

Applying for VA Health Benefits

The simplest way to apply for VA health benefits is by completing and submitting VA Form 10-10EZ, Application for Health Benefits online at: <http://www.va.gov/HEALTHBENEFITS/apply/index.asp>.

For more information on VA Healthcare Benefits and Services contact your local VA Medical Center, VBA Regional Office or log on to the U.S. Department of Veterans Affairs Health Benefits Website at <http://www.va.gov/HEALTHBENEFITS/access>.

- Call 1-877-222-VETS (8387), Monday-Friday, 7:00am to 10:00 pm, CST and Saturday 10:00 am to 2:00 pm CST.
- Complete application over the telephone with a VA representative.
- Mail the application to: Health Eligibility Center, 2957 Clairmont Road, Suite 200, Atlanta, GA, 30329-1647; or
- Visit your local VA medical facility



Thank you for your service!



VHA Healthcare Benefits



The Office of Disability and Medical Assessment (DMA) wants Servicemembers and Veterans to know about their Healthcare Benefits. This brochure was developed specifically for Servicemembers and Veterans who have filed a disability claim with VA and need additional information about their medical benefits package.

Today's Veterans receive a Medical Benefits Package, which VA administers through a patient enrollment program.

Medical Benefits Package Exclusions

The following health care services are not included in your VA Medical Benefits Package:

- Abortions and abortion counseling.
- Cosmetic surgery, except where determined by VA to be medically necessary.
- Gender alteration.
- Health club or spa membership.
- In-vitro fertilization.
- Drugs, biological, and medical devices not approved by the Food and Drug Administration, unless part of formal clinical trial under an approved research program or when prescribed under a compassionate use exemption.
- Inpatient hospital or outpatient care for a Veteran who is either a patient or inmate in an institution of another government agency, if that agency has a legal obligation to provide the care or services.

Accessing VA Healthcare Services

VA strives to ensure that you have access to all of your needed services wherever you receive your VA health care.

Sometimes, you may need to travel to another VA facility or a community care facility to receive the necessary treatment. If that is the case, your VA provider will work with you to find the place best suited for you to obtain the required services.

Medical Benefits Package

Your comprehensive VA Health Benefits includes all the necessary inpatient hospital care and outpatient services to promote, preserve, or restore your health.

Most of our medical facilities also offer additional medical and surgical specialty services including audiology & speech pathology, dermatology, dental, geriatrics, neurology, oncology, podiatry, prosthetics, urology, and vision care.

Health Benefits Are Different for Each Veteran

While all enrolled Veterans enjoy access to VA's comprehensive medical benefits package, certain benefits (for example, dental care) may vary from individual to individual, depending on each Veteran's unique eligibility status. This Veterans Health Benefits Guide contains general benefits information.



VHA Provides Veterans Personalized, Proactive, Patient-Driven Healthcare including:

Primary Care and Preventive Care Services

Health benefits include comprehensive primary care and preventive care services:

- Patient Centered Care
- Patient Aligned Care Teams (PACTs)
- Primary Care- Mental Health Integration (PCMHI)
- Post-Deployment Integrated Care (PDIC)
- Periodic medical exams (including gender-specific exams)
- Health education, including nutrition education
- Immunization against infectious disease
- Counseling on inheritance of genetically determined disease

Inpatient Care Services

VA inpatient care includes a full spectrum of treatment services:

- Medical
- Surgical
- Mental Health Care
- Dialysis
- Acute care

Inpatient care also includes access to VA's specialized care units:

Intensive Care Units (medical, surgical, mental health, cardiac)

- Transplant Services
- Spinal Cord Injury Centers
- Traumatic Brain Injury
- PolyTrauma Centers

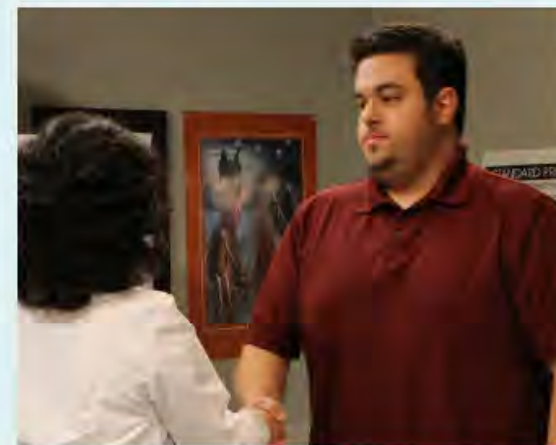
Mental Health Care

VA provides specialty inpatient and outpatient mental health services at its medical centers and community-based outpatient clinics (in addition, readjustment counseling services may be available at Vet Centers across the nation). Our goal is to support recovery and enable Veterans who experience mental health problems to live meaningful lives in their communities and to achieve their full potential.

VA provides cost-free (no VA copayments) military sexual trauma counseling and referral. This includes appropriate care and services to overcome psychological trauma resulting from a physical assault or battery of a sexual nature or from sexual harassment that occurred while the Veteran was on active duty or was on Active Duty for Training (ADUTRA) or inactive duty for training status.

Geriatrics and Extended Care Services

- Domiciliary
- Hospice
- Respite
- Community Living Center (CLC)





IT'S YOUR CALL

**Confidential help for
Veterans and their families**

The confidential Veterans Crisis Line and online chat ARE available, and we are here for you.

If you're a Veteran in crisis or know a Veteran who is, VA offers a resource that can make a difference. The Veterans Crisis Line is staffed by caring, qualified VA responders—many are Veterans themselves—who understand what Veterans have been through. The Veterans Crisis Line and online chat are available to all Veterans and their families and friends, even if they are not registered with VA or enrolled in VA health care.

VA responders are standing by **24** hours a day, **7** days a week, **365** days a year to provide confidential support by phone or online chat. Assistance is only a phone call, click, or text away. You've served us. Now let us serve you.

• • • Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net) or text to **838255** • • •



CALL US IN TIMES OF CRISIS

People experience emotional and mental health crises in response to a wide range of situations—from difficulties in their personal relationships to the loss of a job. For Veterans, these crises can be heightened by their experiences in military service. When emotional issues reach a crisis point, it's time to call on the Veterans Crisis Line for support.

Sometimes, a crisis may involve thoughts of suicide. Learn to recognize these warning signs:

- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness, or mood-swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The presence of the following signs requires immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.

Rather chat or text than call?

Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net) or text to 838255

STAND BY THEM. WE'LL STAND BY YOU.

Concerned about a Veteran that may be in emotional distress or suicidal crisis? The Veterans Crisis Line can help.

Call 1-800-273-8255 and Press 1.

Every day, Veterans across America REACH OUT.

The professionals at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances—from Veterans coping with aging or mental health issues that were never addressed to recent Veterans struggling with relationships or the transition back to civilian life. Veterans Crisis Line responders provide support when these and other issues—such as chronic pain, anxiety, depression, sleeplessness, anger, and even homelessness—reach a crisis point.

You don't have to cope alone. Call the Veterans Crisis Line to get the support you've earned. We will help you work through the crisis and connect you with services to get your life back on track.



**IT'S OUR CALL.
WE'VE EARNED IT.**



“Right after I got out of active duty I was adjusting to civilian life and going through some hard times. I had a lot of family issues.

I CALLED THE VETERANS CRISIS LINE AND I GOT HELP.

Treatment works. I know.”

Marc Soper, U.S. Army, 1983–2005



“Meeting and talking amongst others with similar experiences is a tremendous help. The VA gave me the opportunity to connect with people who are looking out for me and really care.”

Pete Martinez, U.S. Marine Corps, 1989–1993



“The road is hard, but there’s help out there, all you have to do is ask. First step is to call, and that is the hardest, but you have to break that ice. Start by calling the Veterans Crisis Line.”

Orvie Longhorn, U.S. Army, 1964–1967





**Confidential help
for Veterans
and their families**



U.S. Department
of Veterans Affairs

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U.S. Department
of Veterans Affairs



Veterans Crisis Line **Public Fact Sheet**

Confidential help for Veterans and their families

The Veterans Crisis Line is a toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring U.S. Department of Veterans Affairs (VA) responders.

Veterans and their loved ones can call **1-800-273-8255 and Press 1**, chat online at **VeteransCrisisLine.net**, or send a text message to **838255** to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care.

The professionals at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances — from Veterans coping with mental health issues that were never addressed to recent Veterans struggling with relationships or the transition back to civilian life. Veterans Crisis Line responders provide support when these and other issues — such as chronic pain, anxiety, depression, sleeplessness, anger, and even homelessness — reach a crisis point. Many of the responders are Veterans themselves and understand what Veterans and their families and friends have been through.

Since its launch in 2007, the Veterans Crisis Line has answered more than 1.25 million calls and made more than 39,000 lifesaving rescues. In 2009, the Veterans Crisis Line added an anonymous online chat service and has engaged in more than 175,000 chats. In November 2011, the Veterans Crisis Line introduced a text-messaging service to provide another way for Veterans to connect with confidential, round-the-clock support, and since then has responded to more than 24,000 texts.

In 2011, the National Veterans Suicide Prevention Hotline was renamed the Veterans Crisis Line to encourage Veterans and their families and friends, who may be the first to realize a Veteran is in emotional distress, to reach out for support when issues reach a crisis point, even if it is not a suicidal crisis.

VA is working to make sure that all Veterans and their loved ones are aware of the Veterans Crisis Line. To reach as many Veterans as possible, VA is coordinating with communities and partner groups nationwide, including community-based organizations, Veterans Service Organizations, and local health care providers, to let Veterans and their loved ones know that support is available whenever, if ever, they need it.

Whether you're a Veteran or a friend or family member concerned about one, confidential assistance is only a call, click, or text away.

For more information about the Veterans Crisis Line, visit VeteransCrisisLine.net
For more information about VA's mental health resources, visit www.mentalhealth.va.gov

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