

## Veteran Resources

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### **Health Care Benefits: Maximizing Resources**

Upon enrollment (for the enrollment procedure, call the VA's Health Benefits Services Center at 1-877-222-8387), veterans are placed in one of VA's Enrollment Priority Groups

(<http://www.va.gov/elig/Priority%20Groups.htm>) 1 through 8, with 1 being the highest priority group. Veterans in enrollment group 5 or higher, having sustained a brain injury may qualify for the Priority 4 group through a formal Catastrophic Disability Evaluation. Identifying a veteran as catastrophically disabled may help to maximize VA health care benefits. The provider, the veteran, or his/her representative may request the evaluation.

Active duty, retired service members, and retired reservists may be eligible for health care under the military health system. Information regarding eligibility and benefits under TRICARE can be found at <http://www.tricare.osd.mil/>.

Veterans covered under other insurance providers may be able to obtain TBI-specific services closer to their home.

### **Veterans Benefits Administration (VBA): Vocational Rehabilitation and Employment (VR&E) Program**

Veterans who have a service-connected disability that was incurred or aggravated in service are potentially eligible for vocational rehabilitation services. VR&E Vocational Rehabilitation Counselors in the VBA Regional Offices will determine if a veteran is entitled and demonstrates a need for vocational rehabilitation services in order to prepare for employment. Information on location of VBA Regional offices is available at <http://www1.va.gov/directory/guide/home.asp>.

### **Independent Living Program**

Independent living generally refers to the empowering of individuals to take control of their own lives, live autonomously and participate fully in society. Independent living services are provided through the Department of Veterans Affairs Vocational Rehabilitation and Employment Program. Services-connected veterans with TBI should apply for Chapter 31 benefits through VR&E for Independent Living Services.

### **Homeless**

The VA's specialized homeless veterans treatment programs offer a variety of programs and services such as domiciliary care for homeless veterans, supported housing program, and comprehensive homeless centers. For additional information go to [www.va.gov/homeless](http://www.va.gov/homeless).

For information on federal benefits visit [www1.va.gov/opa/vadocs/current\\_benefits.asp](http://www1.va.gov/opa/vadocs/current_benefits.asp).

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Listed are Resources for veterans, which may include acute rehabilitation, residential care, outpatient treatment, dental treatment, alcohol and drug treatment, prosthetic devices or mental health services.

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### **CARE-LINE**

**(800) 662-7030**

NC Dept. of Human Resources  
325 North Salisbury Street  
Raleigh, NC 27611

Provides resources and information for active members of armed forces, National Guard, Reserve, Veterans and their families.

### **Defense and Veterans Brain Injury Center**

**(800) 870-9244**

Building 1, Room B209  
Walter Reed Army Medical Center  
6900 Georgia Avenue NW  
Washington, DC 20307

Fax: (202) 782-4400  
[www.dvbic.org](http://www.dvbic.org)  
[info@dvbic.org](mailto:info@dvbic.org)

Their mission is to serve active duty military, their dependents and veterans with traumatic brain injury through state-of-the-art medical care, innovative clinical research initiatives and educational programs.

### **Department of Veterans Affairs**

**(800) 827-1000**

Office of Public Affairs  
810 Vermont Ave NW  
Washington, DC 20420

### **Disabled American Veterans Auxiliary**

**(336) 631-5481**

251 N. Main Street  
Winston-Salem, NC 27102

[www.dav.org/dava/](http://www.dav.org/dava/)

Files benefit claims for veterans.

### **Military Onesource**

**(800) 342-9647**

[www.militaryonesource.com](http://www.militaryonesource.com)

### **North Carolina Division of Veteran's Affairs**

[www.ncveterans.net](http://www.ncveterans.net)

Assistant Secretary's Office  
325 North Salisbury Street  
Albemarle Building, Suite 1065  
Raleigh, N.C. 27603  
*Mailing Address:* 1315 Mail Service Center  
Raleigh, NC 27699-1315

**(919) 733-3851**

Fax: (919) 733-2834

The function of the Division of Veterans Affairs is to assist veterans and their families in the presentation, processing, proof and establishment of claims, privileges, rights and benefits as they may be entitled to under Federal, State or local laws. The Division also cooperates with the various governmental units and veterans organizations in seeking to serve veterans.

The work of the Division does not supersede or duplicate similar efforts on behalf of veterans. It supplements and augments such efforts. The need for this help has been proved repeatedly; the result of this help can be found in the case files of thousands of Tar Heel veterans who have benefited through Division assistance ([www.ncveterans.net](http://www.ncveterans.net)).

**Pat Rudd – Admissions Coordinator**

McGuire VA Medical Center  
1201 Broad Rock Blvd.  
Richmond, NC 23249

**(804) 675-6548**

Fax: (804) 675-6818

Assists with TBI care planning. Focuses on rehabilitation in the acute and early post-acute phase. Identifies federal, state and community resources. Assists other health care providers with assessment and treatment planning.

**Gretchen C. Stephens**

VA National Traumatic Brain Injury & Polytrauma Coordinator

**(804) 675-5597**

[Gretchen.stephens@va.gov](mailto:Gretchen.stephens@va.gov)

Assists with VA services. VA specialty trauma care.

**Transition Assistance Advisor**

Attn: Andrew Jackson  
JFHQ-NC-J1 North Carolina National Guard  
4105 Reedy Creek Rd.  
Raleigh, NC 27607

**(800) 621-4136 ext. 6573**

(919) 664-6573

[www.transitionassistanceprogram.com/portal/transition/resources/State Transition Assistance Advisors](http://www.transitionassistanceprogram.com/portal/transition/resources/State_Transition_Assistance_Advisors)

The purpose of the Transition Assistance Advisor (TAA) program is to assist members in accessing Veterans Affairs benefits and healthcare services. Each TAA also provides assistance in obtaining entitlements through the TRICARE Military Health System and access to community resources.

The program is primarily designed to serve the members of the National Guard and their families. Additionally, we gladly provide services to members in all of the Reserve components.

**U.S. Department of Veteran Affairs**

Veterans Benefits Administration – Southern Area Office  
Federal Building, 251 N. Main Street  
Winston-Salem, NC 27155

**(800) 827-1000**

[www.va.gov](http://www.va.gov)

Help Veterans process claims. Our goal is to provide excellence in patient care, veterans' benefits and customer satisfaction. We have reformed our department internally and are striving for high quality, prompt and seamless service to veterans. Our department's employees continue to offer their dedication and commitment to help veterans get the services they have earned. Our nation's veterans deserve no less.

**Vet Centers** <http://www1.va.gov/directory/guide/state.asp?State=NC&dnum=ALL&v=1>

**Charlotte** (704)-333-6107  
 223 S. Brevard St. Suite 103 Fax: (704)-344-6470  
 Charlotte, NC 28202

**Fayetteville** (910)-488-6252  
 4140 Ramsey St. Suite 110 Fax: (910)-488-5589  
 Fayetteville, NC 28311

**Greensboro** (336)-333-5366  
 2009 S. Elm-Eugene St. Fax: (336)-333-5046  
 Greensboro, NC 27406

**Greenville** (252)-355-7920  
 150 Arlington Blvd. Suite B Fax: (252)-756-7045  
 Greenville, NC 27858

**Raleigh** (919)-856-4616  
 1649 Old Louisburg Rd. Fax: (919)-856-4617  
 Raleigh, NC 27604

Provides readjustment counseling for combat veterans suffering from post-traumatic stress disorder. No Fee. Couples counseling and bereavement counseling also available.

**Vietnam Veterans of North Carolina** (910) 673-4562  
 (919) 596-0555

VVA's goals are to promote and support the full range of issues important to Vietnam veterans, to create a new identity for this generation of veterans, and to change public perception of Vietnam veterans. They provide information on resources such as PTSD, employment, MIA, POW, and homeless issues. They also provide veteran education and legislative advocacy.

**Wounded Warrior Project** (877) 832-6997  
 7020 A.C. Skinner Parkway, Suite 100 (904) 296-7350  
 Jacksonville, FL 32256 Fax: (904) 296-7347  
[www.woundedwarriorproject.org](http://www.woundedwarriorproject.org)

The mission of the Wounded Warrior Project is to Honor and Empower wounded warriors. Their purpose is to raise awareness and enlist the public's aid for the needs of severely injured service men and women, to help severely injured service members aid and assist each other, and to provide unique, direct programs and services to meet their needs ([www.woundedwarriorproject.org](http://www.woundedwarriorproject.org)).