

FREQUENTLY ASKED QUESTIONS

How do I get a copy of my DD-214? You can obtain a certified copy from your local County Recorder's Office or the Commission Office, if you previously had it recorded. If not, to obtain a copy of your military record, please visit the website for Military Personnel Records Center (MPRC) in St. Louis, MO:

<http://www.archives.gov/veterans/military-service-records/>

This site gives instructions to submit a SF-180 Request Pertaining to Military Records either online or you may print out a copy of the form.

Questions about your military records may also be sent to:

National Personnel Records Center
1 Archives Drive
St. Louis, MO 63138

How/Where do I apply for health care? To apply for VA health care benefits, you need to fill out an application (VA form 10-10EZ). Applications for enrollment will be processed in approximately seven (7) business days from receipt of a signed application from the veteran. Once your application for enrollment in VA health care is processed, VA's Health Eligibility Center will send you a letter with information about your enrollment priority group assignment and instructions to contact the local VA health care facility for an appointment. You can enroll by calling:

1-877-111-8387

or online at: <http://www.1010ez.med.va.gov/sec/vha/1010ez/>

If it is determined you were not eligible to enroll, the letter will also give you instructions on how to appeal the decision if you do not agree with it.

There are several ways to enroll:

If you need immediate medical treatment you may apply in person at any VA Medical Center. The VA medical facility that has jurisdiction for Kane County is Hines VA Medical Center located at Roosevelt Road (RT 38) & 5th Avenue in Hines, IL. 60141. Their phone number is:

1-708-202-8387

Be sure to bring your discharge from service, last years income information and information on any health insurance you may have.

Applications can be done on-line at::

<http://www.1010ez.med.va.gov/sec/vha/1010ez/>

or by mailing completed Form 10-10EZ to the Medical Center of your choice (please be sure to sign your application or it cannot be processed for enrollment) Submitting a copy of your military discharge or separation papers (DD-214, Members copy 4) with your signed application will expedite the process.

How do I arrange for military funeral honors? The Department of Defense (DOD) is responsible for providing military funeral honors. The Department of Veterans Affairs (VA) National Cemetery Administration Cemetery staff can assist with military funeral honors at VA National Cemeteries.

The DOD program calls for the funeral home directors to request military funeral honors on behalf of the veterans' family. Advance notice of approximately 48 hours is needed to arrange military funeral honors ceremonies to include folding and presenting the United States burial flag and the playing of taps. The law defines a military funeral honors detail as consisting of two or more uniformed military persons with at least one member of the veteran's parent service of the Armed Forces. Veterans' organizations may also assist in the provision of military funeral honors.

What does the VA provide for veteran burials? All burial and memorial benefits information can be found at:

<http://www.cem.va.gov>

This site provides information concerning headstones, markers, burial flags, presidential memorial certificates, burial allowances, etc., eligibility for those benefits and how to apply for them.

Who is eligible for VA medical service as an OIF/OEF veteran? Title 38 of the United States Code states that a veteran who served on active duty in a theater of combat operations during a period of war after the Persian Gulf War, or in combat against a hostile force during a period of hostilities after November 11, 1998 and were discharged on or after January 28, 2003 are eligible for VA Hospital care, medical services and other entitlements accorded to war time veterans. "Hostilities" is defined as conflict in which the members of the Armed Forces are subjected to danger comparable to the danger to which members of the Armed Forces have been subjected in combat with enemy armed forces during a period of war.

Operation Iraqi Freedom/Operation Enduring Freedom veterans who served in combat during a period of war after November 11, 1998 are authorized to receive needed hospital care, medical services and nursing home care for five (5) years after discharge from the military for any illness except those which the VA Hospital finds resulted from a cause other than such combat service. In the event of multiple call-ups, the most recent discharge date would determine the beginning of the five (5) year period. After the five (5) year period is up, the veteran will be moved to the appropriate enrollment priority group and co-pay category based upon their income and other eligibility factors. For additional information requiring services you may call and speak to the Iraqi Freedom Coordinator at Hines VA Medical Center at:

1-708-202-2076

What services are available to women veterans? The VA has established services which address the unique needs of Women Veterans. A full continuum of comprehensive medical services is available. For additional information requiring these services you may call and speak to the Women Veterans Coordinator at your local VA at Hines VA Medical Center at:

1-708-202-8838

Information can also be obtained at:

<http://www.va.gov/womenvet/>