

Contact Us

- **VBA Benefits Hotline**
1-800-827-1000
8:00 a.m. - 9:00 p.m. EST
- **VHA Enrollment / Eligibility**
1-877-222-8387
8:00 a.m. - 8:00 p.m. EST
- **Homeless Veterans**
1-877-424-3838
- **Women Veterans**
1-855-829-6636
- **Education / GI BILL**
1-888-442-4551
- **VA Home Loans**
1-800-827-3702
- **Life Insurance Admin.**
1-800-419-1473
- **National Cemetery Admin**
General Info: 1-800-697-6947
Burials: 1-800-535-1117
- **Veterans Crisis Line**
1-800-273-8255, Press 1; or
text 838255

Last update: June 26, 2023

OUR PROMISE

The Department of Veterans Affairs' core values come together as five promises we make as individuals and as an organization to those we serve.

Integrity: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy: Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence: Strive for the highest quality and continuous improvement. Be thoughtful, decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.



JACKSON REGIONAL OFFICE DEPARTMENT OF VETERANS AFFAIRS



A QUICK VIEW WHILE YOU WAIT



How Do I File A Claim?

1. Online

<https://www.va.gov>
<https://www.ebenefits.va.gov>

2. By Mail / Fax

Department of Veterans Affairs
Claims Intake Center
PO Box 4444
Janesville, WI 53547-4444
Fax#: 844-531-7818

3. In Person

Jackson Regional Benefit Office
1600 E. Woodrow Wilson Ave.
Jackson, MS 39216
8:00 a.m. - 4:00 p.m. CST

4. Local Veterans Service Officer (VSO)

<https://www.va.gov/disability/get-help-filing-claim/>

VA Benefits & Resources

1. GO TO: <https://www.va.gov/>

Disability

- Apply for Compensation & Pension / Check your disability claim & appeal status
- Download benefit letters / medical records

Health Care

- Apply for VA Healthcare / Find a Healthcare Provider / Refill prescriptions and communicate with your health care team

Education

- Apply for GI Bill / Education Benefits / Other education benefits to help pay for college / Apply for Vocational, Rehabilitation & Employment Benefits

Housing Assistance

- Apply for a VA Home Loan / Download VA Loan Certificate of Eligibility

Records

- Obtain VA records / Veterans ID cards

Life Insurance

- Explore Life Insurance options / File a claim

Burial and Memorials

- Burial and Memorial Planning
- ...and more



Get VA Updates

Website:

<https://www.va.gov>

Follow Us:

- <https://twitter.com/vavetbenefits>
- <https://www.facebook.com/VeteransBenefits>
- <https://www.youtube.com/user/vavetbenefits>

PACT ACT :

- The *Honoring our Promise to Address Comprehensive Toxics (PACT) Act of 2022* is a new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances. This law helps us provide generations of Veterans—and their survivors—with the care and benefits they've earned and deserve.

MST :

- Military sexual trauma (MST) refers to sexual assault or sexual harassment experienced during military service. Veterans can receive disability compensation, and related benefits, for conditions that started or got worse in the line of duty, including injuries or disabilities related to MST. VA provides free treatment for any physical or mental health conditions related to a Veteran's experiences of MST. Documentation of the MST experience(s) or a VA disability rating is not required to receive care.