

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration

# What to Do When a Veteran Passes Away

The Department of Veterans Affairs (VA) realizes the loss of a loved one is a difficult experience.

VA has established a streamlined process for families, executors and legal representatives to follow to notify VA about the death of a Veteran enrolled in the VA health care system.

## **Why should I notify VA about the death of an enrolled Veteran?**

- Notifying VA limits the chance for others to falsely use the Veteran's identity.
- By updating the Veteran's information, you will reduce the likelihood of VA continuing to send you correspondence about VA benefits, services and bills.
- You will be helping VA to maintain up-to-date records, which will enhance the agency's efforts to better distribute services to the Veteran community.

## **The Steps for Notifying VA are Simple and Easy to Follow**

1. Step one is for the next-of-kin and/or legally authorized representative under State law to retrieve an official copy of the Veteran's death certificate.
2. Step two is to submit the death certificate to VA by:
  - a. hand delivering or mailing a copy of the death certificate to the Office of Decedent Affairs at the VA medical facility where the Veteran was receiving healthcare benefits, or
  - b. contacting the VA Health Resource Center at 1-877-222-VETS (8387) for additional instructions.

