VA Resource Navigator

VA | U.S. Department of Veterans Affairs

Scan QR codes, visit trusted VA websites, or call the MyVA411 hotline at (800) 698-2411 to learn more about VA resources.

VA.gov
Request military service records, access and manage VA benefits and health care.
www.va.gov

VA Welcome Kit
New to VA? Start here to get an overview of benefits.
www.va.gov/welcome-kit/

VA Health & Benefits App
Manage VA health care, benefits, payments, and more.
www.mobile.va.gov/app/va-health-and-benefits

My HealtheVet on VA.gov
Refill prescriptions, view medical records, manage appointments, message your health care team.
www.va.gov/health-care/manage-health/



Veterans Crisis Line

Contact the Veterans Crisis Line. Available 24/7 through phone, text, and online chat.

Receive crisis support

The Veterans Crisis Line provides free confidential crisis support for Veterans and their loved ones. You don't have to be enrolled in VA benefits or health care to connect.

Call the Crisis Line: **Dial 988 (then press 1)**
Text the Crisis Line: **Text 838255**
Chat Online: www.veteranscrisisline.net/get-help-now/chat/

Local Contact Information

Corporal Michael J. Crescenz VA Medical Center
3900 Woodland Ave.
Philadelphia, PA 19104
Main phone: 215-823-5800
Primary Care Center appointments: 800-949-1001
Mental health care appointments: 215-823-4014
VISN 4 RN Clinical Contact Center (for urgent medical or mental health) 1-833-835-3874

Find VA Locations

Find a VA health care facility, in-network community provider, pharmacy, urgent or emergent care, VA benefits office, VA cemetery, or Vet Center close to you.
www.va.gov/find-locations/

VA Records

Apply for a Veteran ID card, request benefit letters, medical records, or a discharge upgrade. Find VA payment history, certificates of eligibility (COE), DD214, and other forms.
www.va.gov/records/

Health Care

Apply for VA health care, learn how to access services, and manage your health and benefits online.

Apply for VA health care
VA Health Care Hotline: **(877) 222-8387**
www.va.gov/health-care/how-to-apply/

Manage health appointments online
www.va.gov/health-care/manage-appointments/

Pay copays and use multiple insurances
Check your balance for medical services and prescription copays, dispute charges, get help.
Pay by phone: **(888) 827-4817**
www.va.gov/health-care/pay-copay-bill/

Apply for travel pay
Request reimbursement by submitting a travel claim for travel expenses to and from approved health care appointments.
Travel Pay Call Center: **(855) 574-7292**
www.va.gov/health-care/file-travel-pay-reimbursement/

Explore long-term care
Learn about assisted living, residential, and home health care.
VA Health Care Hotline: **(877) 222-8387**
www.va.gov/health-care/about-va-health-benefits/long-term-care/

Learn about qualifying for VA dental care
MyVA411: **(800) 698-2411**
www.va.gov/health-care/about-va-health-benefits/dental-care/

Learn about your VA primary care team
Research shows that a team approach leads to better care, more satisfied patients, and fewer hospital visits.
VA Health Care Hotline: **(877) 222-8387**
www.va.gov/health-care/about-va-health-benefits/your-care-team/

Connect with social workers
Get help with resources, crisis intervention, intimate partner violence, food insecurity, substance use dependence, and support for housing instability.
VA Health Care Hotline: **(877) 222-8387 (press 0)**
www.socialwork.va.gov

Mental Health support and services
Find treatment and support for mental health problems like post-traumatic stress disorder (PTSD), effects of military sexual trauma (MST), depression, grief, substance use problems, and anxiety-related conditions.
www.mentalhealth.va.gov

VA Health Connect Clinical Contact Centers
Access virtual health care 24 hours per day. Call to schedule appointments, speak to a medical provider, and check on medications.

Fill in your Clinical Contact Center phone number:
1-833 TELE-URGENT (1-833-835-3874)

Foreign Medical Program (FMP)
If you're a Veteran who gets medical care outside the U.S. for a service-connected condition, VA may cover the cost of your care.
VA Specialty Contact Center: **(833) 930-0816 (press 3)**
www.va.gov/health-care/foreign-medical-program/

Explore Community Care/MISSION Act
Access other providers when VA can't provide the care needed.
Community Care Contact Center: **(877) 881-7618**
www.va.gov/communitycare/

Find urgent and emergency care
If you are having a medical emergency, dial 911.
www.va.gov/initiatives/emergency-room-911-or-urgent-care/
To avoid charges, Veterans must report visits to a non-VA emergency room within 72 hours.
Call: **(844) 724-7842** or use the reporting portal:
www.emergencycarereporting.communitycare.va.gov

Get help with VA health facility concerns
Share concerns and unmet needs. Start by contacting your local health care team or patient advocate.
Additional support options include:
MyVA411: **(800) 698-2411**
https://ask.va.gov

Disability and Benefits

File a claim for disability compensation for conditions related to your military service and manage your benefits.

Apply for a disability rating or increase

Upload documents and file a claim for a disability related to military service.
VA Benefits Hotline: **(800) 827-1000**
www.va.gov/disability/how-to-file-claim/

Learn about the PACT Act

The PACT Act expands VA health care and benefits for Veterans exposed to burn pits, Agent Orange, and toxic substances.
MyVA411: **(800) 698-2411**
www.va.gov/resources/the-pact-act-and-your-va-benefits/

Overseas Military Coordinators

If you're a Veteran living or working overseas, in-person benefits assistance is available.
www.benefits.va.gov/persona/veteran-abroad.asp

Find local Veteran Service Organizations (VSO)

Get help from an accredited representative.
MyVA411: **(800) 698-2411**
www.va.gov/get-help-from-accredited-representative/

Education and Training

Apply for and manage GI Bill and other education benefits to help pay for college and training programs.

Continue education with the GI Bill

Explore how VA can help pay for education.
VA Education Benefits Assistance Service Line:
From the U.S.: **(888) 442-4551**
From overseas: **001-918-781-5678**
www.va.gov/education/about-gi-bill-benefits/

Homelessness Support, Housing Assistance, VA Home Loans

VA can connect you with housing resources. VA also offers benefits to help build, improve, or keep your current home.

Receive help with homelessness and housing instability

VA is committed to ending Veteran homelessness. Veterans who are homeless or at risk of homelessness —and their family and friends— can call or chat online confidentially with counselors 24 hours a day, 7 days a week.
Call Center for Homeless Veterans: **(877) 424-3838**
www.va.gov/homeless/

VA-backed Veterans home loans

VA can help you buy a home or refinance a loan. Apply for a VA home loan Certificate of Eligibility (COE) and other benefits that can help you improve, build, or keep your current home.
VA Loan Guaranty Service: **(877) 827-3702**
www.va.gov/housing-assistance/home-loans

Careers and Employment

Apply for Veteran Readiness and Employment (VR&E), get support for your Veteran-owned small business, and access other career resources.

Prepare for careers and employment

Receive support for education, training, and credentialing needed for employment.
MyVA411: **(800) 698-2411**
www.va.gov/careers-employment/

Veteran Readiness and Employment (VR&E)

Service members and Veterans with service-connected disabilities may qualify for VR&E, also known as Chapter 31.
www.va.gov/careers-employment/vocational-rehabilitation/

Family Member, Caregiver, and Survivor Benefits

Learn about benefits you may qualify for as a Veteran spouse, dependent, or survivor.

Benefits for spouses, dependents, survivors
Learn about life insurance, VA Survivors Pension, education allowance for dependents (Chapter 35), health care (e.g. CHAMPVA), other programs that spouses, dependents, or survivors may qualify for.
VA Benefits Hotline: **(800) 827-1000**
VA Specialty Contact Center: **(833) 930-0816**
www.va.gov/family-and-caregiver-benefits/

VA life insurance
Explore life insurance options, manage your policy, file, check status, and appeal life insurance claims.
VA Life Insurance Center: **(800) 669-8477**
www.va.gov/life-insurance/

Find counseling and referral services
Vet Center Call Line: **(877) 927-8387**
www.vetcenter.va.gov

Caregiver Support Program
Services for caregivers of eligible and covered Veterans enrolled in VA Health Care.
Caregiver Support Line: **(855) 260-3274**
www.caregiver.va.gov

Fisher House™ Program
Where available, provides no cost temporary stays for Veterans, service members, their families, or caregivers while the Veteran or service member receives treatment at certain military or VA facilities.
Learn more and find Fisher House™ locations:
www.socialwork.va.gov/fisher.asp

VA Mobile Applications

VA apps help you manage your life, your health, and schedule.
Access dozens of free VA apps designed specifically for Veterans.
VA Mobile Help Desk: **(877) 470-5947**
www.mobile.va.gov/appstore

Pension

Apply for monthly payments for wartime Veterans and survivors with limited or no income who meet certain requirements.

Apply for supplemental income
VA Benefits Hotline: **(800) 827-1000**
www.va.gov/pension/

Fiduciary Program
The fiduciary program provides oversight for those who are unable to manage their own VA benefits.
Fiduciary Assistance Line: **(888) 407-0144**
www.benefits.va.gov/fiduciary/

Burials and Memorials

Determine burial eligibility, get help planning a burial in a VA national cemetery, order memorial items for Veterans.

Determine eligibility for burial benefits
Find out if you can be buried in a VA national cemetery through VA's pre-need eligibility program.
VA National Cemetery Office: **(800) 535-1117**
www.va.gov/burials-memorials/pre-need-eligibility/

Schedule a burial for a Veteran or Veteran family member
VA National Cemetery Office: **(800) 535-1117**
www.va.gov/burials-memorials/schedule-a-burial/

Honor a Veteran
Apply for markers, medallions, headstones, Presidential Memorial Certificates, and other memorial items to honor a Veteran's service.
Headstones and markers: **(800) 697-6947**
www.va.gov/burials-memorials/memorial-items/

Veterans Legacy Memorial (VLM)
Create an online memorial to honor a Veteran. Living Veterans can author their own life story using the "Your Story, Your Legacy" feature.
VLM Customer Support: **(866) 245-1490**
www.va.gov/remember