

FREQUENTLY ASKED QUESTIONS OF NEWLY RETURNING OEF/OIF/OND VETERANS

The following questions are frequently asked by our veterans, they are:

1. How can I start the process to apply for Compensation and Pension with the Veterans Benefit Administration (VBA)?

You have several options available to begin to file for Compensation and Pension, they are:

- a. Call 1-800-827-1000 and speak with a Veterans Benefits Representative.
- b. Apply online at www.vba.gov under the Veterans Online Application (VONAPP).
- c. Visit a representative at the Regional Office in Indianapolis.
- d. Utilize an advocate at a Veteran Service Organization of your choice, a few are: American Legion, Disabled American Veterans, Veterans of Foreign Wars, etc.
- e. Visit your County Veteran Service Officer.
- f. Speak with a VBA representative at the Richard L. Roudebush, VA Medical Center; they are available for OEF/OIF/OND veterans only on Tuesday, Wednesday and Friday from 8:00 – 3:00. They will see you on a walk-in basis at the Seamless Transition Clinic, located at the Medical Center.

2. How can I check on the status of a claim that I already submitted?

You can check on the status of your claim utilizing any of the options above.

3. How can I add an additional medical issue for consideration to my claim?

You can add an additional medical issue to your claim by utilizing any of the options above.

4. Can my case manager tell me about the status of my VBA Claim?

Your case manager does not have access to your claim file with the VBA. You must either speak with a VBA representative or your advocate who assisted you in filing the claim. Your computerized medical record at the Medical Center does not contain information on the status of your VBA claim.

5. How can I obtain copies of my VA medical record for the military?

If you have received treatment for a medical condition or disease and would like to provide this information to your military health care provider, our Release of Information Office can assist you. Please contact our Release of Information Office at 317-988-2326 or (888) 868-8779 if you reside outside of Marion County. Business hours for the Release of Information Office are Monday – Friday 8:00 – 3:00. A representative is available to assist you to obtain the information.

6. How can I get a refill of my VA prescription medication?

You have several options to refill your medications, they are:

- a. With each prescription, you will receive a mailing label and a refill slip. This form will have bar codes on it. Please cut and mail your refill slip for each prescription to the VA at least two weeks before your prescription runs out. VA will then mail your prescription to you. Mail your slip to: Attention: Pharmacy Department 119, Indianapolis VA Medical Center, 1481 W. 10th Street, Indianapolis, IN 46202.
*Please note that prescriptions that have expired will not appear on these slips.
- b. You may also call the automated prescription refill line at 317-988-4370 or 1-888-878-6889, extension 84370. This option is available 24 hours a day, 7 days per week. Be sure you have the prescription number and full 9 digit social security number available. You can use the telephone service to: Request refill by mail at least two weeks before they run out or are needed, check on the status of your prescription, or to talk to a pharmacy representative if you have questions. The Pharmacy representative is available Monday – Friday, 8:00 am – 4:30 pm.
- c. My HealtheVet (<http://www.myhealth.va.gov/>) is available to order refills over the internet. Simply log on, enter your prescription number(s) and your refill medications will be mailed to you within 14 days.
- d. If you are out of refills and require another prescription please contact the provider who wrote the prescription for you. You may also talk with a Pharmacy representative if the prescription is a controlled substance, please dial 317-988-4398.

7. How do I make an appointment with the Seamless Transition Team?

You can make an appointment with the Seamless Transition Team, if you are an eligible OEF/OIF/OND veteran by calling (317)-988-2153. If you are uncertain that you may be eligible for this benefit, please call the number listed above, or come into the VA Hospital with a copy of your DD-214. If you come into the VA Medical Center, please stop by the Health Benefits Unit and they will begin the process to enroll you in VA Health Care and inform you of your benefits. If you are an eligible OEF/OIF/OND veteran you will be directed to the Seamless Transition Team for services.

8. How do I find out information on VA educational programs, including the new GI Bill?

You have several options available to find out information about VA educational programs, they are:

- a. You can find information on the new GI Bill on the internet at www.gibill.va.gov
- b. You can call 1-888-442-4551

- c. You can find out information on other VA educational programs by visiting the Seamless Transition Clinic on Monday or Thursday between the hours of 8:00 am - 3:00 pm.

9. Where do I find information about TRICARE?

You can find information about TRICARE by accessing their website at www.tricare.mil. Tricare information for Indiana can be found by contacting TRICARE North Region, at Health Net Federal Services, and Customer Service at 1-877-874-2273.

To contact the Defense Enrollment Eligibility Reporting System (DEERS) to verify your eligibility, please call Customer Service at 1-800-538-9552.

10. Where can I find information about the couples retreat?

You can find information about this wonderful couples retreat on our website. You can also contact your case manager for information.