



Veterans Support Liaison

Since January 1, 2014 Senator Tester's office has opened approximately 318 cases.

Types of casework:

- Compensation & Disability
 - Agent Orange
 - Quick Start Claims
 - Before Discharge Disability (BDD)
 - Status updates
 - Disability ratings
 - Temporary 100% ratings post procedure
- Veterans Healthcare
 - Fee base healthcare/Preadthorization
 - Women's care
 - Prosthetics
 - Dental
 - Pharmacy/pain
 - Enrollment
 - Travel pay
 - Network Authorization Office
 - Out of state travel VISA
 - Tricare
 - Project ARCH
- Pension
 - Veteran pension
 - Widow's pension (DIC)
 - Aid and Attendance
- Education Benefits
 - GI Bill
 - Overpayment
 - VRAP
 - Tuition assistance
 - Vocational Rehab
 - Work Study
- Veteran Records
 - Records
 - Medical
 - Medals
 - Discharge upgrades
- Death Benefits
 - Headstones
 - Honor Guard
 - Spousal Benefits
 - Service Connected Death

- Veteran Centers
 - Mental health
 - Personnel issues
 - Marriage
 - Family Counseling
 - Appointment wait time
 - Patient Advocate
 - Tribal Veterans
 - Homelessness
- Other Benefits
 - Home Loans
 - Fiduciary
 - Debt Management

Compensation & Disability: is a tax free monetary benefit paid to Veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service. Compensation may also be paid for post-service disabilities that are considered related or secondary to disabilities occurring in service and for disabilities presumed to be related to circumstances of military service, even though they may arise after service. Generally, the degrees of disability specified are also designed to compensate for considerable loss of working time from exacerbations or illnesses.

What we do:

We help veterans by ensuring they are working with a veteran service officer that can help them file a claim and with appealing a claim. In extreme cases of financial hardship and/or rapidly declining health, we contact Fort Harrison to expedite the claim.

Health Benefits (Physical & Mental): Veterans who are eligible for disability compensation, a monthly payment for injuries or diseases related to active military service, are also eligible to receive health care coverage, provided by the Veterans Administration.. VA calls these disabilities "service-related" or "service-connected."

Service Connected Physical: These injuries can range from hearing loss to amputation to illnesses presumed to be related to "Agent Orange" exposure.

Service Connected Mental: These injuries include Post Traumatic Stress Disorder (PTSD) Traumatic Brain Injury (TBI) and Military Sexual Trauma (MST).

What we do: We work closely with the patient advocates at Fort Harrison to make sure veterans are being seen in a timely basis. We also work with the Network Authorization Office to assist veterans who may be unable to travel to Fort Harrison or the closest VA clinic and it makes more sense to have them receive care from a local, community provider.



Pension: The VA offers two broad categories of Pension benefit programs:

- **Veterans Pension:** Tax-free monetary benefit payable to low-income wartime Veterans.
- **Survivors Pension:** Tax-free monetary benefit payable to a low-income, unremarried surviving spouse and/or unmarried child(ren) of a deceased Veteran with wartime service.

Veterans and survivors who are eligible for Pension benefits and are housebound or require the aid and attendance of another person may be eligible to receive additional monetary amounts.

What we do: We help by serving as a liaison between the veterans or family member and the Pension Management Center in St. Paul, MN. In extreme circumstances of financial distress or declining health, we request that a claim is expedited through the process.

Education Benefits: Many veterans and active duty personnel can qualify for more than one education benefit program, including:

- Post-9/11 GI Bill (chapter 33)
- Montgomery GI Bill (MGIB, chapter 30 and chapter 1606)
- Reserve Educational Assistance Program (REAP, chapter 1607)
- Post-Vietnam Era Veterans' Educational Assistance program (VEAP, chapter 32).
- Reserve Educational Assistance (REAP)
- Survivors & Dependents Assistance (DEA)
- Veterans Educational Assistance Program (VEAP)

*NOTE: Certifying Officials are the best contact at each school regarding certifying, benefits to students, and communication between the school and the VA. Most VA education programs require the VA to pay the school directly for tuition/fees and housing, if appropriate, to the student via automatic deposit.

What we do: Assist veterans and/or dependents in making sure they have all the correct contact information for certifying officials on each campus. We work closely with each certifying official to ensure the veteran or dependent is in the right program, we also help the veteran and school with debt management.

Case Information and Privacy Act Release Form

The Privacy Act of 1974 is a federal law designed to protect you from any unauthorized use and exchange of personal information by federal agencies. Any information that a federal agency has on file regarding your dealings with the United States government may not, with a few exceptions, be given to another agency or Member of Congress without your written permission. Family members, friends, or other interested parties generally may not authorize on your behalf the release of information covered by the Privacy Act.

Full Name

Date of Birth E-Mail Address

Address

City State Zip Code

Day Phone Eve. Phone

Social Security Number File or Case Number

Federal Agency involved in your case

I hereby request assistance of the Office of Senator Jon Tester to resolve the matter described on this form. I authorize Senator Jon Tester and his staff to receive any information they might need to provide this assistance.

The information I have provided to Senator Jon Tester is true and accurate to the best of my knowledge and belief. The assistance I have requested from Senator Tester's office is in no way an attempt to evade or violate any federal, state, or local law.

Signed Date

Please state your request and a brief explanation below. Attach **copies** of any documentation which may help resolve your case. Please do not attach original documents, as we cannot guarantee their return. Feel free to use the back of the form if you need additional space. Please print or type.