



U.S. Department
of Veterans Affairs

**Member Services
Office of Communications**
2957 Clairmont Rd Suite 200
Atlanta GA 30329-1647

<Date Printed>

<VPID/EDIPI>

<First Name> <Middle Name or Middle Initial> <Last Name><, Suffix>

<Address 1>

<Address 2>

<City> <State>, <Zip>

Dear <First Name> <Last Name>,

I am pleased to present your personalized Veterans Health Benefits Handbook. This handbook provides information about your VA health care benefits and other important information, such as VA's Notice of Privacy Practices and how to file an appeal if you do not agree with your enrollment determination.

Newly-Enrolled Veterans

If you are a new enrollee, welcome to the VA and thank you for your service! You are now enrolled with VA for your health care and can begin utilizing your VA health care benefits. As part of our efforts to provide new enrollees with a personal introduction to VA health care benefits, VA introduced a "Welcome to VA" initiative. As a result, you may have received a telephone call to welcome you to the VA, to assist you with understanding your VA health care benefits, and to help schedule your first appointment. If you were not contacted by VA and have questions or need to schedule an appointment to see a VA health care provider, you may contact VA at 1-877-222-VETS (8387) Monday through Friday 8 a.m. to 8 p.m. EST.

What if you disagree with the information provided in your handbook?

Your eligibility factors or copay status may have changed since your handbook was published. If you believe the information in your handbook is incorrect, contact VA at 1-877-222-VETS (8387) or file an appeal. Information about how to file an appeal is included in the handbook.

How can you provide feedback?

Your input regarding the handbook is important. Within a few weeks, you may receive a survey to help us identify how to make the handbook more useful to you and other Veterans. Please take the time to complete and return the survey.

Thank you for your service to our country.

Sincerely,

Office of Communications
VHA, Member Services