Our Administrations

Veterans Benefits Administration (VBA)

VA Central Office (VACO)
810 Vermont Ave, DC

Veterans Health Administration (VHA)

National Cemetery Administration (NCA)

Where are VA facilities?
- United States
- Puerto Rico
- American Samoa
- Guam
- U.S. Virgin Islands
- Philippines
Our Shared Purpose

To build **trusted, lifelong relationships** with Veterans, their families, caregivers and supporters.

“I trust VA to fulfill our country’s commitment to Veterans.”
Who We Are

356K
EMPLOYEES

32%
Veterans

54.5%
Female

VA is the largest employer of Veterans worldwide

VA is the second largest federal agency

3.7%
VA Central Office

6.2%
Veterans Benefits Administration

.5%
National Cemetery Administration

89%
Veterans Health Administration

PROJECTED U.S. VETERAN POPULATION
22.2 MILLION
Doubts
Veterans Health Administration (VHA)
VHA Services

Services include:

- Mental Health Care
- Long Term Care and Programs
- Pharmacies
- Chaplain Support
- Caregiver Support and Housing*
- Women’s Health Care
- Geriatrics and Palliative Care
- Preventive, Primary, and Specialty Care
- Substance Abuse and Weight Management Programs
- Integrative Health
- Dental Care

*New Caregiver Toolbox at www.caregiver.va.gov
1 (855) 260-3274
Our Cutting Edge Technology

VA invests in cutting-edge virtual care technologies that put the Veteran in control of their health:

- First Electronic Medical System
- Clinical Video Telehealth
- Home, Telehealth, and Telemental Health
- Store and Forward Telehealth
- MyHealthVet, secure messaging
- SCAN-ECHO
- Mobile Apps, Mobile Health
- VA Point of Service Kiosks
- Stakeholder Enterprise Portal

VA is the first to use Telehealth
Long Term Care

- Geriatric Evaluations
- Adult Day Health Care
- Respite Care
- Home Health Care
- Hospice/Palliative care
- Nursing Home Care (limited benefits)
  - Veterans 70% or greater SC have mandatory access
- Domiciliary Care (limited benefits) Is a VA facility that provides care on an ambulatory self-care basis for Veterans disabled by age or diseases who are not in need of acute hospitalization and who do not need the skilled nursing services provided in a nursing home
Our Research and Innovation

- VA’s Outpatient Pharmacy received the highest customer satisfaction score for the 8th consecutive year.
- Veterans give VA higher satisfaction ratings than patients at private hospitals.
- VA employees have won 3 Nobel prizes and 7 Lasker awards.
- VA is a model for healthcare organizations.
In FY16 Veterans had 58 million appointments in VA facilities, more than 1.2 million more in-house than 2015.

Same day services appointments are now available in all VA Medical Centers for Primary Care and Mental health.

96% of all appointments were completed within 30 days of Veteran’s preferred dates - 90% met the 14 day mark.

VA performed better than the private sector in 96% of all outpatient measures for quality care.

VHA operates the nation’s largest integrated health care system with over 1700 sites of care.

Source: va.gov/vetdata
Complementary and Integrative Health

One major component of the Whole Health Partnership:
Complementary and integrative health approaches are most commonly used to help Veterans manage stress. Yoga, Meditation, and Acupuncture are key practices often used to treat:

- Post Traumatic Stress Disorder (PTSD)
- Depression
- Back pain
- Headache
- Arthritis
- Fibromyalgia (long-term pain throughout the body)
- Substance abuse

The VA has had a 22% reduction in opioid use since 2010
### VA MISSION Act

**An Overview of Key Elements**

**What is the MISSION Act?**

The VA MISSION (Maintaining Internal Systems and Strengthening Integrated Outside Networks) Act of 2018 was signed into law by the President on June 6, 2018. The Act will fundamentally transform elements of VA's healthcare system, fulfill the President's commitment to provide Veterans with more choice in their healthcare providers, and prevent a funding shortfall in the current Veterans Choice Program. The Act includes four main pillars:

1. Consolidating VA's community care programs
2. Expanding the Program of Comprehensive Assistance for Family Caregivers to eligible Veterans of all eras
3. Providing VA the necessary flexibility to align its infrastructure footprint with the needs of our Nation's Veterans
4. Strengthening VA's ability to recruit and retain quality healthcare professionals

**What is it NOT?**

The MISSION Act is not a step toward privatization. The intent is to support Veterans, not to privatize VA.

### Key Elements

<table>
<thead>
<tr>
<th>Community Care</th>
<th>The Act will consolidate VA's multiple community care programs, including the Veterans Choice Program, into a new Veterans Community Care Program that is easier to navigate for Veterans and their families, community providers, and VA employees.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregivers Program</td>
<td>The Act will expand eligibility for VA's Program of Comprehensive Assistance for Family Caregivers (PCAFC) by including eligible Veterans from all eras of service. Veterans injured in service on or before May 7, 1975, will be integrated into the PCAFC by 2020. Veterans injured in service after May 7, 1975, and before September 11, 2001, will be integrated by 2022.</td>
</tr>
<tr>
<td>Asset and Infrastructure</td>
<td>The Asset and Infrastructure Review (AIR) process in the Act will provide VA the necessary flexibility to align its infrastructure footprint with the needs of the Nation's Veterans.</td>
</tr>
<tr>
<td>Quality</td>
<td>This Act will improve the quality of care received by Veterans by establishing access and quality standards for hospital care, medical services, and extended care services; by promoting public reporting of VA quality, timeliness, safety, and patient experience; and by authorizing action to remediate medical services that fail to meet quality standards.</td>
</tr>
<tr>
<td>Information Sharing</td>
<td>The Act improves information sharing with community providers. Information about patient HIV status, sickle cell status, and/or substance use treatment status is releasable, matching requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). For Veterans not wishing to share this information, VA will provide instructions on how to &quot;opt-out.&quot;</td>
</tr>
</tbody>
</table>
Accessing Community Care
For Veterans Enrolled in VA Health Care

You may be eligible for community care (outside a VA medical facility) when VA cannot provide the care you need. To find out if community care is available to you, follow the below three steps:

1. Go to VA
   - Schedule an appointment with a VA provider (doctor).
   - Your VA care team will work with you to see if you are eligible for community care.
   - Eligibility is based on your medical needs, care that is available at VA, and other requirements.
   - **Important:** Make sure VA confirms you are eligible and authorized before going to the next step.

2. Make an Appointment
   - VA will work with you to find a community provider and make an appointment.
   - You can select a community provider or VA can select one for you.
   - **Important:** The community provider selected must be in VA’s network and be willing to accept payment from VA.

3. Receive Care
   - Arrive promptly for your appointment.
   - **Important:** If you need to schedule a follow-up appointment, check with your community provider to make sure VA authorized the care. If VA did not authorize the care, your community provider should contact VA to arrange the care you need.

See back for answers to frequently asked questions.
If you have a question about your specific care needs, contact your VA medical facility.
If your question is about the Veterans Choice Program, call 866-606-8198.
https://www.va.gov/COMMUNITYCARE/programs/veterans/

8/30/2018
Common Questions About VHA

1. How do I find a VHA facility?
2. How do I apply for VA Health Care?
3. How do I access medical info?
4. What are the different types of VHA facilities available to Veterans?
How Do I Find a VHA Facility or VHA Resources?

Interactive maps showing VA locations are available

For more information, visit: http://www.va.gov

Or call VHA helpline: 1-877-222-VETS (8387)
Ways to Apply for VA Health Care

Call Vets.gov Help Desk 1 (855) 574-7286
Monday-Friday 8am-8pm (ET)

Apply online
Vets.gov OR Explore.VA.gov

Mail your application
Download, print, and send 10-10EZ to:
Health Eligibility Center
2957 Clairmont Road, Suite 200
Atlanta, GA 30329

Apply in person
Bring your 10-10EZ form with you and apply at your nearest VA Medical Center or Clinic
How Do I Access My Medical Information?

My Health, My Care
24/7 Online Access to VA

- Refill your VA prescriptions
- Tracks appointments with email reminders
- Communicate securely with your health team
- Health record information electronically stored
- Stores immunizations, vitals and readings
- VA Notes-clinical notes that your health care team records
- Three levels of access

www.myhealth.va.gov
Types of VHA Facilities

- VA Clinics
  - Community Based Outpatient Clinics (1053)
- Integrated Service Networks (21)
- Rehabilitation Centers Domiciliaries (48)
- Medical Clinics
  - Health Care Systems (168)
- Fisher Houses (71)
- Veteran Centers (278)
- Community and Assisted Living Centers (135)
- Office of Research and Development (1)
Who is eligible for Veteran Center readjustment counseling?

You are eligible if you:
- served in any combat zone and received a military campaign ribbon
- are a victim of military sexual trauma

Veteran Center counseling records remain private!

Services include:
- Individual and Group Counseling
- Liaison with VA Facilities
- Discharge Upgrade Information
- Employee Assistance Referrals
- Community, Social Service, and Medical Referrals
- Family and Significant Other Counseling
- VA Benefits Assistance Referrals

“Keeping the promise”

1-877-WAR-VETS (927-8387)
Veterans Benefits Administration (VBA)
VBA Programs

Benefits include:

- Compensation (Disability, Dependency)
- Pension
- Fiduciary (Disability, Survivor)
- Insurance (Life, Mortgage)
- Home Loan Guaranty
- Education Programs (GI Bill, Retraining, and Educational Assistance Programs)
- Vocational Rehabilitation and Employment
Service-Connected Compensation

- Disability compensation paid to veteran who is disabled by an injury / illness incurred or aggravated during active military service
- Injury or illness does NOT have to be combat related or have been incurred during a period of war
- If granted, veteran assigned a percentage (0%, 10%, 20%...) which corresponds to a dollar value
  - 10% = $136.24
  - 50% = $855.41 (single vet with no dependents)
  - 100% = $2,973.86 (single vet with no dependents)
• Vets rated at or above 30% are entitled to add dependents to their award (VA Form 21-686c) which increases payment.
• For example, add spouse = $49.00 to $166.00 increase
• This benefit is NOT affected by other sources of income except when receiving Individual Unemployability.

Important: The date VBA receives a Claim is generally the date of entitlement for benefits. For this reason, use VA Form 21-0966 if you Intend to File a claim but don’t have everything assembled.
Non Service-Connected Pension

- Income based benefit for veterans who are permanently and totally disabled and unable to work due to non military-related conditions
  - Purpose to bring the veteran’s total monthly income to a level set by congress (currently $1,097.16)
- What does Permanent and Total mean?
  - Age 65 or older
  - Under age 65 but deemed unable to work based on medical evidence, or
  - Residing in a Medicaid approved nursing home
Who is Eligible?

Vet must meet ALL the following criteria:

1. Have received other than dishonorable discharge
2. Meet length of service criteria:
   1. Service prior to 9-7-1980: served 90 days
   2. Service after 9-7-1980: served 24 consecutive months
3. At least one day of service must be during period of war (did not have to be in combat)
4. Permanently and Totally disabled –or- 65+ years of age
5. Countable income less than $13,166 yearly ($1,097.16 monthly) for a single Veteran with no dependents
War Time Service Periods

- WWI: April 6, 1917 to November 11, 1918
- WWII: December 7, 1941 to December 31, 1946
- Korean War: June 27, 1950 to January 31, 1955
- Vietnam War: August 5, 1964* to May 7, 1975 (*In country from February 28, 1961)
- Gulf War: August 2, 1990 to present
VBA Facts

Over 4.5 million Veterans currently receive compensation benefits

Delivered over $68 billion in Post 9-11 GI Bill Education Benefits to over 1.67 million Veterans and eligible family members since 2009

VA processed 1.3 million compensation and pension claims in 2016 – 7th year in a row of more than 1 million claims

VBA paid insurance death claims in an average of 4 days with 100% accuracy

VA assisted 97,000 Veterans in avoiding home foreclosure - lowest foreclosure rates in the industry

Approximately 50% of VBA employees are Veterans

Source: va.gov/vetdata
Common Questions About Benefits

1. What are my benefits?
2. Am I eligible?
3. How do I apply?
4. What types of VBA facilities are there?
What Are My Benefits? Am I Eligible?

Explore VA Benefits Online

VA National Call Center

Federal Guide to Benefits

Videos & eligibility information in 30 seconds
http://explore.va.gov

1 (800) 827-1000

Located in VBA Regional Offices, select field sites, and online at:
How Do I File A Claim or Apply?

VA National Call Center

Benefits Information and Enrollment Web Portal
https://ebenefits.va.gov/

1 (800) 827-1000
Types of VBA Facilities

- Regional Loan Centers (9)
- Regional Processing Centers (3)
- Veterans Employment Centers (Virtual) (1)
- Insurance Center (1)
- Regional Offices (56)
NCA Services

Services include:

- Burial Spaces for Veterans and Eligible Family Members in any of the 135 National Cemeteries and 33 Soldier’s Lots in 40 states and Puerto Rico
- Provides spaces in a VA-Funded State Cemetery
- The Opening and Closing of the Grave
- Perpetual Care of the Graves
- Headstones, Markers, and Bronze Medallions
- Burial Flags
- Presidential Memorial Certificates
- Construction Grants for State and Tribal Cemeteries

All of these benefits are provided at no cost to the family.

VBA pays a burial and plot allowance for those Veterans eligible by law.
NCA Facts

- **NCA currently maintains 3.5 million gravesites**
- **4.3 million Veterans and their family members have been laid to rest in VA cemeteries**
- **74% of all Interments are currently scheduled within 2 hours or less**
- **In 2016, VA honored more than 345,000 Veterans and their loved ones with memorial benefits in national, state, tribal, and private cemeteries**
- **75% of NCA employees are Veterans**
- **NCA continues to top the American Customer Satisfaction Index’s survey of customer satisfaction 6 consecutive times**

Source: va.gov/vetdata
Common Questions About NCA

1. What burial benefits are available for Veterans and their family members?
2. Am I eligible for burial benefits?
3. How do I arrange for burial in a National Cemetery?
Who is Eligible for NCA Benefits?

Explore VA Benefits Website

To learn more, visit: explore.va.gov

Pre-need Burial Eligibility Determination Program

1. Fill out VA Form 40-10007
2. Send to National Cemetery Scheduling Office

Visit cem.va.gov for more information
How Do I Arrange a Burial?

Information on VA burial benefits is available from local VA national cemetery offices, from the Internet at www.cem.va.gov

Online Daily Burial Schedule (DBS) for all VA cemeteries, which will allow the public to search for date, time, and location information for those being interred, via its (NCA) website.
How Do I Arrange a Burial?

Veterans or their family members can prepare for burial in a National Cemetery by:

- Providing appropriate loved ones with a copy of his/her DD Form 214 (Report of Separation from Active Military Service)
- Informing family members of their wish to be laid to rest in a national, state or tribal Veterans cemetery
- Calling the National Cemetery Scheduling Office at 1 (800) 535-1117
Additional Services for Veterans and Their Families

Service Connected Matrix

VA\Vets.gov  VA|explore.VA.gov
Crisis Services

To help a homeless Veteran, call:

Help for Homeless Veterans
877-4AID-VET
(877) 424-3838
va.gov/homeless

Ending Veteran Homelessness

- The estimated number of Veterans experiencing homelessness declined by nearly 50% between 2010 and 2016
- VA is partnering with over 4,000 public and private agencies to bring an effective end to homelessness
- Housing First approach—providing permanent and affordable housing quickly and then ensuring the supportive systems and connections in the community are available
- VA offers a variety of wraparound services including health care, housing assistance, and other VA support
Crisis Services

If a Veteran expresses thoughts of hurting themselves, call:

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

or send a text message to:

838255

Statistics for the VCL-2016

• Opened 2nd hub for the VCL in Atlanta, GA
• VCL answered over 510,000 calls and initiated the dispatch of emergency services to over 12,000 callers
• VCL responded to over 53,000 and 15,000 requests for chat and text services respectively
• VCL provided over 86,000 referrals to local VA Medical Centers Suicide Prevention Coordinators
VA Suicide Prevention

VA has launched an innovative program called Recovery Engagement and Coordination for Health – Veterans Enhanced Treatment (REACH VET).

• At least 20 Veterans a day take their lives; 14 of the 20 aren’t using VA services.

• VA REACH VET initiative helps save Veteran’s lives. This program helps signal when more help is needed for at-risk Veterans.

• REACH VET analyzes existing data from Veterans’ health records to identify those at an elevated risk for suicide, hospitalization, illness or other adverse outcomes. This allows VA to provide pre-emptive care and support for Veterans, in some cases before a Veteran even has suicidal thoughts.

“One Veteran suicide is one too many. This cutting-edge program is saving lives by identifying at-risk Veterans and connecting them with the specialized care and support they need.”

- VA Secretary David J. Shulkin
Veterans Service Organizations (VSOs)

VSOs provide a wide range of support to Veterans and their dependents, including help to complete forms, understand benefits, or claim advocacy.

There are two types of VSOs:

1. **A recognized or chartered VSO** can legally represent you before VA for a claim.

2. **A non-recognized or non-chartered VSO** can provide you with information but cannot be your representative before VA.

A Veteran may choose any recognized organization to help with their claim.
Call 1-800-827-1000 or visit [http://www.va.gov/vso](http://www.va.gov/vso) for more information.
VA State Benefits

The National Association of State Directors of Veterans Affairs (NASDVA) is an organization with a history dating back to 1946. In the aftermath of World War II many veterans earned State and Federal benefits which required coordinated efforts to assure that veterans received these entitlements. States developed a Department or Agency specifically to manage veterans’ affairs and carry out the responsibility for veteran services and program.

Some additional benefits may include:

- State educational funds
- State Veteran Cemeteries/Homes
- No state tax on retirement (some select states)
- Reduced fees/or no fees for hunting/fishing licenses
- Homeless programs
- State employment preference

To learn more, visit www.nasdva.us
Points of Contact
As shown at www.va.gov

Veterans Health Administration
Health Benefits Hotline: 1-877-222-VETS (8387)
My HealtheVet Help Desk: 1-877-327-0022
eBenefits Technical Support: 1-800-983-0937
MyVA311: 1-844-698-2311
Veterans Crisis Line: 1-800-273-8255 Text 838255

Veterans Benefit Administration
Veterans Benefit Hotline: 1-800-827-1000
Support for Current Pension Beneficiaries: 1-877-294-6380
GI Bill Hotline: 1-888-GIBILL-1 (888-442-4551)

Veterans Cemetery Administration
National Cemetery Scheduling Office: 1-800-535-1117
Headstones and Markers: 1-800-697-6947

Your local Office of Tribal Government POC
https://www.va.gov/TRIBALGOVERNMENT/contact.asp
PowerPoint Presenter: Christopher Scott (801) 582-1565 extension 1684