

To help a Veteran in crisis, call the 24 hour Crisis Hotline at 1-800-273-8255 option 1

"HOW CAN I HELP?"

Health Benefits or Application Questions	VA provides: <ul style="list-style-type: none"> • Primary care • Mental health care (including Veteran-specific treatment for PTSD, TBI care, etc.) • Preventative care • A wide variety of specialty care • Inpatient and outpatient pharmacy • Geriatric care • Long term care and support 	Application, program and eligibility information available at: http://www.va.gov/health/AboutVHA.asp www.va.gov/healtheligibility https://www.ebenefits.va.gov/ 1-877-222-VETS (8387)
Locating the nearest VA Medical Center	<ul style="list-style-type: none"> • VA medical facilities can be found across the country, divided into 23 regional networks 	Information available at: www.va.gov VA Natl Call Center: 1-800-827-1000 VHA Helpline: 1-877-222-VETS (8387)
Access to Patient Medical Information	<ul style="list-style-type: none"> • My HealtheVet is VA's online personal health record system designed to help VA patients manage their healthcare records and notes from medical providers 	Information available at: www.myhealth.va.gov/index.html 1-877-327-0022
Rural Veteran Support	<ul style="list-style-type: none"> • The VA Office of Rural Health helps rural Veterans access medical care through VA facilities 	Information available at: http://www.ruralhealth.va.gov
Female Veteran Support	<ul style="list-style-type: none"> • The Women Veterans Health Program addresses health care needs of women Veterans to ensure that timely, equitable, high-quality, comprehensive health care services are available and provided 	Information available at: http://www.womenshealth.va.gov Women Veterans Call Center: 1-855-VA-WOMEN (-829-6636)
Burial and Memorial Benefits Information	VA offers Veterans and their dependents: <ul style="list-style-type: none"> • Burial and honoring service including gravesites and grave liners • Maintenance of national cemeteries • Headstones, markers, & presidential memorial certificates 	Information available at: www.cem.va.gov www.ebenefits.va.gov/ National Call Center: 1-800-827- 1000
Whistleblower Complaints	<ul style="list-style-type: none"> • The Office of Inspector General Hotline receives, screens, and refers complaints within VA • Cases are accepted on a select basis based potential risk to Veterans, VA programs, and operations 	Reporting information available at: www.va.gov/oig 1-800-488-8244 vaoghline@va.gov
Support Services for VA Employees	<ul style="list-style-type: none"> • The Employee Assistance Program helps employees manage personal issues in a confidential manner • Local Union representatives are available to provide additional information 	EAP information available at: 202-461-5931 Union information available at: www.va.gov/LMR/laborunions.asp
Veterans Employment Services Office (VESO)	<ul style="list-style-type: none"> • Regional recruiters match skills with career opportunities • Search and apply for job openings 	Information available at: 1-800-949-0002 www.vacareers.va.gov VACareers@va.gov
Veteran (Vet) Center Information	Vet Centers provide: <ul style="list-style-type: none"> • Individual and group counseling • Discharge upgrade information • Community, social service and medical referrals • Employee assistance referrals • VA Benefits assistance referrals 	Information available at: 1-877-WAR-VETS
Claims Appeal Process Information	<ul style="list-style-type: none"> • A Veteran or dependent/caregiver has a full year to appeal a denied claim regarding any VA benefit. To appeal, file a Notice of Disagreement with the Administration that denied the benefit • The appeals process has many stages, and most of the appeals processing and resolutions take place in the Administration that made the initial claims decision • If Veterans or dependents/caregivers are not satisfied with the appeals decision/statement, they may continue to pursue the appeal with the Board of Veterans' Appeals 	Information available at: www.bva.va.gov/How Do I Appeal.asp 1-800-923-8387
VA Organizational Structure	Information on VA's organizational structure and Administrations	www.va.gov
Non-VA Hospital Billing	If seen or admitted to a non-VA facility, please notify VA within 72 hours.	Additional information available at: (813) 903-4221 or (813) 903-4275
Travel Vouchers	Get help with travel issues or travel vouchers. Travel office located on 1st floor near 1CN Specialty Clinics.	Travel Office: 813-972-2000, ext. 6208 JAHVH Supervisor of Beneficiary Travel: 813 972 2000 ext 5984

"HOW CAN I HELP YOU?"

Homeless Veteran	Immediately call the 24-hour National Call Center for Homeless Veterans at 1-877-4AID-VET	
Benefit Eligibility Questions	<ul style="list-style-type: none"> ▪ Videos and easy to understand, 30 second eligibility quiz are available on explore.va.gov ▪ A hardcopy and online handbook is available for benefits and qualifications information ▪ Comprehensive benefits and eligibility information are available at ebenefits.va.gov 	VA National Call Center: 1-800-827-1000 Benefits Handbook: www.va.gov/opa/ Easy to understand videos about all VA programs and eligibility: http://explore.va.gov/ Applications and detailed eligibility: https://www.ebenefits.va.gov/ Easy to understand benefits information: "311 Vet" Application http://www.311vet.com/
Pension	<ul style="list-style-type: none"> ▪ Pension benefits descriptions, eligibility, and application forms are available online 	Pension Call Center: 1-800-827-1000 www.benefits.va.gov/pension/
Benefit Application/Claim Questions	<ul style="list-style-type: none"> ▪ Information, forms, and phone numbers are available online for Veterans and their dependents 	All forms and applications available at: https://www.ebenefits.va.gov/ VA National Call Center: 1-800-827-1000 Videos that explain how to fill out select forms: http://www.benefits.va.gov/BENEFITS/videos.asp Hillsborough County Veteran Service Officer: 813-903-4884 Disabled American Veterans (DAV) Representative: 813-972-2000, ext. 6596 Florida Department of Veteran Affairs: 813-972-2000, ext. 6589
Disability Compensation Questions	<ul style="list-style-type: none"> ▪ Disability compensation is a tax-free benefit paid to eligible Veterans ▪ Eligibility is determined by injuries/diseases from/aggravated by service 	All forms and information available at: https://www.ebenefits.va.gov/
Dependency & Indemnity Compensation for Veteran's Dependents	Dependents may be awarded tax-free benefits for: <ul style="list-style-type: none"> ▪ Death during military service or post- service related to a service-connected disability ▪ Death after extended period of 100 percent disability 	Information available at: http://benefits.va.gov/COMPENSATION/types-dependency_and_indemnity.asp https://www.ebenefits.va.gov/
Education and Post-9/11 GI Bill Benefits	<ul style="list-style-type: none"> ▪ The post-9/11 GI Bill pays higher education tuition, housing, and stipends for Veterans, service members or their dependents ▪ Eligibility - served at least 90 days on active duty after 9/10/2001 	Information available at: http://www.benefits.va.gov/gibill/ GI Bill Hotline: 1-888-GIBILL-1 (442-4551)
Insurance and TSGLI/SGLI Questions	Veterans are eligible for: <ul style="list-style-type: none"> ▪ Service-Disabled Veterans Insurance Service members' Group Life Insurance, Veterans' Group Life Insurance, and/or Veterans' Mortgage Life Insurance TSGLI - SGLI Traumatic Injury Protection 	All forms and information available at: http://www.benefits.va.gov/insurance VA Life Insurance Call Center: at 1-800-669-8477
Home Loan Guaranty Program Questions or Payment on a VA-Provided Home Loan	<ul style="list-style-type: none"> ▪ VA guarantees loans made by private lenders. The VA provides Specially Adapted Housing (SAH) grants for severely disabled Veterans 	All forms and information available at: www.benefits.va.gov/homeloans/index.asp Payment Assistance: 1-877-827-3702
Transition Assistance Program (TAP)	TAP may include: <ul style="list-style-type: none"> ▪ Transition from service briefings and assistance 	https://www.dodtap.mil/
Vocational Rehabilitation and Employment (VR&E) Information	VR&E includes: <ul style="list-style-type: none"> ▪ Assistance in finding employment with programs such as vocational assessments, counseling, and education tuition/stipends 	https://www.ebenefits.va.gov/ebenefits/iobs
Free Legal Services Clinic	Legal services provided by volunteer attorneys. Hours of Operation: 2 nd Tues. every other month 9:00 am-12:00 pm.	Appointment required, but will take walk-ins. JAHVH Legal Services Clinic: 813-318-7010
Medical Record Amendments	To request an amendment be made to medical records, please call the Privacy Office or visit trailer T-71.	JAHVH Privacy Office: 813-978-5857
Choice Program Questions	The Choice Program allows Veterans to receive health care in their communities rather than through a VA facility.	For additional information, contact the VA's local Choice Help Message Line: (813) 998-8270

For information about benefits or VA services, call the VA National Call Center at 1-800-827-1000 Monday-Friday 8am-9pm EST (Call-back service may be available after hours)