COVID-19 Update - Florida Department of Veterans' Affairs


To contact a teleworking FDVA Veterans’ Claims Examiner, call (727) 319-7440 and they’ll return your call within 24 hours. You may also contact them via e-mail at VSO@fdva.state.fl.us

To contact the State Women Veterans’ Coordinator, call (727) 319-7418 or e-mail ThomasV@fdva.state.fl.us. You may also contact your local VA Medical Center or text the Women Veterans Call Center at 1-855-VA-WOMEN (829-6636) or chat online here.

The State Approving Agency is here for the student veteran. SAA upholds standards and is the GI Bill link between the VA, student & school. For updates, visit us at [https://www.floridavets.org/benefits-services/state-approving-agency/](https://www.floridavets.org/benefits-services/state-approving-agency/).

Crisis Counseling

For 24-hour counsel, call the *National Veteran Crisis Hotline* at 1-800-273-8255. You are NOT alone! Veterans in Florida, you may also call the *Florida Veterans Support Line* at 1-844-MyFLVet (693-5838) or 2-1-1.

**FLORIDA DEPARTMENT OF VETERANS’ AFFAIRS (FDVA)**

State Veterans’ Homes (FDVA)
On March 11, 2020, the Governor, in conjunction with the Florida Division of Emergency Management and FDVA senior leadership, made the difficult decision to restrict all visitor access to our homes through Executive Order 20-52, with the exception of those whose veteran is receiving end-of-life care. With enhanced cleaning protocols in place, our goal continues to be the elimination of as much risk to our residents and staff as humanly possible while continuing our efforts to provide skilled and loving care to our residents. This “no visitor” policy was undertaken to safeguard our predominantly older resident population, many of whom have multiple complex health conditions that make them particularly vulnerable to complications from infection. Florida will remain under a state of emergency because of COVID-19 for at least two more months. Gov. Ron DeSantis on July 7 issued a 60-day extension of the state of emergency, which authorizes a wide range of actions and directs the Division of Emergency Management to coordinate the state’s response, while allowing the governor to direct necessary money and supplies.

We fully understand the difficulty of being restricted from physical contact with your beloved family members. We also believe that sustained communication with family members and guardians of our resident heroes is essential. Many are using cell phones, tablets and computers to see and speak with their loved ones, and we encourage those efforts. Please continue to reach out and we’ll do everything possible on our end to facilitate communications between our residents and their families and friends. We appreciate the spirit of understanding we receive from our families and guardians.

**VA Health Care (VA)**

Veterans who are concerned they may have symptoms of COVID-19, flu or cold should contact the **VISN 8 Clinical Contact Center** at 1-877-741-3400 (toll free) before coming to a VA facility. Clinical staff are available to provide 24/7 virtual care and support, including nurse advice and triage. This service is available at no cost to veterans enrolled for care in VA Sunshine Healthcare Network (VISN 8).

VISN 8 facilities include all VA Medical Centers and clinics associated with the following healthcare systems, which are providing updates to their operations as they change (click on name of facility to go to their webpage):

- [Bay Pines VA Healthcare System](#)
- [James A. Haley Veterans’ Hospital and Clinics](#)
- [Miami VA Healthcare System](#)
- [North Florida/South Georgia Veterans Health System](#)
- [Orlando VA Healthcare System](#)
The VA will continue to limit the number of patients who come to its facilities for health care. Access will be provided to patients with scheduled appointments or urgent health care needs. We encourage veterans to continue to use virtual care options (Telehealth, VA Video Connect, VISN 8 Clinical Contact Center) for most primary care and mental health services.

If a caregiver must drive you to the medical center or clinic they will not be permitted to accompany you to your appointment unless medically required. In addition, no children under 18 are permitted into the facility (including infants).

Everyone is required to wear a face covering in VA facilities. Patients and their caregivers are permitted to wear homemade or cloth masks if they are clean and fully cover the lower part of the face (nose to chin). If you do not have a mask on entry, VA will provide one to you. Employees will wear VA issued surgical masks or personal protective equipment (PPE) depending on their job.

We will continue strict entry point health screenings for all prior to entering our facilities. Please allow a bit of extra time for this process.

We are streamlining check-in processes, using VetText and other advance notifications to limit the time spent in waiting rooms. Patients are asked to arrive no earlier than 15 minutes before their scheduled appointment time.

Visitation is prohibited in VA Community Living Centers and our other inpatient locations; exceptions may be made in compassionate cases.

Patients undergoing surgical or other medical procedures will be tested for COVID-19. Patients who are admitted to residential units (Community Living Centers or inpatient Mental Health programs) will also be tested prior to admission.

The VA is making changes to waiting areas, check-in desks and other common spaces to encourage physical distancing. Please maintain a 6-foot separation between you and others where possible.

The U.S. Department of Veterans Affairs (VA) is resuming in-person Compensation and Pension (C&P) exams in concert with the reopening of VA lead medical centers in select locations across the country.
VA Veterans Benefits Administration’s (VBA) contracted medical examination providers will immediately begin contacting veterans in select locations with claims pending C&P exams to schedule exam appointments.

Veterans outside of a service area will continue to be served through telehealth appointments or the acceptable clinical evidence process, which includes a review of existing medical records to provide information needed to complete the claim, whenever possible.

Veterans within resumed service areas who do not yet feel comfortable receiving in-person exams may opt to schedule their exam for a later date without impact to their disability claim. No final action will be taken on a claim while a required in-person exam is pending.

**Vet Centers (VA)**

Veterans and their families are encouraged to find their nearest Vet Center and call to get connected to counseling services or reach out to the 24/7 Vet Center Call Center at 1-877-927-8387. Many Vet Centers are using telehealth services through VA Video Connect and can also speak to individuals via phone to reduce any barriers to seeking necessary help.

**VA Mental Health Counseling**

The U.S. Department of Veterans Affairs continues to deliver quality and timely mental health care to veterans, even as the COVID-19 pandemic has made traveling to VA facilities complex.

*VA Video Connect* allows veterans to consult with their healthcare provider via their computer, tablet or phone.

Veterans interested in learning more about scheduling a telehealth appointment can read the latest VA information about the Coronavirus and mental health.


Veterans looking to connect to local VA staff by phone can find their closest VA facility here.
For Veterans in crisis or those who are concerned, help is available at the Veterans Crisis Line: 1-800-273-8255, and press 1, or text 838255, or chat www.VeteransCrisisLine.net.

National Cemeteries (VA)

VA national cemeteries resume committal and memorial services halted by the COVID-19 pandemic

U.S. Department of Veterans Affairs (VA) national cemeteries resumed committal services June 9 at all Florida VA national cemeteries. Interments will be offered the option of a committal service at the time of interment. Military funeral honors, customarily provided by the Department of Defense and volunteer honor guards, will be based on local availability.

VA national cemeteries adhere to Centers for Disease Control and Prevention guidelines to prevent the spread of COVID-19.

Families may continue to choose direct interment and opt for a memorial service later when all restrictions have been lifted.

For more information, visit the National Cemetery Administration. To make burial arrangements at any VA national cemetery contact the National Cemetery Scheduling Office at (800) 535-1117.

Benefits and Assistance

To contact a teleworking FDVA Veterans’ Claims Examiner, call (727) 319-7440 and they’ll return your call within 24 hours. You may also contact them via e-mail at VSO@fdva.state.fl.us.

The St. Petersburg VA Regional Office is closed and employees are working from home. Veterans can continue to get information about benefits or file a claim for benefits by visiting www.va.gov.

Veterans with claims specific or other questions may request information via Inquiry Routing & Information System (IRIS) or by calling toll free 1-800-827-1000. VBA benefits and services provided to veterans, families and survivors are continuing to be delivered throughout the duration of COVID-19 impacts.

The Board of Veterans’ Appeals (U.S. Department of Veterans Affairs)
New! As a reminder, Regional Offices are currently closed to the public. The Board of Veterans’ Appeals (Board) temporarily suspended all in-person (travel board, video, and Central Office) hearings. Virtual hearings remain available.

The Board typically notifies an appellant of a scheduled hearing 90-120 days in advance via letter. Some appellants were issued notice of a hearing prior to office closures due to COVID-19. Public Contact Representatives must advise appellants not to travel to a Regional Office at this time.

Veterans may work with their representatives to elect a virtual hearing or to reschedule hearings. Veterans who prefer to wait for travel board, video, or central office hearings to resume will receive top priority in hearing rescheduling.

The board has expanded its virtual hearing capacity. Virtual hearings at the Board allow veterans who have the proper technology to participate in their appeals hearings from the comfort of their own homes, instead of traveling to a VA facility. Virtual hearings became a permanent option for veterans, April 10, when President Trump signed the VA Tele-Hearing Modernization Act into law.

Note: The postponement of a scheduled BVA hearing does not automatically shift it to a “virtual hearing.” The veteran must request it.

VA Debt Management Center (DMC)

New! The U.S. Department of Veterans Affairs announced July 9 its commitment to extend debt relief to veterans adversely impacted by COVID-19 to the end of 2020 by suspending certain debt collection actions.

VA is suspending all actions on veteran debts under the jurisdiction of the U.S. Treasury Department. This includes the suspension of collection action or extending repayment terms on preexisting VA debts, whichever the Veteran prefers.

For benefit debts, veterans should contact the VA Debt Management Center at 1-800-827-0648. For health care debts, veterans should contact the Health Resource Center at 1-866-400-1238 or https://www.pay.gov for payments.

Vocational Readiness and Employment (VR&E) Program

VR&E provides benefits and services that enable transitioning service members and veterans with service-connected disabilities and an employment barrier, to prepare for,
obtain and maintain suitable employment, and to the maximum extent possible, achieve independence in daily living.

VR&E communications have shifted to digital service delivery. VR&E requests that all program participants send correspondence to the following address:

Department of Veterans Affairs
Vocational Readiness & Employment (VR&E) Intake Center
PO Box 5210
Janesville, WI 53547-5210

Once your mail is received, it will be processed and made available to your Vocational Readiness Counselor digitally.

Post-9/11 GI Bill

GI Bill Benefits to Continue During COVID-19 Pandemic - President Trump signed into law a bill on March 21, which enables the U.S. Department of Veterans Affairs (VA) to continue providing the same level of education benefits to students having to take courses online due to the coronavirus (COVID-19) outbreak. The law gives VA temporary authority to continue GI Bill payments uninterrupted in the event of national emergencies, allowing for continued payment of benefits even if the program has changed from resident training to online training. GI Bill students will continue receiving the same monthly housing allowance payments they received for resident training until Dec. 21, or until the school resumes in-person classes.

Students receiving GI Bill benefits are not required to take any action. Benefits will continue automatically. VA will work closely with schools to ensure enrollments are accurately certified and processed timely. Students may contact the Education Call Center at 1-888-442-4551 between 8 a.m. - 7 p.m. Eastern Time, Monday-Friday.

President Trump on April 28 signed into law a second emergency GI Bill fix for student veterans whose studies have been disrupted by the COVID-19 pandemic, protecting work-study programs and providing extra insurance in the case of college closings.

The U.S. Department of Veterans Affairs’ Education Service has a dedicated phone line for GI Bill beneficiaries who are a surviving spouse and child of an active duty service member who died in the line of duty and need assistance with their education benefits. Contact the Education Call Center at 1-888-442-4551 and select Option 5. Agents are available Monday – Friday from 8 a.m. to 6 p.m. Eastern Time.
Student veterans, including those utilizing their GI Bill Benefits, may qualify for unemployment compensation if they meet applicable state and federal guidelines. Each state administers a separate unemployment insurance program, but all states follow the same guidelines established by federal law. Students may contact the Education Call Center at 1-888-442-4551 between 8 a.m. - 7 p.m. Eastern Time, Monday-Friday.

CARES Act Extends VA Home Loan Pre-Foreclosure Options

On March 27, the President signed the Coronavirus Aid, Relief, and Economic Security Act, or CARES Act, into law to help Americans economically impacted by the COVID-19 pandemic to help homeowners avoid home foreclosure.

VA’s Loan Guaranty Service is working to assist veterans. The service is focused on ensuring veterans and their families facing temporary or more long-term difficulty paying their monthly mortgage understand their options.

How does this law affect my VA home loan?

If you experience financial hardship caused directly or indirectly by COVID-19, then – as with any financial hardship – you should immediately contact your loan servicer (the company that accepts your monthly mortgage payments). If you do lose income, you always have options to avoid foreclosure on your VA home loan. Your options include forbearance extension under the CARES Act.

The CARES Act allows borrowers with government-backed loans (including VA loans) to request special forbearance – an agreement between you and your mortgage servicer – where your servicer agrees to either delay payments or to accept partial payments for one or more months. The details of any forbearance agreement are between you and your servicer, which means you don’t have to call VA for permission. The Consumer Financial Protection Bureau (CFPB) has a video summarizing the mortgage forbearance changes.

What if I don’t have a government-backed home loan?

- All homeowners can use the Consumer Financial Protection Bureau’s (CFPB) “Find a Housing Counselor” tool to find counseling agencies approved by the Department of Housing and Urban Development (HUD) in your area.
- You can also call the HOPE™ Hotline, open 24 hours a day, seven days a week, at (888) 995-HOPE (4673).
- If your loan is owned by Fannie Mae or Freddie Mac, other programs may be available. As a homeowner, you can find out if your loan is owned by Fannie Mae by going to https://www.knowyouroptions.com/covid19assistance and by
Freddie Mac by going to https://myhome.freddiemac.com/getting-help/relief-for-homeowners.html

Visit the VA home loan CARES Act webpage for more information. Check out VA’s coronavirus frequently asked questions page for all VA-related issues.

Also, visit CFPB’s coronavirus website for mortgage relief options, tips to keep up on your finances, and more.

And if you experience any issues with your home loan, you can call a VA Regional Loan Center at 1-877-827-3702.

VA Caregiver Program

The U.S. Department of Veterans Affairs Caregiver Support Program (CSP) recognizes caregivers play a critical role in caring for veterans every day, and even more so now, in the time of COVID-19. Your local Caregiver Support Coordinator (CSC) can link you to important resources and services that are available to you, as a caregiver, and to the veteran. The Caregiver Support Line, 1-855-260-3274, is available and offers support by caring licensed professionals.

Homeless Veterans

To contact a VA Homeless Veteran Coordinator in Florida, call toll free 1-800-827-1000.

The U.S. Department of Veterans Affairs (VA) has expanded support services enabled by the Coronavirus Aid, Relief, and Economic Security (CARES) Act, to make available immediate relief for veterans experiencing or at risk of homelessness during the COVID-19 pandemic. The CARES Act allocates $17.2 billion for the Veterans Health Administration, $300 million of which will be used this fiscal year to address the challenges faced by homeless and at-risk veterans.

Funding is provided for three critical VA programs to assist with the emergency response needed for Veterans living without safe, stable housing.

- **Supportive Services for Veteran Families Program** - $202 million has been allocated to provide emergency housing and homelessness prevention assistance to very low-income veteran families to mitigate the expected wave of evictions and potential homelessness that will result from extensive unemployment. Funds for this program will also assist the Housing and Urban Development-VA
Supportive Housing program in placing veterans in safe housing to isolate them from the virus.

- **Grant and Per Diem (GPD) Program** - Grants from the GPD program usually consist of a capped per diem payment from VA to community organizations to provide transitional housing and supportive services to veterans. $88 million has been allocated to this program, which allows VA to waive per diem limits during the crisis and help GPD grantees to provide all needed emergency housing and supportive services, including emergency placement for veterans who need to be isolated for their safety or the safety of others.

- **Health Care for Homeless Veterans Program** - $10 million has been allocated to provide emergency shelter and supportive services during the crisis, including placement in hotel rooms for veterans needing emergency shelter or isolation to avoid spreading the virus. Housing will be paired with care, treatment and rehabilitative services.

The U.S. Department of Veterans Affairs has a new initiative requesting the public to make donations to help provide emergency relief and facilitate remote access to health care for veterans who are homeless or at risk of homelessness during the COVID-19 pandemic. For more information, visit [https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5453](https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5453)

**COVID-19 Project Vet Relief Fund to Help Florida Veterans**

COVID-19 is impacting many Floridians as well as Florida’s veterans, active duty military members and their families. As many businesses and organizations are being forced to close their doors, our veterans are unable to work and provide an income to support their families. The Florida Veterans Foundation has teamed up with the American Legion of Florida to create the Project Vet Relief Fund. This will help with emergency assistance for those veterans who are affected by this pandemic around the state of Florida.

Funds are extremely low, and the project is seeking any level of donations from corporations and individuals to help support the increased demand of the veteran community at [www.HelpFLVets.org](http://www.HelpFLVets.org).

Veterans in need of assistance will find the application form, requirements and guidelines listed on the website and additional local resource links to help with utilities, food and more. Due to limited personnel, they are not taking phone calls and will accept online/email applications only. Visit [www.HelpFLVets.org](http://www.HelpFLVets.org) to learn more and donate to support our veterans.