623) 386-6093

Globe /Miami VA Health Care Clinic
5860 S. Hospital Drive, Suite 111
Globe, Arizona 85501-9449
(928) 425-0027

Northwest VA Health Care Clinic
13985 W. Grand Ave., Suite 101
Surprise, Arizona 85374
(623) 251-2884

Payson VA Health Care Clinic
1106 North Beeline Highway
Payson, Arizona 85541-3714
(928) 472-3148

Show Low VA Health Care Clinic
2450 Show Low Lake Road, Suite 1
Show Low, Arizona 85901-7927
(928) 532-1069

Southeast VA Health Care Clinic
3285 South Val Vista Drive
Gilbert, AZ 85295
(602) 222-6568
or
(602) 222-3315

Thunderbird VA Health Care Clinic
9424 N. 25th Ave
Phoenix, AZ 85021
(602) 633-6900

5 Years of Cost-Free Health Care for Combat Veterans

5 Years of Cost Free Health Care

- OEF/OIF/OND combat Veterans can receive cost free medical care for any condition related to your service in the Iraq/Afghanistan theater for 5 years after the date of your discharge or release
- This includes 5 years (post-discharge) cost-free health care for any injury or illness associated with your combat service
- After the 5 year period ends, your VA care and treatment will continue
- At that point, you could be responsible for co-pays that are based on your income and eligibility
- **But first you must enroll into VA health care!**

What About Non-Combat Related Conditions?

Other Injuries

- Veterans who have non-combat related or non-service connected illnesses/injuries may be charged a co-pay for these conditions
 - Determined officially by VA
 - For example, flu, colds, auto accident, etc.



One-time Cost Free Dental Evaluation and Treatment

A Time Sensitive Free Benefit

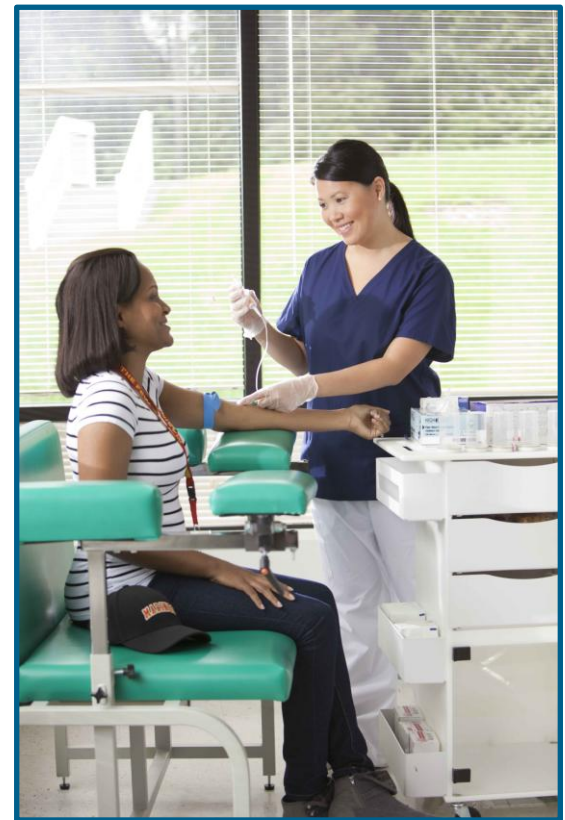
- VA offers free dental benefits for evaluation and treatment for recently discharged Veterans
- You may qualify for these benefits if you meet both of the following requirements:
 - You served more than 90 days of continued service, and
 - Your DD214 does not show that you received all needed dental service at least 90 days prior to your separation
- **Note:** You must apply for this dental care within 180 days (6 months) of separation from active duty service!



Tell Me About VA Health Care

“The Best Care Anywhere”

- VA operates the largest health care system in the country, with over 1,400 medical centers and clinics across the nation
- VA health care is portable, so your coverage stays with you if you move or relocate
- Since your medical records are electronic, they are accessible at any VA facility and online
- After receiving your application, VA uses a variety of criteria to determine your eligibility for coverage
- Once you become enrolled, you remain enrolled and you can receive VA’s comprehensive medical benefit package



What are Some VA Medical Benefits?

VA offers:

- Screening exams and treatment for: Depression, Substance Abuse, PTSD, TBI, Military Sexual Trauma, Environmental Exposures
- Primary Care/Preventive Care Services
- Inpatient and Outpatient Treatment
- Prescription Services
- Other limited benefits
- A dedicated OEF/OIF/OND Care Management team



Are you ready to enroll?



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

10-10EZ On-Line Application for Health Benefits

- Signing up for VA health benefits is highly recommended
- You will do this during your out processing procedures
- Remember to enter a reliable permanent address to receive communications from the VA
- If you do not know the local facility that you would wish to attend, use the “VA Facility Locator” link to choose a facility
- If you have more than one preferred facility, pick one and you can change it at any time after registration



The screenshot shows a web application interface for the Department of Veterans Affairs. At the top, there is a blue header with the text "Application for Health Benefits" and a "Chat online with representative" button. Below the header is the VA seal and the title "DEPARTMENT OF VETERANS AFFAIRS Servicemembers Who Served in the Theater of Operations Application for Health Benefits". The main content area contains the following text: "The Department of Veterans Affairs (DVA), Veterans Health Administration (VHA) and Department of Defense (DOD) are coordinating efforts to allow Servicemembers currently in-theater or demobilizing to apply electronically for enrollment and VA health benefits." and "Servicemembers who served in the theater of operations are eligible for enrollment without disclosing their financial information, but like other Veterans may provide their financial information to establish their eligibility for travel assistance, cost-free medications and/or medical care for services unrelated to this military experience. To have your financial eligibility assessed you should complete form 10-10EZ, Application for Renewal of Health Benefits during your first visit to a VA health care facility." Below this text, there is a "Start" button and a checkbox labeled "I have read the Privacy Act Information and Assignment of Benefits." with links for "Paperwork Reduction Act", "Privacy Act Information", and "Assignment of Benefits".

Confirmation Page/Email

- Once enrolled, you will receive a confirmation email verifying your registration
- Print this page and keep with you during the demobilization process
 - Refer to the confirmation number if you need to contact us about your online application



Thank you (Veteran Name) for completing VA Enrollment Form 10-10EZ for VA benefits and healthcare at the (name of VA facility) on (date/time).

YOUR SUBMISSION ID: XXXX-XXXXXX-XXXX

Please print this page or write down this confirmation number. Refer to the confirmation number, if you need to contact us about your online 10-10EZ submission. Your information will be processed by the (VA facility) at (location).

Questions about enrollment? Call the Enrollment Coordinator:

10-10EZ Enrollment Coordinator

Phone: 555-555-555

FAX: 555-555-5555

Thank you for your service, and welcome to the VA!

OEF/OIF/OND Care Management Teams

Welcome to the VA!

- At each VA Medical Center there is a dedicated team for OEF/OIF/OND Returning Combat Veterans
- They can work with you and your family on post combat concerns including:
 - Anxiety
 - Employment
 - Housing
 - GI Bill
 - Marital or readjustment issues
 - Other



**Please call 1-877-222-8387 for the number of your local
VA Medical Center**

VA's Women Veterans Health Care

Attention Female Veterans

- Since 2000, the number of women Veterans seeking VA health care has doubled
- To meet their needs, each VA medical facility has a Women Veterans Program Manager
- VA strives to provide the best health care for women Veterans, including:
 - Primary care and preventive health
 - Mental Health
 - Gynecology and Maternity
 - Specialty care
- VA is equipped to deliver one-stop services in women's health clinics at many VA medical centers
- VA is rolling out enhanced primary care for women Veterans across the system



VA Crisis Line

Reaching Out

- Veterans Crisis Hotline can provide support at **1-800-273-TALK (8255)** or www.suicidepreventionlifeline.org
- VA offers a Veterans Crisis Hotline staffed by trained professionals
- This hotline is available 24 hours a day to help in an immediate crisis
- Give the Lifeline number or website to anyone you know who is exhibiting warning signs
- You can also text to Veterans Crisis Line at 838255



Homeless Veterans Program

Resources for those in need

- VA offers a variety of resources, programs, and benefits for Veterans who are homeless or who are at risk of becoming homeless
- Our National Call Center provides free, 24/7 access to trained counselors
- Our counselors can connect you with resources for housing, health care, food, and other assistance
- Call **1-877-4AID VET (1-877-424-3838)**; or Chat live, 24 hours a day, 7 days a week
- More info: <http://www.va.gov/homeless/>



Job Resources

Finding a Job

- You've served your country, now you are ready for a new challenge. What do you want to do next?
- Let us help you:
 - Finding and secure a job , including at the VA
 - Browse career opportunities
 - Transfer military to civilian experience on your resume

Visit www.oefoif.va.gov for more information

- And the Dept. of Labor's 'Gold Card' program can help provide unemployed post-9/11 era Veterans with intensive & follow-up services they need to succeed in today's job market





[Download My Data](#)



[Prescription Refill](#)



[Emergency Contacts](#)



[Providers & Physicians](#)



[Vitals & Readings](#)



[Military Health History](#)



[Medical Library](#)



[VA Honors Veterans](#)

Refill your VA prescriptions online
Get VA Wellness Reminders
When available, participate in Secure Messaging with your health care team

....all available 24/7, wherever there is Internet access.
www.myhealth.va.gov

Connect with us: OEF/OIF/OND Specific Resources



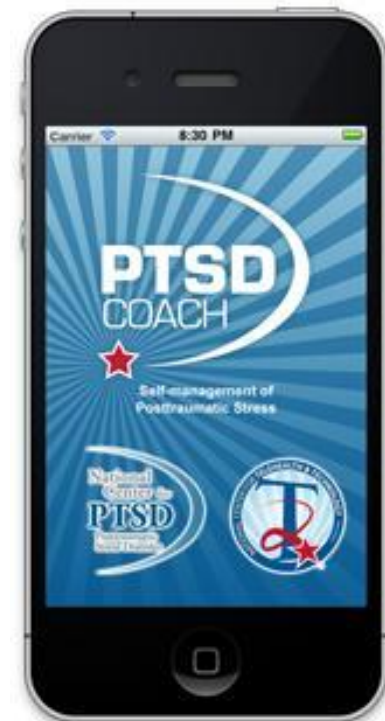
VAVelcome Home

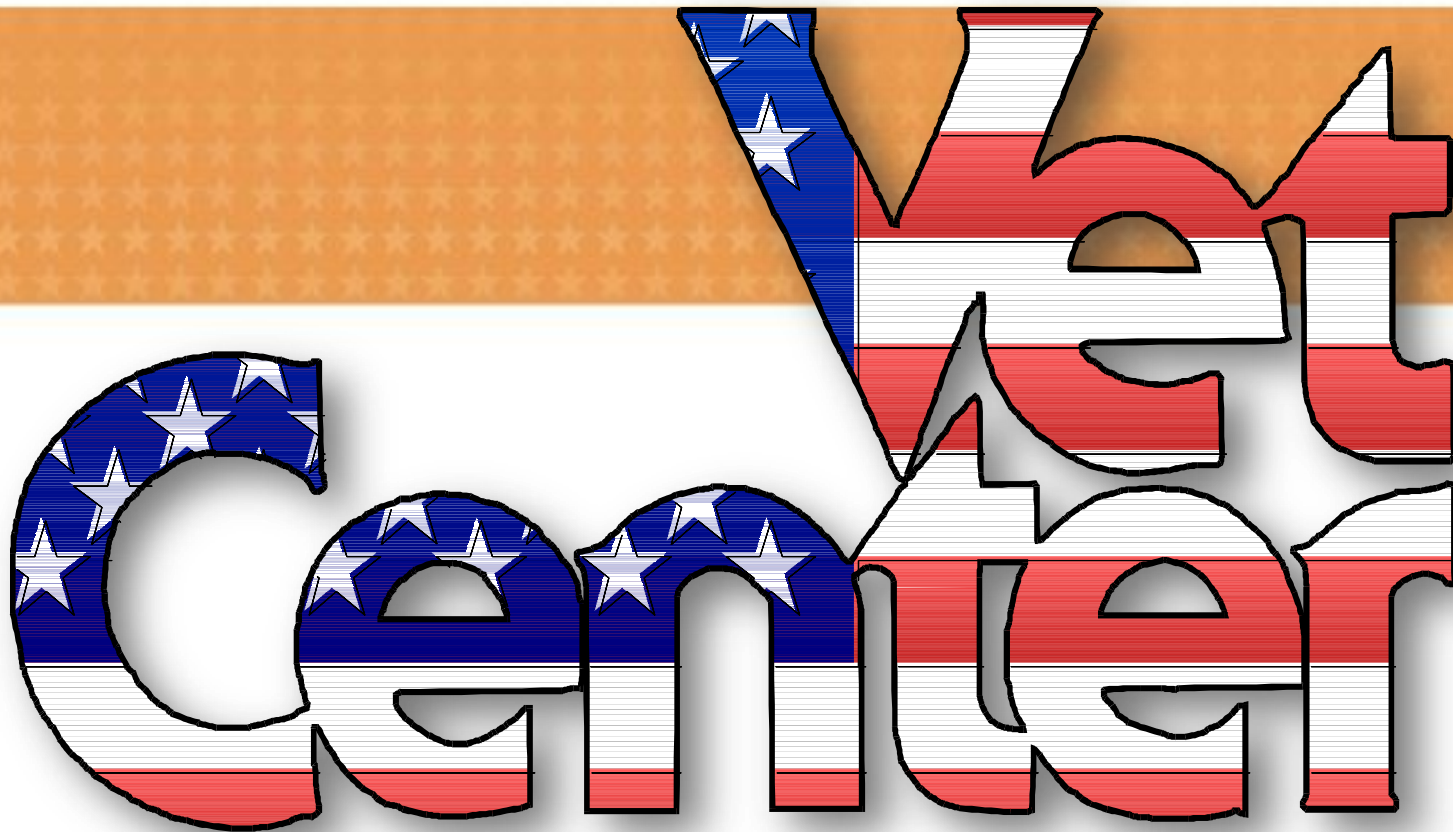


@VA_OEF_OIF



www.oefoif.va.gov



The logo for the Veterans Center features the words "Veterans Center" in a large, stylized font. The letters are filled with the colors and patterns of the American flag: blue with white stars for the 'V' and 'C', and red and white stripes for the other letters. The text is set against a background of a blue bar with a white star pattern at the top and a white background with a blue bar at the bottom.

Veterans Center

SERVING COMBAT VETERANS

Contact Information

1-800-905-4675 (Eastern) 1-866-496-8838 (Pacific)

www.vetcenter.va.gov

The Vet Center offers...

- A safe and protected place to talk
- Confidentiality – no stigma
- Flexible hours
- Easily accessible
- Network is knowledgeable about the resources available
- Staff are >65% Combat Veterans
- All family members are welcome
- No cost....ever

Vet Center Services

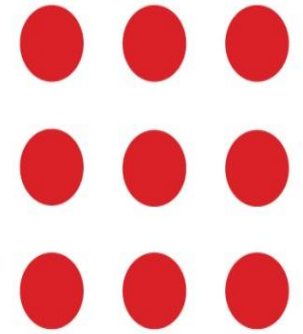
- Individual/Group Counseling
- Military Sexual Trauma Counseling
- Marital/Family Counseling
- Bereavement Counseling
- Drug and Alcohol Referral
- Liaison with VA & Community Resources
- Benefits Assistance Referral
- Community Education and Career Referral

Arizona Vet Center Locations

- Phoenix Vet Center
4020 N. 20th St. #110
Phoenix, AZ 85016
602-640-2981
- Mesa Vet Center
1303 South Longmore
Mesa, AZ 85202
480-610-6727
- West Valley Vet Center
14050 N. 83rd Ave Suite 170
Peoria, AZ 85381
623-398-8854
- Prescott Vet Center
3180 Stillwater Drive, Suite A
Prescott, AZ 86305
928-778-3469
- Tucson Vet Center
3055 North 1st Ave
Tucson, AZ 85719
520-882-0333
- Chinle Outstation
PO Box 1934
Chinle, AZ 86503
928-674-3682
- Hopi Outstation
PO Box 267
Keams Canyon, AZ 86034
928-738-5166
- Yuma Vet Center
928-271-8700
- Lake Havasu Vet Center
928-499-5083



Veterans Crisis Line



- Helps you identify warning signs
- Provides suicide and crisis resources
- Text to 838255
- Confidential veteran's chat
www.veteranscrisisline.net

1-800-273-8255

PRESS 1



VA Defining
HEALTH CARE **EXCELLENCE**
in the 21st Century

PHOENIX VA REGIONAL OFFICE



**3333 N. Central Avenue,
Phoenix, Arizona**

How can YOU contact the VA?

LOCATIONS:

- REGIONAL OFFICE - 3333 N. Central Avenue, Phoenix, Arizona
- VR&E Out-Based Locations - Arizona State University, Tucson & Flagstaff
- HOME LOANS - New Mexico, California, and Nevada

PHONE:

1-800-827-1000

WEBSITE:

www.va.gov

www.eBenefits.va.gov

Phoenix VARO

VARO BENEFITS



Compensation



Pension



Home Loans



Vocational Rehabilitation & Employment



Education (Muskogee, Oklahoma)



Life Insurance (Philadelphia, Pennsylvania)



DISABILITY COMPENSATION

- A service-connected disability is an injury or illness incurred or aggravated during Active Military Service.



- The disability does NOT have to be combat or wartime related.

- Joint Injuries – Neck, shoulder, back, knees, etc.
- Hearing Loss & Tinnitus – Ringing in the ears
- Skin Conditions – Rashes, psoriasis
- Respiratory Conditions – Asthma & Tuberculosis
- Diagnosed Traumatic Brain Injury – TBI
- Post Traumatic Stress Disorder – PTSD

F D C

HOW TO FILE AN ELECTRONIC FULLY DEVELOPED CLAIM FOR COMPENSATION ONLINE

1

- Log into eBenefits at www.eBenefits.va.gov
- Click *Apply for Benefits*
- Click *Apply for Disability Compensation*
- Start by answering the questions about your claim
 - Hit *SAVE and Continue* to preserve the day from which VA may be able to pay you should it grant your claim
 - You have a year from the start date to gather evidence and submit the claim
 - i. VA will not process your claim until you hit *Submit*

2

- Identify federal records. Tell us:
 - Where and when you were treated at a VA medical facility
 - If you receive Social Security benefits for a service-related condition
 - Where your service treatment records and/or DOD personnel records are located (if you have copies, submit them)

3

- Gather records (as applicable):
 - Relevant private medical treatment records
 - If National Guard or Reserve, all relevant treatment and personnel records in the custody of your unit(s)
 - Statements from you or friends and family supporting your claim
- Upload the documents you gathered
 - Scan the documents
 - Under the *Upload Documents* tab, select *Manage Files*
 - Upload your documents

4

- Your appointed **Veterans Service Officer (VSO)**, if you have one, can check your claim and make sure you have all the required documents
- Once all records are uploaded (and your VSO has reviewed the claim), verify that you have *No More Evidence* and click *Submit*.





PENSION PROGRAM

ELIGIBILITY REQUIREMENTS

- At least 90 days of active military service. (Generally, 24 months for enlistments after 09/07/1980)
- At least one day of wartime service. (Combat service not required)
- Totally and Permanently disabled or attained age 65
- Within income limits set by congress
- Discharge must have been under conditions other than dishonorable



How to Apply for Compensation & or Pension



- Complete a VA Form 21-526EZ/527EZ or VA Form 21-526, *Veteran's Application for Compensation and/or Pension*.
- Provide other supporting records; VA can help obtain them. VA Form 21-4142, *Authorization and Consent to Release Information to the Department of VA*.
- Submit all documents to appropriate VA Regional Office.

ONLINE

- eBenefits.va.gov
- www.va.gov through VONAPP

A NEW WAY TO ACCESS INFORMATION

The logo for eBenefits, featuring a stylized blue 'e' with three horizontal lines to its left, followed by the word 'Benefits' in a bold, blue, sans-serif font.A close-up photograph of a hand typing on a white laptop keyboard. The text is overlaid on the image in a white, serif font.

Access Your VA
& DoD Benefits
24/7

www.ebenefits.va.gov

- Claim tracking
- VA Home Loan Certificate of Eligibility
- Access to military documents
- Update/change direct deposit & address
- Print VA letters



HOME LOAN GUARANTY

BENEFITS

- Buy a home
- Build a home
- Refinance an existing loan
- Use only for properties located in the US, its territories or possessions.
- Must occupy the property as your home within a reasonable period of time.

1 888-869-0194 (Phoenix, AZ)

1 888-227-3702 (Nationwide)

www.homeloans.va.gov

GUARANTY

- County Loan Limit - \$417,000 in the State of AZ (\$36,000)
- No down payment
- No Mortgage Insurance Premiums
- If service connected at 10% = No funding fees.





HOME LOAN GUARANTY



5 EASY STEPS

1. Apply for a Certificate of Eligibility
2. Decide on the home you want to buy
3. Select a Lender
4. Order an appraisal from VA (Lender)
5. Close on the home and move in



HOME LOANS - ELIGIBILITY

Service Members or Veterans can obtain a COE through:

- eBenefits.va.gov

Ask your lender to apply online through the VA Portal

- <https://vip.vba.va.gov>

Complete & mail VA Form 26-1880 to:

Atlanta Regional Loan Center

Attn: COE (262)

PO Box 100034

Decatur, GA 30031

- **Guard & Reserves** – Must have completed 6 years of honorable service, are mobilized for active duty service for a period of at least 90 days or are discharged because of a service-connected disability.
- **Active Duty** – Generally, must serve 24 months of continuous active duty or the full period for which called or ordered to active duty.
- Service must be at least 90 days during a period of war (181 during peacetime), unless discharged earlier due to a service connected disability.
- Certificate of Eligibility (COE) shows service member's or Veteran's eligibility for the benefit.



VOCATIONAL REHABILITATION & EMPLOYMENT

Helps Veterans who have service connected disabilities become suitably employed, maintain employment or achieve independence in daily living.

5 Tracks – The following service delivery options may be provided under a Rehabilitation Plan.

- Reemployment
- Rapid Access to Employment
- Self-Employment
- Employment through long term services
- Independent Living

TO APPLY:

VA Form 28-1900

www.va.gov

602-627-2800





EDUCATION

Montgomery GI Bill

Active Duty – Ch 30

Selected Reserves – Ch 1607

POST 9/11 GI Bill – Ch 33



www.GIBILL.va.gov



MONTGOMERY GI BILL – CH 30

Honorable Discharge

Expires 10 years after discharge

High school diploma or equivalent

36 months of entitlement

Books & supply stipend

Work-Study Program



POST 9/11 GI BILL – CH 33

Honorable Discharge	Expires 15 years after discharge
Active duty after 09/10/2001	36 months of entitlement / 48 month rule may apply
Books & supply stipend	Monthly housing allowance, books and supply stipend
Transfer of Entitlement – Dependents listed in DEERS	https://www.dmdc.osd.mil/TEB
High school diploma or equivalent	Work Study Program



REAP – CH 1607

Provides educational assistance to members of the guard/reserve components called or ordered to active duty in response to a war or national emergency as determined by the President or Congress.

Serve on active duty after September 11, 2001, for a contingency operation and who served at least 90 consecutive days or more may be eligible.

Individuals are eligible as soon as they reach the 90 day point, regardless of duty status. Individuals are eligible for benefits as long as they remain within their component.

36 months of entitlement / 48 month combined benefits entitlement rule applies.



How to Apply - EDUCATION

Visit website at www.GIBILL.va.gov

Apply anytime online at www.eBenefits.va.gov or www.va.gov through Veterans online application (VONAPP)

Submit copies of orders if activated from the Guard/Reserves

Call toll free number at: 1 888-442-4551



Veteran Group Life Insurance

VGLI – All service members who separate after November 20, 2012, have 240 days, approximately eight months to apply for coverage without having to prove they are in good health. Submit SGLV 8714

To Apply - <http://benefits/INSURANCE/apply-for-VGLI.asp>



Survivor Benefits



2013 SURVIVORS BENEFITS SUMMARY

MORE THAN \$7.3 BILLION IN BENEFITS PAID

On behalf of a grateful nation, the Veterans Benefits Administration offers a variety of benefits and services to surviving spouses, children, and parents of deceased Servicemembers and Veterans.

To learn more about survivors benefits, go to:
www.benefits.va.gov

Survivors Pension

This monthly benefit is paid to surviving spouses who have not remarried and dependent children of wartime Veterans whose deaths were not due to service-connected disabilities. There are qualifying income limits, and the amount paid varies based on the amount of other income.

More than
70,000
completed survivors
pension claims
in FY 2013



More than
\$1.5 billion
in benefits paid to
207,000 survivors

Burial Benefits

VA will reimburse all or part of an eligible Veteran's burial and funeral costs. The amount paid to the family depends on whether the Veteran's death was service-connected.

More than
167,000
completed burial
claims
in FY 2013



More than
\$102 million
in benefits paid

Dependency and Indemnity Compensation (DIC)

DIC is a monthly benefit paid to surviving spouses who have not remarried,* dependent children and parents of military Servicemembers who died while on active duty, active duty for training, or inactive duty for training. This benefit is also payable to eligible survivors of Veterans whose deaths resulted from a service-connected disability, or nonservice-connected disability if the Veteran was rated as totally disabled for a prescribed period immediately preceding their death.

More than
57,000
completed
DIC claims
in FY 2013



More than
\$5.8 billion
in benefits paid to
358,000 survivors

The average annual payment in 2013 was **\$16,280**

*Note: A surviving spouse who remarries on or after Dec. 16, 2003, and at or after age 57, can receive DIC.



Veterans Crisis Line
1-800-273-8255 **PRESS 1**

IT'S YOUR CALL

Confidential help for Veterans and their families

Confidential chat at VeteransCrisisLine.net or text to **838255**

Veterans Crisis Line: Help for Vets

The Veterans Crisis Line offers free, confidential support to Veterans, family and friends. Dial 1-800-273-8255 and press 1. You can also text professional responders at 838255 or chat online at the link below: The Veterans Crisis Line

- Veterans Crisis Line: Help for Vets
- Free tax return help for Veterans
- Veterans with Disabilities Take on Sports
- VA and SVA Working Together
- Hiring Our Heroes Fairs in 2013

Health Care

Benefits

Burials & Memorials

CONNECT

Veterans Crisis Line: 1-800-273-8255 (Press 1)

Social Media



Complete Directory

EMAIL UPDATES

Email Address

VA HOME

- Notices
- Privacy
- FOIA
- Regulations
- Web Policies
- No FEAR Act
- Site Index
- USA.gov
- White House
- Inspector General

QUICK LIST

- Veterans ON-line Application
- Prescriptions
- Enroll/Update Medical Benefits
- My HealtheVet
- eBenefits
- Life Insurance Online Applications
- VA Forms
- State and Local Resources
- Strat Plan FY 2011-2015
- VA 2013 Budget Submission

RESOURCES

- Careers
- Returning Service Members
- Vocational Rehabilitation & Employment
- Homeless Veterans
- Women Veterans
- Minority Veterans
- Surviving Spouses and Dependents
- Adaptive Sports Program

ADMINISTRATION

- Veterans Health Administration
- Veterans Benefits Administration
- National Cemetery Administration

