

Resource Guide for Older Adult Veterans (60 or older) & Caregivers

Covering Expanded Puget Sound Area

This information is provided as a service by:

**VA Puget Sound Health Care System
Department of Veterans Affairs
Geriatric Research, Education and Clinical Center
Seattle, WA 98108**

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Puget Sound Health Care System

PURPOSE

The Resource Guide for Older Adult Veterans (60 and older) and Caregivers provides an overview of services from the VA and several agencies within the community. It is intended for Veterans who are over the age of 60 and older, Veterans with disabilities, and their caregivers. This guide provides a starting point for older adult Veterans who are seeking supportive programs and services within their communities to keep them as independent as possible. Information on VA Benefits and Community Resources can be found throughout this resource guide.

The Resource Guide gives an overview of available programs administered through the VA as well as other public and non-profit services. This is not a complete list of local resources, and inclusion within this guide is not an endorsement or recommendation on any part of VA Puget Sound Health Care System. Information can change from day to day, please contact the specific agencies directly to confirm availability and get the latest information on available services.

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VA BENEFITS

You may be eligible for VA health care benefits if you served in active military and did **NOT** receive a dishonorable discharge.

HOW TO REGISTER FOR VA HEALTH CARE

- For eligible Veterans enrolled in VA health care, you're covered for regular checkups with your primary care team and appointments with specialists such as cardiologists, gynecologists, and mental health providers. You can access Veterans health care services like home health and geriatric care, and you can get medical equipment, prosthetics, and prescriptions.
- You will need to complete an enrollment form or 10-10 EZ (www.va.gov/healtheligibility/) and submit the application along with a copy of your DD-214 (military discharge document).
- For enrollment questions call 1-800-329-8387, then press 5.



GERIATRIC PATIENT ALIGNED CARE TEAM (GERI PACT)

Geri PACT specialize in providing geriatric evaluation and ongoing health care for Veterans with more than one chronic disease and with declining physical abilities and/or difficulties with their thinking or memory. The goal is to promote as much independence and quality of life as possible for Veterans with these challenges. Geri PACT combines VA health care services and coordination with those offered in the community.

Services offered in Geri PACT include:

- Chronic care management for patients at high risk for complications or illness.
- Evaluation, diagnosis, and treatment of acute health conditions.
- Routine mental health care.
- Management of common acute and chronic pain conditions and consults with providers in pain medicine and other related specialty care.
- Advance care planning.
- Assessing Caregiver needs.
- Coordination of services tailored to the Veteran and caregiver, both within and outside of VA.
- Preventive health services such as:
 - Immunizations.
 - Screening for conditions such as cancers, depression.
 - Health education about health effects associated with certain health behaviors, such as physical activity, healthy eating, alcohol and/or tobacco use.
 - Health education for safety concerns such as falls, driving, firearms safety, elder neglect, or abuse.
 - Medication review and education.

- Education and referrals for preventive care services such as colonoscopy, mammography and PAP smears for women, nutritional and exercise program.

GERIATRIC RESEARCH, EDUCATION & CLINICAL CENTER (GRECC)

GRECCs are "Centers of Geriatric Excellence" designed for the advancement and integration of research, education, and clinical achievements in geriatrics and gerontology. VA Puget Sound has one of the 21 GRECCs VA offers nationally. VA Puget Sound engages in research, clinical and educational activities at both the Seattle and American Lake divisions. The overall goal is to integrate high-quality, cost-effective models of clinical care, basic and applied research, and geriatric education with existing programs and resources. The GRECC team consistently strives to improve the delivery of health care to older adult Veterans through multidisciplinary programs that address disorders of the aging nervous system and include diagnostic evaluations, medication management and consultation services.

VA DISABILITY COMPENSATION

VA disability compensation provides Benefits of a monthly tax-free payment to Veterans who got ill or injured while serving in the military and to Veterans whose service made an existing condition worse. You may qualify for VA disability benefits for physical conditions (like a chronic illness or injury) and mental health conditions (like PTSD) that developed before, during, or after service. Find out how to apply for and manage the Veterans disability benefits you've earned. www.va.gov/disability/.

Eligibility for VA Disability Compensation:

You may be eligible if you have a current illness or injury (known as a condition) that affects your body or mind and you meet at least one of the requirements listed below.

BOTH of these must be true, you:

- Served on active duty, active duty for training, or inactive duty training, and
- Have a disability rating for your service-connected condition.

AT LEAST ONE of these must be true, you:

- Got sick or injured while serving in the military—and can link this condition to your illness or injury (called an in-service disability claim), or
- Had an illness or injury before you joined the military—and serving made it worse (called a preservice disability claim), or
- Have a disability related to your active-duty service that didn't appear until after you ended your service (called a post service disability claim).

You may be eligible for VA disability benefits for diagnosed conditions such as:

- Chronic (long-lasting) back pain.
- Lung condition or lung disease.
- Severe hearing loss.
- Loss of range of motion (problems moving your body).
- Cancers caused by contact with toxic chemicals.
- Traumatic brain injury (TBI).
- Post-traumatic stress disorder (PTSD).
- Depression.
- Anxiety.

HOW TO FILE A VA DISABILITY CLAIM

Online

For detailed information on how to file a claim visit:

www.va.gov/disability/how-to-file-claim/.

By Mail

File your claim by mail using an Application for Disability Compensation and Related Compensation Benefits (**VA Form 21-526EZ**).

Print the form, fill it out, and mail to:
Department of Veterans Affairs
Claims Intake Center
PO Box 4444
Janesville, WI 53547-4444

Get Help Filing Your Claim

If you want help filing a claim for compensation, pension, enhanced pension benefits or appeal, you may want to work with an accredited attorney, a claims agent, or a Veterans Service Officer (VSO). We trust these professionals because they're trained and certified in the VA claims and appeals processes and can help you with VA-related needs.

A searchable list of accredited VSO representatives, agents, and attorneys is available at the VA Office of the General Counsel website:

www.va.gov/ogc/apps/accreditation/index.asp.

VA INDIVIDUAL UNEMPLOYABILITY

If you can't work because of a disability related to your service in the military (a service-connected disability), you may qualify for what's called "individual unemployability." This means you may be able to get disability compensation or benefits at the same level as a Veteran who has a 100% disability rating.

You may be eligible for disability benefits if you meet both of the requirements listed below.

Both of these must be true:

- You have at least 1 service-connected disability rated at 60% or more disabling, or 2 or more service-connected disabilities—with at least 1 rated at 40% or more disabling and a combined rating of 70% or more—**and**
- You can't hold down a steady job that supports you financially (known as substantially gainful employment) because of your service-connected disability. Odd jobs (marginal employment) don't count.

When you file a disability claim, you'll also need to fill out these additional forms for Individual Unemployability benefits:

- A Veteran's Application for Increased Compensation Based on Unemployability (VA Form 21-8940)
AND
- A Request for Employment Information in Connection with Claim for Disability Benefits (VA Form 21-4192)

VA PENSION BENEFITS

The Veterans Pension Program provides monthly payments to wartime Veterans who meet certain age or disability requirements, and who have income and net worth within certain limits. www.va.gov/pension/.

Eligibility for VA Pension benefits:

You may be eligible for the Veterans Pension program if you meet the requirements listed below.

BOTH MUST BE TRUE:

- You were not dishonorably discharged **AND**
- Your yearly family income and net worth meet certain limits set by congress. Your net worth includes all personal property you own (except your house, your car, and most home furnishings), minus any debt you owe. Your net worth includes the net worth of your spouse.

AT LEAST ONE Must be true about your service, you:

- Started active duty **BEFORE** September 8, 1980, and you served at least 90 days on active duty with at least 1 day during wartime, **OR**
- Started on active duty as an enlisted person **AFTER** September 7, 1980, and served at least 24 months or the full period for which you were called or ordered to active duty (with some exceptions) with at least 1 day during wartime, **OR**
- Were an officer and started on active duty **AFTER** October 16, 1981, and you hadn't previously served on active duty for at least 24 months.

AND AT LEAST ONE of these must be true, you:

- Are at least 65 years old, **OR**
- Have a "Permanent and Total" disability, **OR**
- Are a patient in a nursing home for long-term care because of a disability, **OR**
- Are getting Social Security Disability Insurance or Supplemental Security Income.

HOW TO APPLY FOR VA PENSION BENEFITS

Online

Apply online: www.va.gov/pension/how-to-apply/.

By Mail

Fill out an Application for Pension (**VA Form 21P-527EZ**).
Mail the completed form to the Pension Management Center (PMC):

Department of Veterans Affairs
Pension Intake Center
PO Box 5365
Janesville, WI 53547-5365

AID & ATTENDANCE

VA Aid and Attendance or Housebound benefits provide monthly payments added to the amount of your monthly VA pension (must be eligible for VA pension benefits) for qualified Veterans and survivors. If you need help with daily activities, or you're housebound, find out if you qualify (<https://www.va.gov/pension/aid-attendance-housebound/>).

VA SURVIVORS PENSION

A VA Survivors Pension offers monthly payments to qualified surviving spouses and unmarried dependent children of wartime Veterans who meet certain income and net worth limits set by congress.

Eligibility for VA Survivors Pension:

You may be eligible for this benefit if you have not remarried after the Veteran's death, and if the deceased Veteran didn't receive a dishonorable discharge and their service meets at least one of the requirements listed below.

At least one of these must be true. The Veteran:

- Entered active duty on or before September 7, 1980, and served at least 90 days on active military service, with at least 1 day during a [covered wartime period](#), **OR**
- Entered active duty after September 7, 1980, and served at least 24 months or the full period for which they were called or ordered to active duty (with some exceptions), with at least 1 day during a [covered wartime period](#) **OR**
- Was an officer and started on active duty after October 16, 1981, and hadn't previously served on active duty for at least 24 months.

And this must be true for you:

Your yearly family income and net worth meet certain limits set by Congress. Your net worth equals the value of everything you own (except your house, your car, and most home furnishings), minus any debt you owe.

HOW TO APPLY FOR VA SURVIVORS PENSION

Online

Use the direct upload tool through Access VA to upload your form online. <https://eauth.va.gov/accessva/?cspSelectFor=dmhs>.

By mail

Fill out an Application for DIC, Death Pension, and/or Accrued Benefits (**VA Form 21-534EZ**).

Mail your completed application to this address:

Department of Veterans Affairs
Pension Intake Center
PO Box 5365
Janesville, WI 53547-5365



VA CAREGIVER SUPPORT

The Program of Comprehensive Assistance for Family Caregivers (PCAFC) is for eligible Veterans who have incurred or aggravated a serious injury in the line of duty on or before May 7, 1975 or on or after September 11, 2001. This program provides resources, education, support, a financial stipend, and health insurance (if eligible), beneficiary travel (if eligible), to caregivers of eligible Veterans.

Veterans may be eligible for this clinical program if they:

Sustained or aggravated a serious injury serious injury (now includes serious illness) in the line of duty on or before May 7, 1975 or on or after September 11, 2001; and meet both of the following criteria to be eligible for PCAFC. Among other applicable eligibility criteria, the Veteran must:

- Have a single or combined service-connected disability rating by the Department of Veterans Affairs (VA) of 70% or more. This requirement is included in the definition of “serious injury;” and
- Be in need of personal care services (requiring in-person personal care services) for a minimum of six continuous months based on any one of the following:
 - an inability to perform activities of daily living
 - a need for supervision, protection, or instruction.

HOW TO APPLY FOR VA PCAFC

The caregiver and the Veteran will need to apply together and participate in an application process to determine if you're eligible for the Program of Comprehensive Assistance for Family Caregivers. You'll both need to sign and date the application and answer all questions about your role.



For additional information about the VA Puget Sound Caregiver Support Program you may contact 206-277-6696.

Online

You can apply online:

www.va.gov/family-member-benefits/apply-for-caregiver-assistance-form-10-10cg/introduction.

By mail

Fill out a joint Application for the Program of Comprehensive Assistance for Family Caregivers (VA Form 10-10CG).

Mail the form and any supporting documents to:

Program of Comprehensive Assistance for
Family Caregivers Health Eligibility Center
2957 Clairmont Road NE, Suite 200
Atlanta, GA 30329-1647

VA CAREGIVER SUPPORT LINE (CSL)

VA's CSL serves as a primary resource/referral center to assist caregivers, Veterans, and others seeking caregiver information. VA's Caregiver Support Line has licensed caring professionals standing by.

CAREGIVER SUPPORT LINE



1-855-260-3274

Call the CSL, at
1-855-260-3274.

Expanded hours:

- Monday-Friday 5 am to 7 pm PT
- Saturday, 5 am to 2 pm PT

Whether you're in need of immediate assistance or have questions about what services you may be eligible for, the caring licensed professionals who answer the CSL can:

- Tell you about the assistance available from VA
- Help you access services
- Connect you with the Caregiver Support Coordinator at a VA Medical Center near you
- Be a listening ear if that's what you need right now.

VA HOMEMAKER HOME HEALTH AIDE (HHHA)

A HHHHA is a trained person who can come to a Veteran's home and help the Veteran take care of themselves and their daily activities. Homemaker Home Health Aides are not nurses, but they are supervised by a registered nurse who will help assess the Veteran's daily living needs.

This program is for Veterans who need personal care services and help with activities of daily living such as bathing, dressing, toileting and walking. This program is also for Veterans who are isolated, or their caregiver is experiencing stress.

The HHHHA program pays for partnered-agency caregivers to provide hands-on, personal care assistance in Veterans' homes. The VA is able to authorize a limited number of hours per week for eligible Veterans. This service enables Veterans to continue living independently in their place of residence. Contact a VA Puget Sound social worker to determine eligibility and availability of the services.

What is in-home Respite Care Program?

Respite care temporarily relieves the spouse or other informal, unpaid caregivers from the full-time schedule of assisting a chronically ill or disabled Veteran at home. Outpatient respite care can be provided in the home for up to six hours per day and may not be utilized on the same day as HHHHA authorized care (if applicable). Total respite benefits, inpatient or outpatient, will not exceed 30 days in any calendar year. Respite services are renewable each calendar year, as eligible and available.

Eligibility Criteria:

- A Veteran must also be enrolled and eligible to receive services in the VA health care system.
- A co-pay for Homemaker and Home Health Aide services may be charged based on your income and assets and your VA service-connected disability status.

Veterans who meet eligibility criteria should be referred to HHA/Outpatient Respite. **However, at any given time, the program may be at capacity and have an indefinite wait for services.**

VA HEALTH CARE CO-PAY RATES

How does VA determine whether I will need to pay copays based on my income?

If you are not already receiving VA disability compensation or pension payments, or don't have special eligibility factors (like receiving the Medal of Honor), we'll ask for information about your income as part of our health care enrollment process. This is called an income assessment or financial assessment (known as a means test). We are required by law to collect this information using VA form 10-10 EZ.

We use your income information to help determine:

- If you are eligible for VA health care based on your income, **and**
- Whether you will need to pay copays for certain types of care or medications
- www.va.gov/health-care/about-va-health-benefits/cost-of-care/

When you apply for VA health care, you will be assigned to a priority group, the system in place makes sure that Veterans who need care right away can sign up quickly. It also ensures that all Veterans enrolled in the VA healthcare program will receive high quality care. There are eight priority groups, to determine which group you are placed in, depends on the following criteria:

PRIORITY GROUPS BASED ON THE FOLLOWING:

- Your military service history, **and**
- Your disability rating, **and**
- Your income level, **and**
- Whether or not you qualify for Medicaid, **and**
- Other benefits you may be receiving (like VA pension benefits)

We assign Veterans with service-connected disabilities the highest priority. We assign the lowest priority to Veterans who earn a higher income and who do not have any service-connected disabilities qualifying them for disability compensation (monthly payments). If you qualify for more than one priority group, we'll assign you to the highest one.

www.va.gov/health-care/copay-rates/

MEDICATION CO-PAY RATES

If you are in Priority Group 1

You won't pay a copay for any medications

Note: You may be in priority group 1 if we've rated your service-connected disability at 50% or more disabling, if we've determined that you can't work because of your service-connected disability (called unemployable), or if you've received the Medal of Honor.



If you are in Priority Group 2 through 8. You'll have a copay for:

- Medications your health care provider prescribes to treat non-service-connected conditions, **and**
- Over-the-counter medications (like aspirin, cough syrup or vitamins) that you get from a VA pharmacy. You may want to consider buying your over-the-counter medications on your own.

Note: The cost for any medications you receive while hospitalized in a VA or other approved hospital or healthcare facility are covered by your inpatient care co-pay.

The amount you will pay for these medications will depend on the “tier” of the medication and the amount of medication prescribed, which we determine by days of supply. Once you have been charged \$700 in medication copays within a calendar year

(January 1 to December 31), you will not have to pay any more that year—even if you still get more medications. This is called a co-pay cap.

2021 Outpatient Medication Co-Pay Amounts

Outpatient medication tier	1-30 day supply	31-60 day supply	61-90 day supply
Tier 1 (preferred generic prescription medicines)	\$5	\$10	\$15
Tier 2 (non-preferred generic prescription medicines and some over-the-counter medicines)	\$8	\$16	\$24
Tier 3 (brand-name prescription medicines)	\$11	\$22	\$33

If you have a service-connected rating of 40% or less and your income falls at or below the national income limits for receiving free medications, you may want to provide your income information to us to determine if you qualify for free medications.

VETERANS EXPERIENCING HOMELESSNESS

VA's specialized programs for homeless Veterans serve hundreds of thousands of homeless and at-risk Veterans each year. Independently and in collaboration with federal and community partners, VA programs provide Veterans with housing solutions, employment opportunities, health care, justice-and reentry-related services and more.

Veterans who are homeless or at imminent risk of homelessness are strongly encouraged to contact the National Call Center for Homeless Veterans at (877) 4AID-VET (877-424-3838) for assistance.

Health Care for Homeless Veterans (HCHV)

VA's HCHV Program offers outreach, exams, treatment, referrals, and case management to homeless Veterans at more than 135 sites where trained, caring VA specialists provide tools and support necessary to get your life on a better track.

U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH)

This collaborative program between HUD and VA combines HUD housing vouchers with VA supportive services to help Veterans who are homeless, and their families find and sustain permanent housing.

Domiciliary Care for Homeless Veterans (DCHV) Program

This program encompasses residential care for sheltered and unsheltered Veterans with multiple challenges, illnesses, or rehabilitative care needs. DCHV provides a structured setting to foster Veterans' independence and mutual support.

Veterans Justice Outreach (VJO) and Health Care for Reentry Veterans (HCRV) Programs

VJO aims to prevent homelessness by helping justice-involved Veterans who have mental health or substance use issues access needed VA clinical services. HCRV specialists work with Veterans to ease their transition from jail and prison back into the community.

Community Resource and Referral Centers (CRRCs)

CRRCs provide Veterans who are homeless and at risk of homelessness with one-stop access to community-based, multiagency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits.

For more information, contact: (206) 764-5149



Access VA's services for homeless and at-risk Veterans, available 24/7.

LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER/QUESTIONING IDENTITIES (LGBTQ+)

The Department of Veterans Affairs seeks to promote the health, welfare, and dignity of all Veterans within the LGBTQ+ community and their families. Excellent care has no boundaries and we are committed to making sensitive and high-quality health care accessible. Our practice and policies focus on ensuring a safe, welcoming, and affirmative environment of care for LGBTQ+ Veterans. Our employees receive training in clinically competent care that is responsive to the unique needs of LGBTQ+ Veterans.

Does my sexual orientation or gender identity matter to my health care?

As a result of stigma, stress, and discrimination, Veterans with LGBTQ+ identities face increased health risks and unique challenges in health care. We want you to be comfortable talking with your VA providers about all aspects of your life, so we can offer you the best care possible.

Available Health Care Services

There is an LGBTQ+ Veteran Care Coordinator (VCC) at every facility to help you get the care you need. VA health care includes, among other services:

- Hormone treatment.
- Substance use/alcohol treatment.
- Tobacco use treatment.
- Treatment and prevention of sexually transmitted infections/PrEP.
- Intimate partner violence reduction and treatment of aftereffects
- Heart health
- Cancer screening, prevention, and treatment

For more Information, contact LGBTQ+ Veteran Care Coordinator
Katy McDermott 206-277-3233 or Kathryn.McDermott@va.gov

www.pugetsound.va.gov/services/lgbt/index.asp



VA BENEFICIARY TRAVEL AND LODGING INFORMATION

Travel or Mileage Reimbursement: Veterans who have established service connection of at least 30% or who have income low enough to qualify for no medication co-payments may qualify for travel benefits.

For Travel Eligibility and Other Questions:

Seattle VA Travel Office: 206-764-2120

American Lake VA Travel Office: 253-583-1441

Mileage Reimbursement:

The U.S. Department of Treasury has mandated that all VA's convert payments for travel to electronic funds transfers.

Your Direct Deposits must be set up through the online portal at <https://eauth.va.gov/accessva/>.

If you are unable to submit electronically, you can opt to receive your Reimbursement Form mailed to your registered address with the VA, please contact your VA Travel Office Seattle VA: 206-764-2120, American Lake VA: 253-583-1441

Ambulance Transport:

Veterans who are **eligible for beneficiary travel and are wheelchair bound** may call VA Travel at 206-764-2120 for ambulance wheelchair transportation to VA health care appointments. This will require your primary care provider to place a Beneficiary Travel Consult, in advance, justifying need for wheelchair van transport.

Ambulance Bills:

If you have received an ambulance bill from a prior transport, you must either fax or mail it to your local travel office. (253) 589-4012. This must be done within 30 days of receiving the bill. Travel will review your bill and notify you and the agency by letter of the outcome. For questions, contact the Travel office at 206-764-2120

Lodging:

Veterans traveling greater than two hours per www.mapquest.com time frames (traffic is not a factor) for early morning or late day appointments at VA Puget Sound's Seattle campus may be eligible for VA provided lodging near the medical center the day before or after appointments. Lodging is in a hotel, non-care setting. Veterans must be able to do self-care. For eligibility questions call the Lodging Office at 206-582-4658. Contact your Medical Social Worker to request Lodging for a specific appointment.

Traveling out of the area? Contact the Traveling Veteran Coordinator at (206) 277-3485. You can also work with your care team regarding temporary addresses for Medication delivery.

VA BURIAL & MEMORIAL BENEFITS

Veterans, service members, and some family members may be eligible for burial in a VA national cemetery. Find out if you, or a person you're planning a burial for, can get this benefit.

Who's eligible for burial in a VA national cemetery?

Veterans, service members, spouses, and dependents may be eligible for burial in a VA national cemetery, as well as other benefits, if they meet one of the requirements listed below.

One of these must be true. The person qualifying for burial benefits is:

- A Veteran who didn't receive a dishonorable discharge, **or**
- A service member who died while on active duty, active duty for training, or inactive duty for training, **or**
- The spouse or minor child of a Veteran, even if the Veteran died first, **or**
- In some cases, the unmarried adult dependent child of a Veteran.

<https://www.va.gov/burials-memorials/eligibility/>
[Add Tahoma National Cemetery info](#)

VETERANS BURIAL ALLOWANCE

Veterans burial allowances (sometimes called “Veterans death benefits”) help cover burial, funeral and transportation costs.

Am I eligible for allowances to help pay for a Veteran’s burial and funeral costs?

You may be eligible for Veterans burial allowances if you’re paying for the burial and funeral costs and you won’t be reimbursed by any other organization, like another government agency or the Veteran’s employer. You must also meet all of the requirements listed below.

One of these relationships or professional roles describes your connection to the Veteran. You’re:

- The Veteran’s surviving spouse (**Note:** including same-sex marriages.), **OR**
- The surviving partner from a legal union (a relationship made formal in a document issued by the state recognizing the union), **OR**
- A surviving child of the Veteran, **OR**
- A parent of the Veteran, **OR**
- The executor or administrator of the Veteran’s estate (someone who officially represents the Veteran).

The Veteran must not have received a dishonorable discharge, and one of these circumstances must be true. The Veteran died:

- As a result of a service-connected disability (a disability related to service), **OR**
- While getting VA care, either at a VA facility or at a facility contracted by VA, **OR**

- While traveling with proper authorization, and at VA's expense, either to or from a facility for an examination, or to receive treatment or care, **OR**
- With an original or reopened claim for VA compensation or pension pending at the time of death, if they would've been entitled to benefits before the time of death, **OR**
- While receiving a VA pension or compensation, **OR**
- While eligible for a VA pension or compensation at time of death, but instead received full military retirement or disability pay.

Or the Veteran:

- Had been getting a VA pension or compensation when they died, **OR**
- Had chosen to get military retired pay instead of compensation.

Note: We will also provide an allowance for the cost of transporting a Veteran's remains for burial in a national cemetery.

You cannot get burial allowances for certain individuals

We don't provide burial allowances if the individual died:

- On active duty, **OR**
- While serving as a member of Congress, **OR**
- While serving a federal prison sentence.

You will need to send copies of these documents:

- The Veteran's military discharge papers (DD214 or other separation documents).
- The Veteran's death certificate.
- Any documents or receipts you have for the cost of transporting the Veteran's remains.
- A statement of account (preferably with the letterhead of the funeral director or cemetery owner) that has this information:
 - The Veteran's name, **and**

- The type of service or item purchased, **and**
- Any credits, **and**
- The unpaid balance.

How do I apply?

You can apply online:

<https://www.va.gov/burials-memorials/veterans-burial-allowance/>

You can also apply by mail

Apply by mail using an Application for Burial Benefits (VA Form 21P-530):

[Download VA Form 21P-530 \(PDF\)](#)

Mail the application and other documents listed above to your nearest VA regional office.

Seattle Regional Office
915 Second Avenue
Seattle, WA 98174

If you have questions, call [800-827-1000](tel:800-827-1000). We're here Monday through Friday, 5 am to 6 pm PT.

Our TTY number for people with hearing impairments is [711](tel:711). Or call your VA regional office.



MEMORIAL ITEMS

Is a Veteran buried in a private cemetery eligible for memorial items?

Yes. Veterans buried in a private cemetery may be eligible for these memorial items:

- Headstone, marker, or medallion.
- Burial flag.
- Presidential Memorial Certificate.

How do I apply for a memorial item?

Fill out an application

For a headstone, grave marker, or niche marker, fill out the Claim for Standard Government Headstone or Marker (VA Form 40-1330):

[Download VA Form 40-1330 \(PDF\)](#)

Note: If this is your second request, or if you're requesting a replacement because of a mistake with the inscription or a damaged headstone or marker, be sure to explain this in block 27 of the form.

For a medallion to be placed on a privately purchased headstone or marker, fill out the Claim for Government Medallion for Placement in a Private Cemetery (VA Form 40-1330M):

[Download VA Form 40-1330M \(PDF\)](#)

Send your application and supporting documents by Mail or fax form, along with a copy of the Veteran's [DD214 or other discharge documents](#). Don't send the originals since we can't return them.

- Fax the documents to [800-455-7143](#), or
- Mail the discharge papers and the form to this address:

Memorial Products Service (41B)
Department of Veteran Affairs
5109 Russell Road
Quantico, VA 22134-3903

If you need help with your application, please call us at [800-697-6947](#). We're here Monday through Friday, 5 am to 2 pm PT.



COMMUNITY RESOURCES

AGING & DISABILITY SERVICES BY COUNTY

Lewis Mason Thurston Area Agency on Aging (LMTAAA)

Phone: 888-545-0910

<https://www.lmtaaa.org/>

Pierce County Aging and Disability Resources (ADR)

Phone: 253-798-4600

<https://www.piercecountywa.gov/1986/Aging-and-Disability-Resources>

King County Area Agency on Aging

Phone: 206-684-0660

<https://www.agingkingcounty.org/>

Kitsap County Aging and Long-Term Care

Phone: 360-337-5700

<https://www.kitsapgov.com/hs/Pages/Aging-Landing.aspx>

Skagit and Whatcom County Aging & Disability and Caregiver Resources

Phone: 360-676-6749

<https://www.nwrcwa.org/aging-disability-resources/senior-info-assistance-programs/skagit-and-whatcom-county-caregiver-resources/>

Snohomish County Long-Term Care & Aging

Phone: 425-262-2557

<https://snohomishcountywa.gov/430/Long-Term-Care-Aging>

CAREGIVER SUPPORT SERVICES

National Family Caregiver Support Program

<https://www.acl.gov/programs/support-caregivers/national-family-caregiver-support-program>

The National Family Caregiver Support Program (NFCSP), established in 2000, provides grants to States and Territories, based on their share of the population aged 70 and over, to fund a range of supports that assist family and informal caregivers to care for their loved ones at home for as long as possible.

Eldercare Locator

Phone: 1-800-677-1116

<https://eldercare.acl.gov/Public/Index.aspx>

The Eldercare Locator, a public service of the U.S. Administration on Aging, is the first step to finding resources for older adults in any U.S. community. The service links those who need assistance with state and local area agencies on aging and community-based organizations that serve older adults and their caregivers.

Next Step in Care

<http://www.nextstepincare.org>

Next Step in Care provides easy-to-use guides to help family caregivers and health care providers work closely together to plan and implement safe and smooth transitions for chronically or seriously ill patients.

Caring.com

www.caring.com

Caring.com is the leading online destination for family caregivers seeking information and support as they care for aging parents, spouses, and other loved ones. Caring.com offers helpful content, advice from leading experts, a supportive community of caregivers, and a comprehensive directory of eldercare services.

Caregiver Action Network

<http://www.caregiveraction.org/>

Resources from the Caregiver Action Network, including a Peer Forum, a Story Sharing platform, the Family Caregiver Toolbox, and more.

Aging and Long-Term Support Administration

<https://www.dshs.wa.gov/altsa/home-and-community-services/caregiver-resources>

If you are helping care for a family member or friend, you are not alone! More than 800,000 Washington State citizens provide care to an adult who needs help with daily activities. This website lists a variety of ways to find some information, resources, and people that can help.

RESPIRE

Easterseals Washington

Phone: 206-281-5700

<https://www.easterseals.com/washington/>

Easterseals Washington respite services allow caregivers to work outside the home and attend to their own needs or the needs of other family members. Easter Seals Washington offers two adult centers in Bellevue and Bremerton, providing enrichment, health services, caregiver support and respite in a community setting.

Lifespan Respite

Phone: 253-442-3214

<https://www.lifespanrespitewa.org/>

Lifespan Respite WA offers support in the form of a voucher (financial award) for unpaid caregivers who support a family member, friend, or neighbor who has a special need or condition. The voucher is used to pay for services or programs that allow the caregiver to have respite, or “short breaks” only, not long-term care.



Sound Generations Respite

Phone: 206-448-3110

Toll Free: 1-888-4ELDERS (1-888-435-3377)

<https://soundgenerations.org/>

Providing care for someone who is frail or has a disability is a demanding job. Respite services are designed to provide a break for caregivers.

DEMENTIA

Dementia is not a normal part of healthy aging. These are some of the most common types of dementia:

Alzheimer's disease is the most common cause of dementia. Common symptoms include memory loss, cognitive decline, confusion, mood, and behavior changes, which worsen over time.

Frontotemporal Dementia (FTD) is a group of disorders caused by nerve cell damage to the brain's frontal lobes, impacting language and changes to behavior. Onset is earlier than other forms of dementia, with diagnosis for FTD occurring when people are in their 40s and early 60s.

Lewy Body Dementia (LBD) is the third most common cause of dementia after Alzheimer's disease and vascular dementia. LBD is a progressive disease with symptoms that include changes in thinking and reasoning; varying levels of confusion and alertness; hallucinations; delusions; movement and balance issues that resemble Parkinson's Disease.

Vascular Dementia is caused by inadequate blood flow to the brain, which can be a result of stroke, and is the second most common cause of dementia. Changes to thinking can range from mild to severe. Symptoms can include confusion, disorientation, problems speaking or understanding speech, trouble with walking and balance.

Alzheimer's Association
24/7 hotline: 800-272-3900

<https://www.alz.org/>

[Caregiver support information, support group locator, education, research information](#)

DEMENTIA BEHAVIOR ASSISTANCE

Request support, resources, and information from your VA Social Worker – A Guide for Caregivers Coping with Agitation Behavior in Dementia guidebook, Management of Dementia Related Behaviors written by VA MIRECC, and other print resources can be mailed to you.

Teepa Snow

“Positive Approach to Care” offers education, support and training for family caregivers and professionals to improve the world of dementia care through a relationship first approach created by Teepa Snow, MS, OTR/L, FAOTA. <https://teepasnow.com/>.

ACTIVITIES

Momentia – is a grassroots movement empowering those individuals with memory loss and their loved ones to remain connected and active in the community. Website offers calendar of activities, programs, and events for <http://www.momentiasseattle.org/> and <https://www.facebook.com/MomentiaSeattle/>.

Seattle Parks and Recreation - Lifelong Recreation (50+)

Phone: 206-615-0619.

[http://www.seattle.gov/parks/find/lifelong-recreation-\(50\).](http://www.seattle.gov/parks/find/lifelong-recreation-(50).)

The Senior Scene – information and events for people over the age of 50, covers King, Pierce, and Kitsap Counties, <http://www.seniorscene.org/>.

END OF LIFE AND ESTATE PLANNING

Durable Power of Attorney (DPOA) - A power of attorney document lets you choose a trusted friend or relative to help you with your finances and/or health care decisions,
<https://www.washingtonlawhelp.org/resource/questions-and-answers-on-powers-of-attorney>.

Health Care Directive/ Living Will - A Health Care Directive (also called a Living Will) lets you state what kind of medical treatments you do or do not wish to have if you are terminally ill or permanently unconscious.
<https://www.washingtonlawhelp.org/resource/health-care-directive-or-living-will>.

Physician Orders for Life Sustaining Treatment (POLST) - The POLST form is a "portable" physician order form that describes the patient's care directions. It represents a way of summarizing wishes of an individual regarding life sustaining treatment identified in an advanced directive such as a Health Care Directive or Durable Power of Attorney for Health Care. It is intended to post at bedside or on refrigerator in home to direct emergency first responders as needed and can go with the patient from one healthcare setting to another and includes the following:

- Patient wishes for resuscitation, Medical interventions, Antibiotics, Artificial feedings,
- <https://www.doh.wa.gov/YouandYourFamily/IllnessandDisease/PhysiciansOrdersforLifeSustainingTreatment>

Will and Testament – A document naming Beneficiaries and Personal Representatives and distribution of assets, distributed through probate court.

Trust Agreement – A Trust Agreement or Will names Beneficiaries and Trustees of assets that will be, distributed outside court.

Quit Claim Deeds and Life Estates - Allows selling or gifting property. Consult with a lawyer before arranging. Some lawyers will provide services free of charge or for a reduced fee. Your local bar association may have more information, <https://www.washingtonlawhelp.org/resource/quitclaim-deeds-and-life-estates>.

HOUSING

There are options for supportive housing as people age and are no longer able to care for themselves independently their homes.

Adult Family Homes (AFH) – AFHs are regular neighborhood homes where staff assumes responsibility for the safety and well-being of the adult. Some may also provide occasional nursing care.

DSHS Aging & Long-Term Services Administration

360-725-2300 or toll-free 1-800-422-3263

Or visit the Adult Family Home Locator online at:

<https://fortress.wa.gov/dshs/adsaapps/lookup/AFHPubLookup.aspx>

Assisted Living Facilities (ALF) – ALFs are facilities in a community setting where staff assumes responsibility for the safety and well-being of the person needing care. Some Assisted Living Facilities also provide nursing care.

DSHS Aging & Long-Term Services Administration

360-725-2300 or toll-free 1-800-422-3263

or visit the Adult Family Home Locator online at:

<https://fortress.wa.gov/dshs/adsaapps/lookup/BHPubLookup.aspx>.

Memory Care – Memory care is similar to assisted living but specializes in care for people with dementia and Alzheimer's.

Nursing Homes – Nursing homes provide 24-hour supervised nursing care, personal care, physical and occupational therapy, nutrition management, organized activities, social services, room, board, and laundry.

DSHS Aging & Long-Term Services Administration

360-725-2300 or toll-free 1-800-422-3263

or visit the Nursing Home Locator online at:

<https://fortress.wa.gov/dshs/adsaapps/lookup/NHPubLookup.aspx>

Residential Care Facility Complaint Hotline

1-800-562-6078 toll-free

1-800-737-7931 (TTY) toll free

You may also make a report online at:

www.dshs.wa.gov/altsa

Continuing Care Retirement Community (CCRC) Registry

A CCRC is a non-state-licensed residential community for adults that offers a range of housing options (normally independent living through nursing home care) and varying levels of medical and personal care services,

<https://fortress.wa.gov/dshs/adsaapps/lookup/ccrclookup.aspx>.

Concierge Services – These services can help you find placement and will charge a fee to you or to the facility.

All About Care

Phone: 425-678-8400 and

<https://allaboutcarenow.com/>.

Concierge Care Advisors

Phone: 855-444-7364 and

<https://www.conciergecareadvisors.com/>

IN-HOME HELP

In-Home Care for Adults

Many people do not know about the many services, programs, and resources available to help older adults continue to live at home. You can either pay for care out of pocket yourself (private

pay) or through health insurance (Medicare, Medicaid, other insurances) or Long-term care insurance, <https://www.dshs.wa.gov/altsa/home-and-community-services/services-help-adult-remain-home>.

Home Care: Provide light housework, personal care /companion help (some offer paid live-in), transportation.

Home Care Agencies

Home care agencies recruit, train, pay, supervise, and are responsible for the care provided by the aide they send to your home. These agencies are licensed by Washington State. Use the National Association of Home Care and Hospice locator to find a home care agency in your area, <https://agencylocator.nahc.org/>.

Private Hires

You can also find, hire, train, pay, and supervise an aide yourself—Learn more from the Family Caregiver Alliance's fact sheet hiring in-home help, <https://www.caregiver.org/resource/hiring-home-help/>.

Home Health Care: Focus on health-related needs which might include assistance with light housework.

Hiring Skilled Nursing Care – Home health care agencies

People that need skilled nursing care (e.g. wound care, giving injections, physical and occupational therapy) often get it from a home health agency. Home health agencies recruit, supervise, and pay the person and assume responsibility for the care provided. Home health care through an agency must be authorized by a doctor. Home health care agencies are licensed by Washington State.

Use The National Association of [Home Care and Hospice locator](https://agencylocator.nahc.org/) to find a home health agency in your area, <https://agencylocator.nahc.org/>.

LGBTQ+ RESOURCES

Diversity Alliance of the Puget Sound (DAPS)

Phone: 253-383-2318 AND

<https://www.diversityallianceofthepugetsound.org/>

(DAPS) works to support Transgender, Non-Binary, Gender Non-Conforming, Genderfluid, Gender Diverse, Intersex, Two-Spirit, Agender and Questioning individuals through direct service such as support groups, advocacy, and financial aid. DAPS is based in Tacoma, WA, but serves all of Washington State.

PFLAG

<https://pflag.org/>

PFLAG is the first and largest organization for lesbian, gay, bisexual, transgender, and queer (LGBTQ+) people, their parents and families, and allies.

SAGE

Phone: 877-360-LGBT (5425) and

<https://www.sageusa.org/>

Advocacy and Services for LGBT Elders. The SAGE LGBT Elder Hotline is available 24 hours a day, 7 days a week, in English and Spanish, with translation in 180 languages.

Trans Lifeline

Phone: 877-565-8860

<https://translifeline.org/>

Trans Lifeline is a grassroots hotline and microgrants 501(c)(3) non-profit organization offering direct emotional and financial support to trans people in crisis – for the trans community, by the trans community.

MEDICARE

Medicare is federal health insurance for people age 65 and older, and those who are under age 65 on Social Security and Disability Income or diagnosed with certain diseases.

Getting Medicare is a major milestone. Here's where you can get the information you need, no matter where you are in your Medicare journey.

5 important facts:

1. Some people get Medicare automatically, and some have to [sign up](#). You should check in with Medicare if you are almost 65 or if you are 65 and are not getting Social Security.
2. There are certain times of the year when you can sign up or change how you get your coverage.
3. If you sign up for Medicare Part B when you're first eligible, you can avoid a penalty fee.
4. You can choose how you get your Medicare coverage.
5. You may be able to get help with your Medicare costs.

<https://www.medicare.gov/>

Statewide Health Insurance Benefits Advisors (SHIBA)

Phone: 800-562-6900

<https://www.insurance.wa.gov/statewide-health-insurance-benefits-advisors-shiba>

Part of the insurance commissioner's consumer protection services, SHIBA provides free, unbiased, and confidential assistance with Medicare and health care choices.

MEDICAID

Medicaid is a government health insurance program available to people with very limited income and resources. Medicaid does not pay money to you. It sends payments directly to your health care providers. Medicaid can pay for medical services in your own home or if you live in a residential care facility that accepts Medicaid.

How to Apply for Medicaid

If you are 18 or older, you can apply for Medicaid through your local Home and Community Services office or online.

There are three main parts to the application process:

1. Filling out and turning in an application.
2. A financial review to determine your financial eligibility.
3. A personal care needs assessment to determine your functional eligibility.

Apply Online

All Washington residents can apply for health care coverage including institutional Medicaid through

<https://www.wahealthplanfinder.org/>

For long-term care services you may apply online through the health plan finder. Indicate you are applying for long term care services.

To apply online for cash, basic food benefits and long-term care, you may go to Washington Connections.

<https://www.washingtonconnection.org/home/>

If you need help filling out your application, call Home & Community Services at 1-800-346-9257.

TRANSPORTATION

Disabled American Veterans—Van Service

Veterans Service Organizations (VSO) offers van rides to appointments at the Seattle and Tacoma VA medical centers. DAV van services require that Veterans be able to get into vans without assistance, they do not offer wheelchair transportation. Seattle VA appointments need to be in the morning; the vans prefer to leave Seattle by noon. **You will need to call at least 5-7 days prior to your appointment to schedule a ride.**

Phone: 206-764-2564

<https://www.dav.org/veterans/i-need-a-ride/>

Dial-A-Ride Transit (DART)

DART is fixed-route transit service operated in King County under contract with Hopelink, using small transit vehicles with the flexibility to perform a limited number of off-route deviations upon request.

Phone: 866-261-3278

<https://kingcounty.gov/depts/transportation/metro/travel-options/bus/dart-service.aspx>

METRO Regional Reduced Fare Permit (RRFP)

The RRFP entitles senior riders (age 65 or older), riders with a disability and Medicare card holders to reduced fares on public transportation systems in the Puget Sound region.

Phone: 206-553-3000 (WA Relay: 711)

<https://kingcounty.gov/depts/transportation/metro/fares-orca/reduced-fare-permit.aspx>

Sound Transit

Operates, buses, light rail, and commuter train services in central Puget Sound Region.

Phone: 1-800-201-4900

<https://www.soundtransit.org/>



Catholic Community Services (CCS) Volunteer Transportation Available in many counties in Western

Washington: Clallam, Jefferson, & Kitsap; King; Pierce; Lewis, Mason, & Thurston; Grays Harbor & Pacific; Wahkiakum, Cowlitz, Clark & Skamania Counties.

Phone: 206-323-6336

<https://ccsww.org/get-help/services-for-seniors-people-with-disabilities/>

Eastside Friends of Seniors

Transportation to Medical Appointments - a door-to-door service from your home into your health care provider's office, and back.

Phone: 425-369-9120

<https://eastsidefriendsofseniors.org/our-services/>

Hyde Shuttle

Door-to-door service for older adults and adults with disabilities in King County.

Phone: 206-727-6262

<https://hydeshuttle.org/>

Taxi Scrip

The Taxi Scrip Program serves low-income King County residents age 18 to 64 who have a disability or age 65 and over. Once registered, you can buy up to eight books of taxi scrip each month from Metro at a 50% discount to help meet your transportation needs.

Phone: 206-553-3000

<https://kingcounty.gov/depts/transportation/metro/travel-options/accessible/programs/taxi-scrip.aspx>

AARP – Driving Assessment

<https://www.aarp.org/auto/driver-safety/driving-assessment/>

GoGoGrandparent

Concierge transportation that lets people use Lyft and Uber without a smartphone, with rides monitored by 24/7 operators and alerts for emergency contacts.

Phone: 855-464-6872

<https://gogograndparent.com/>

VA CO-PAY AND BILLING

For questions regarding health benefits, eligibility, and billing, contact: VA Health Resource Center: **1-866-290-4618**. West Consolidated Patient Account Center (known as CPAC) Facility Revenue Team members are also available locally at: 1-800-329-8387, ext. 72722 or at Seattle, Building 100, Room 237

Co-pays:

The VA may charge copays for appointments and/or medications based on Veterans' established service connection percentage and/or income. Many Veterans do not have copays. Contact the eligibility office to find out your copay status: 1-800-329-8387, press 1 then 76542 or call the VA Health Resource Center at **1-866-290-4618**.

Means test:

After initial Means Test is complete, the VA will follow IRS Returns to establish co-payments each year. If you have questions about items on the means test or need assistance completing the form, call 1-800-329-8387, press 1 then 71309 and you will be assisted by phone. There are occasions where the VA will request a new Means Test be completed but generally, there is no longer a requirement to submit one annually.

Veterans with VA co-pays for medications or clinic visits will be billed by the VA Puget Sound billing office. If you have questions about your VA medical bill or have **trouble paying your bill** you may get assistance by calling toll free **1-866-290-4618**, Monday – Friday 5am to 5pm.

VA PAYMENT OF NON-VA COMMUNITY CARE

Emergency Care in the Community:

VA Non-VA Care will consider paying for community emergency care, depending on several eligibility factors that may change. VA Fee Services does not pay for emergency community care if you have other health care coverage (insurance, Medicare, Medicaid, etc.).

Questions? 1-800-329-8387, Press 1, then: 71337 or 64545.


Need help with VA payment for community emergency care?
VA Network Payment Center 360-759-1670 or VA Puget Sound Fee Services 206-277-4545. You may request to speak with a Fee Services Supervisor or Manager for further assistance.

IT IS REQUIRED that you or the community hospital **CALL VA Patient Access (206-277-3485)** to request a transfer to the VA Medical Center within 24 hours of community hospital admission for VA Non-VA Care to consider paying for your emergency care. **YOU MUST ALSO NOTIFY** the community hospital you are receiving care from to bill: VA Fee Services, fax 253-589-4032

You may want to consider carrying this in your wallet:

I AM ENROLLED IN VA PUGET SOUND HEALTH CARE. IF I AM BEING ADMITTED TO A HOSPITAL, PLEASE CALL VA PUGET SOUND HEALTH CARE SYSTEM PATIENT ACCESS TO REQUEST A TRANSFER: 206-277-3485

You must also notify the VA Hospital Notification Line within 72 hours of hospitalization at a community hospital for VA to consider payment for that hospitalization. 1-844-724-7842 or fax 1-833-724-7842.



VA health care is a medical system, rather than an insurance. Eligibility varies from Veteran to Veteran. VA Non-VA care does not pay for non-emergency care outside of the VA health care system without prior approval. QUESTIONS? 1-800-329-8387, press 1 then 71337 or 64545.

MEDICAL RECORDS

Online VA Personal Health Record:

My HealtheVet is the VA's online gateway to Veteran health services and benefits. Veterans can refill VA prescriptions online by registering at www.myhealth.va.gov. If you would like to get the most out of your My HealtheVet Personal Health Record, register online and then request an upgraded account the next time you visit the clinic to see VA prescriptions and communicate with your primary medical care team. For questions call: 1-877-327-0022.

VA Medical Records – Submit your request for VA Puget Sound Records by mail to:

VA Puget Sound Health Care System
S007 ROI
1660 South Columbian Way
Seattle, WA 98108-1597

VA Financial Benefits:

Many VA health care programs have eligibility criteria based on established service connection percentage-- which is not determined by VA medical providers but by Veterans Benefits Administration. That office manages financial programs like GI Bill, Non-Service Connected Pension & Death Pension, contact: (800) 827-1000 or online

<http://www.vba.va.gov/bln/21/compensation/>.

If you believe you have a medical condition related to military service or qualify for a limited income pension, we recommend you speak to a VSO service officer from Veterans of Foreign Wars, Disabled American Veterans, American Legion, Paralyzed Veterans of America, or other organization.

Environmental Contaminants Registry:

Veterans who served in Vietnam or where the herbicide Agent Orange was sprayed and Veterans who served in the Southwest Asia theater of operations on or after August 2, 1990 may request an Environmental Contaminant Registry Examination: 1-800-329-8387, press 1 then 62181. This is not a claim but can result in copays for some conditions being dropped.

NOTE: Please note that being on the registry does not mean you are submitting a claim for service connection. You must submit a separate claim. It is advisable to work with a Veterans' Service Officer for claim submission.

ADULT PROTECTIVE SERVICES

Contact Adult Protective Services if you suspect a vulnerable adult living in his/her own home is being neglected, harmed or exploited.

Email address: apscentralintake@dshs.wa.gov

Website: <https://www.dshs.wa.gov/altsa/home-and-community-services/report-concerns-involving-vulnerable-adults>

Phone: 1-877-734-6277

TTY: 1-833-866-5595

Fax: 1-833-866-5590

VA CRISIS HOTLINE:

Veterans Crisis Line 24/7 call 1-800-273-TALK (8255).

More information <http://www.suicidepreventionlifeline.org>

**VA National Call Center for Homeless Veterans
1-877-4AID-VET (1-877-424-3838)**