

SURVIVOR BENEFITS S.O.P.

BEING PREPARED

EFFICIENCY

Being well prepared ensures that you can efficiently guide the survivor through the claims process. This includes having all the necessary forms and documents ready, which saves time and reduces frustration for both you and the survivor.

ACCURACY

Preparation helps you gather and verify all the required information and documentation accurately. Errors or omissions can lead to delays or denials in processing the claim, which can be particularly distressing for the survivor.

PROFESSIONALISM

Being organized and prepared enhances your professionalism and credibility as a VSO. It demonstrates your commitment to assisting the survivor effectively.

CONFIDENCE

When you are well prepared, you can speak with confidence and authority about the benefits and eligibility criteria. This reassures the survivor and instills trust in your guidance.

EMPATHY

Preparing for the appointment allows you to approach the survivor with empathy and sensitivity. You can anticipate their emotional needs and provide appropriate support during the meeting.

PROBLEM SOLVING

Preparing in advance enables you to anticipate potential issues or questions that may arise during the appointment. This allows you to develop solutions and responses ahead of time, ensuring a smoother process.

TIMELINESS

Gathering all necessary information and forms before the appointment helps you complete the application promptly. Timely submission of claims can expedite the processing and approval of benefits, providing financial and emotional relief to the survivor sooner.

COMPLIANCE

Ensuring that you have the correct forms and documentation helps you comply with the VA's requirements and guidelines. Non-compliance can result in delays or denials.

EMPOWERMENT

Preparation empowers both you and the survivor. It enables you to offer clear guidance and support, while the survivor gains confidence in knowing they are taking the necessary steps to access the benefits they are entitled to.

In summary, thorough preparation is essential for a success. It not only streamlines the administrative process but also helps create a positive and supportive experience for the survivor during a challenging time in their life.



PLAN

INTAKE

- Establish rapport, express condolences, offer Kleenex.
- Complete a **DEATH CLAIM APPOINTMENT VERIFICATION INFO** sheet
- Create a death claim appointment folder for your client and attach the **SURVIVOR BENEFITS CHECKLIST** to the front

DEATH CLAIM APPOINTMENT VERIFICATION INFO

VETERAN'S INFORMATION				
First Name	Middle	Last Name	SSN/Claim#:	
DOB:	Place of Birth:	DOD:	Place of Death:	
Funeral Home:			Cemetery Name & City:	
Cause(s) of Death:		Date of Burial:		
Did Death occur at a VA Medical Facility/one contracted by VA, enroute to one, or at a VA Nursing home/one contracted by VA? <input type="checkbox"/> No <input type="checkbox"/> Yes - If yes - list Facility Name:				
SERVICE INFORMATION/VA CLAIM STATUS				
Branch of Service:		Component/status:		
<input type="checkbox"/> Army	<input type="checkbox"/> Navy	<input type="checkbox"/> Air Force	<input type="checkbox"/> Active	<input type="checkbox"/> Reserve
<input type="checkbox"/> Marine Corps	<input type="checkbox"/> Coast Guard	<input type="checkbox"/> Retired:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is there SBP w/DFAS:		VA notified:	Service # if different from SSN	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Rank:
DFAS notified: <input type="checkbox"/> Yes <input type="checkbox"/> No				
Combat Service: <input type="checkbox"/> WWII <input type="checkbox"/> Korea <input type="checkbox"/> Vietnam <input type="checkbox"/> Gulf War <input type="checkbox"/> OIF/OEF <input type="checkbox"/> Other:				
Was veteran in receipt of any of these benefits (Circle One):				
S/C Disability @	%	Non S/C Pension	None/Unknown	
Scan to YDF if available:		<input type="checkbox"/> Death Cert <input type="checkbox"/> Funeral Receipt		
<input type="checkbox"/> DD214		<input type="checkbox"/> Marriage Cert		
<input type="checkbox"/> Dep. Child's birth cert's (if applicable)				
CLAIMANT'S INFORMATION				
First Name	Middle	Last Name	SSN:	
Relationship:	DOB:	Date Of Marriage:	Place of Marriage:	Married on the DOD?
<input type="checkbox"/> Surviving Spouse <input type="checkbox"/> Other:				<input type="checkbox"/> Yes <input type="checkbox"/> No
Veteran Previously Married: <input type="checkbox"/> Yes** <input type="checkbox"/> No		Spouse Previously Married: <input type="checkbox"/> Yes** <input type="checkbox"/> No		
Dependent Children: <input type="checkbox"/> No <input type="checkbox"/> Yes (list names/ages):				
Mailing Address:		City:	State	Zip
Daytime phone:		Evening phone:	Email Address:	
()	()			
NOTES				

SURVIVOR BENEFITS CHECKLIST

VA
1-800-827-1000

*Call anytime to check the status of your claim; Average claim takes about 3-6 months but processing time may vary from case to case.

- Appointment of VSO as Claimant's Representative/POA (21-22)
- Application for DIC, Death Pension, and Accrued (21-534ez)
 - Accrued (21-601 - only when no 21-534ez is submitted)
 - Substitution (21-0847 **Only** if claim was still pending)
 - Aid & Attendance/Housebound (21-2680)
 - Third Party Consent (21-0845)
- Burial Benefits (21P-530 - burial allowance, plot, transportation)
- Headstone/Marker (40-1330 and 40-4964-or or 40-1330M)
 - Presidential Memorial Certificate (40-0247 - only if not previously submitted on 40-1330 Headstone app)
- Burial Flag (27-2008 - only if not previously issued)
- VA Life Insurance
 - Contact OSGLI if policy for SGLI or VGLI: 1-800-419-1473 and submit SGLV 8283
- Contact the VAOI if policy for VALL, SDVI, VMUI or any other policy number that begins with a V, RH, J, RS, K or W 1-800-669-8477 and submit 29-4125 for lump sum (online is quickest way: <https://insurance.va.gov/Home/IDU>)

DFAS
(for retirees only)
1-888-332-7411

*If you do not hear from DFAS in 30 days - call to check the status of your claim!

- Arrears of Pay SF1174 (Claim for Unpaid Compensation of Deceased Member of the Uniformed Service (aka the final pro-rated retirement pay for the month of death)
- Survivor Benefits Packet (SBP)
 - DD2556-7 Verification of Survivors Annuity
 - W-4P Withholding Certificate for Pension/Annuity
 - SF1199A Direct Deposit

Referral:

- > Social Security Administration (SSA)
 - Report the death & ask about benefit apt
 - <https://www.ssa.gov/>
 - 1-800-772-1213
- > DEERS ID Cards
 - BOOK APT ONLINE TODAY: <https://dso.dmdc.osd.mil/dao/#/locator>
- > Army Emergency Relief (AER) (financial hardship)
 - <https://www.armyemr.org/cyrelief.org/0/flores/>
- > Dept of Human Services (DHS) (financial hardship)
 - https://aprilinc.org/dhs_in.gov/
 - 1-813-772-TDHS (8347)

SCHEDULING

- Contact the claimant to schedule at a convenient time. Be sure to block out 1-3 hours for the appointment (more or less, depending on the amount of forms you have to complete).
- Give the client an **APPOINTMENT REMINDER** with a list of what documents they need to bring.

EXAMPLE APPOINTMENT REMINDER

EXAMPLE

YOUR LOGO HERE

VSO Address
(Name & Email)

APPOINTMENT REMINDER

Mon Tue Wed Thurs Fri

Dear _____ Time _____

PLEASE CALL AT LEAST 24 HOURS IN ADVANCE FOR ANY CANCELLATIONS

PLEASE BRING WITH YOU:

- DD214 - Veteran's Discharge
- Retirement Orders
- Marriage Certificate/SSN for spouse
- Birth Certificate/SSN for dependent children (13 & under or 19-23 college)
- Copy of service records or private medical records
- Doctor's note letter-diagnosis or NDCUS
- Death Certificate
- Theatrical receipt for funeral burial expenses
- Divorce decrees for previous marriages
- VA Correspondence (or letters received)
- Direct deposit information, bank acct. & routing number
- Other: _____

PREPARE

REVIEW & FRONTLOAD

- Gather & Scan all necessary documents required for the claim.
- Pull any pertinent info from VBMS before calling the VSO line to notify the VA of the death.
- Familiarize yourself with the specific benefits relative to the case.
- Review vet's history to determine eligibility for specific benefits.
- Front Load info in VetraSpec tabs.
- Start marking pertinent benefits on the **CHECKLIST**
- Conduct notifications by calling VA, DFAS, or VA Life Insurance to notify them date of death.

SURVIVOR BENEFITS CHECKLIST

<p style="text-align: center;">VA 1-800-827-1000</p> <p><small>*Call anytime to check the status of your claim; Average claim takes about 3-6 months but processing time may vary from case to case.</small></p>	<ul style="list-style-type: none"><input type="checkbox"/> Appointment of VSO as Claimant's Representative/POA (21-22)<input type="checkbox"/> Application for DIC, Death Pension, and Accrued (21-534ez)<ul style="list-style-type: none"><input type="checkbox"/> Accrued (21-601 - only when no 21-534ez is submitted)<input type="checkbox"/> Substitution (21-0847 <u>Only</u> if claim was still pending)<input type="checkbox"/> Aid & Attendance/Housebound (21-2680)<input type="checkbox"/> Third Party Consent (21-0845)<input type="checkbox"/> Burial Benefits (21P-530 - burial allowance, plot, transportation)<input type="checkbox"/> Headstone/Marker (40-1330 and 40-4964-or or 40-1330M)<ul style="list-style-type: none"><input type="checkbox"/> Presidential Memorial Certificate (40-0247 - only if not previously submitted on 40-1330 Headstone app)<input type="checkbox"/> Burial Flag (27-2008 - only if not previously issued)<input type="checkbox"/> VA Life Insurance<ul style="list-style-type: none"><input type="checkbox"/> Contact OSGLI if policy for SGLI or VGLI: 1-800-419-1473 and submit SGLV 8283<input type="checkbox"/> Contact the VALI if policy for VALI, SDVI, VMLI or any other policy number that begins with a V, RH, J, RS, K or W 1-800-669-8477 and submit 29-4125 for lump sum (online is quickest way: https://insurance.va.gov/Home/IDU)
<p style="text-align: center;">DFAS (for retirees only) 1-888-332-7411</p> <p><small>*If you do not hear from DFAS in <u>30 days</u> - call to check the status of your claim!</small></p>	<ul style="list-style-type: none"><input type="checkbox"/> Arrears of Pay SF1174 (Claim for Unpaid Compensation of Deceased Member of the Uniformed Service (aka the final pro-rated retirement pay for the month of death)<input type="checkbox"/> Survivor Benefits Packet (SBP)<ul style="list-style-type: none">- DD2656-7 Verification of Survivors Annuity- W-4P Withholding Certificate for Pension/Annuity- SF1199A Direct Deposit

PERFORM

Conducting a death claim appointment involves guiding the surviving spouse or family member through the process of applying for benefits and addressing any questions or concerns they may have. Here is a step-by-step guide on how to conduct a death claim appointment.



OPENING THE APPOINTMENT

- Begin by offering condolences, Kleenex and expressing empathy for their loss. Acknowledge the emotional difficulty of the situation.
- Check for any VA or DFAS paperwork already done (so as not to duplicate claims)

EXPLAIN THE PROCESS

- Outline the purpose of the appointment, which is to assist them in applying for the benefits and support available to them.
- Provide a brief overview of what to expect during the appointment, including discussing their eligibility, completing necessary forms, and answering any questions they may have.

GATHER & VERIFY INFORMATION

- Collect any additional information or documents that were unavailable during prior preparations.
- Verify all current information in VetraSpec is correct and up to date before populating any forms.**

COMPLETE FORMS

- Complete the necessary forms (use the **SURVIVOR BENEFITS CHECKLIST** to help you stay organized and on track)
- Ensure accuracy and completeness of all forms and documentation with signatures in all required blocks. Have your client also review the forms to ensure they are correct and complete.
- Put a copy of all forms in the folder you have prepared along with a copy of the checklist.

REVIEW ELIGIBILITY AND BENEFITS

- Explain eligibility for different benefits you have applied for and the specific criteria for each.
- Provide an explanation of the claims process, what to expect, and estimated processing time of each.

ADDRESS QUESTIONS AND CONCERNS

- Encourage the survivor to ask any questions or express concerns they may have.
- Be prepared to clarify and provide information regarding benefits and timelines for processing.

CLOSING THE APPOINTMENT

- Reiterate your condolences and offer support.
- Provide your contact information for any additional questions that may arise.
- Offer to assist the survivor with any follow-up actions or questions that may arise after the appointment.

SUBMISSION OF CLAIMS

- Submit completed claims and documents to the appropriate office/agency.

FOLLOW-UP

- Explain the importance of monitoring the status of their claim, how to check on it and staying in touch for updates.
- Provide agency contact information for follow-up inquiries.

WRAPPING IT UP

- Pending Issues Tab:** Make one pending issue tab and label it “Death Claim” – then copy/paste the **LIST FOR PENDING ISSUES** in the **NOTES** block. You can also paste the confirmation numbers next to each form and easily track what was done or still needed.
- Communication Notes:** Document the details of the appointment, including the forms submitted, eligibility discussions, and any additional information relevant for follow up appointments.

PENDING ISSUES OVERVIEW	
ISSUE:	DEATH CLAIM
RECIPIENT:	Veteran
ORIGINAL OR REOPENED?	Original claim Claim filed on: Sep. 26, 2023
CLAIM STATUS:	In progress Claim filed on: Sep. 26, 2023
REVIEW BY:	
NOTES:	<ul style="list-style-type: none"> • Full death claim WHEN RETIRED • POA (21-22) – QS2074819 • DIC/Accrued (21P-534ez) – QS2074819 • Burial Benefits (21P-530) - Already got SC burial payment \$2K • Death Cert - QS2074819 • Marriage Cert – QS2074819 • DD214 - QS2074819 • Itemized Funeral Receipt – QS2074819 • Headstone (40-1330) does not want this yet - unsure of plans • PMC (40-0247) (w/out headstone) QS2074819 • OSGLI/SGLI - Called; no policy • VGLI/VALI - Called; no policy
DFAS	<ul style="list-style-type: none"> • 1174 - Casualty Assistance Completed • DD2656 - Casualty Assistance Completed • W-4P - Casualty Assistance Completed • SF1199A - Casualty Assistance Completed

LIST FOR PENDING ISSUES TAB (COPY/PASTE IN VETRA)
<p>DIC & Burial List</p> <ul style="list-style-type: none"> • POA (21-22) – (put confirmation number here or other w/out id num) • ITF (only if death is more than 1 year ago AND you are not filing a 534ez today) - • DIC/Accrued (21P-534ez) - • Accrued (21P-6B1) (w/out DIC) - • Burial Benefits (21P-530) - • Substitution of Claimant (21P-0847) (only if claim/pepal pending at time of death) • Third Party Consent (21-0845) - • AKA (21-2680) - • 4142/4142a - • Death Cert - • Marriage Cert - • DD214 - • Buried Funeral Receipt - • Flag (give form to Post Office) (27-2008) - hand delivered • Headstone (40-1330) - • PMC (40-0247) (w/out headstone) - • OSGLI/SGLI - • VGLI/VALI - <p>Only BURIAL BENEFITS</p> <ul style="list-style-type: none"> • POA (21-22) - • Burial Benefits (21P-530) - • Accrued (21P-6B1) (w/out DIC) - • Headstone (40-1330) - • PMC (40-0247) (w/out headstone) - • Flag (give form to Post Office) (27-2008) - hand delivered • DD214 - • Death Cert - • Buried Funeral Rec - • OSGLI/SGLI - • VGLI/VALI - <p>Full death claim WHEN RETIRED</p> <ul style="list-style-type: none"> • POA (21-22) - • ITF (only if death is more than 1 year ago AND you are not filing a 534ez today) - • DIC/Accrued (21P-534ez) - • Accrued (21P-6B1) (w/out DIC) - • Burial Benefits (21P-530) - • Substitution of Claimant (21P-0847) (only if claim/pepal pending at time of death) • Third Party Consent (21-0845) - • AKA (21-2680) - • 4142/4142a - • Death Cert - • Marriage Cert - • DD214 - • Buried Funeral Receipt - • Flag (give form to Post Office) (27-2008) - hand delivered • Headstone (40-1330) - • PMC (40-0247) (w/out headstone) - • OSGLI/SGLI - • VGLI/VALI - <p>DFAS</p> <ul style="list-style-type: none"> • 1174 - • DD2656 - • W-4P - • SF199A - <p><small>(Call or upload via the vaDFAS online upload tool on DFAS.mil https://dfas.mil/dfas)</small></p>

Remember that conducting a death claim appointment requires sensitivity, patience, and a clear understanding of the benefits and processes involved. Providing a supportive and empathetic environment can help ease the process for the survivor during this emotionally challenging time. Create a dedicated book with resources to use specifically for death claim appointments and a standardized process with checklists to keep everyone organized and on track.

SURVIVOR BENEFITS CHECKLIST

VA

1-800-827-1000

*Call anytime to check the status of your claim; Average claim takes about 3-6 months but processing time may vary from case to case.

- Appointment of VSO as Claimant's Representative/POA (21-22)
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- Burial Flag (27-2008 - only if not previously issued)
- VA Life Insurance
 - Contact OSGLI if policy for SGLI or VGLI: 1-800-419-1473 and submit SGLV 8283
- Contact the VALI if policy for VALI, SDVI, VMLI or any other policy number that begins with a V, RH, J, RS, K or W 1-800-669-8477 and submit 29-4125 for lump sum (online is quickest way: <https://insurance.va.gov/Home/IDU>)

DFAS

(for retirees only)

1-888-332-7411

*If you do not hear from DFAS in 30 days - call to check the status of your claim!

- Arrears of Pay SF1174**
(Claim for Unpaid Compensation of Deceased Member of the Uniformed Service (aka the final pro-rated retirement pay for the month of death)
- Survivor Benefits Packet (SBP)**
 - DD2656-7 Verification of Survivors Annuity
 - W-4P Withholding Certificate for Pension/Annuity
 - SF1199A Direct Deposit

Referral:

- **Social Security Administration (SSA)**
 - Report the death & ask about benefit apt
 - <https://www.ssa.gov/>
 - 1-800-772-1213
- **DEERS ID Cards**
 - **BOOK APT ONLINE TODAY:**
<https://idco.dmdc.osd.mil/idco/#/locator>
- **Army Emergency Relief (AER) (financial hardship)**
 - <https://www.armyemergencyrelief.org/offices/>
- **Dept of Human Services (DHS) (financial hardship)**
 - <https://faonlineapp.dhs.tn.gov/>
 - 1-833-772-TDHS (8347)

Report the Death to VA, DFAS and SSA

Upon notification of death, these agencies will stop all monthly payments to prevent an overpayment. Call each agency individually to report the death. Please have the decedent's Social Security Number and the date of death when you call.

Accrued Benefits & Substitution of a Claimant

Accrued benefits are benefits that are due to the beneficiary based on an existing decision on a claim for benefits or evidence in the Veteran's claim file at the date of death, but not paid prior to death (**this includes the month of death payment that may have been recouped after reporting the death**). **Substitution** is a type of accrued benefit. If a Veteran or other claimant dies while his or her claim or appeal is pending, a person eligible to receive accrued benefits may substitute for the Veteran or other claimant to process the claim or appeal through to completion.

Dependency and Indemnity Compensation

Dependency and Indemnity Compensation (DIC) is a tax free monetary benefit paid to eligible survivors of military Servicemembers who died in the line of duty or eligible survivors of Veterans whose death resulted from a service-related injury or disease.

Survivors Pension

The Survivors Pension benefit, which may also be referred to as Death Pension, is a tax-free monetary benefit payable to a low-income, un-remarried surviving spouse and/or unmarried child(ren) of a deceased Veteran with wartime service.

Aid & Attendance and Housebound

Survivors who are eligible for a VA benefit and require the **aid and attendance** of another person, or are **housebound**, may be eligible for additional monetary payment. These benefits are paid in **addition** to monthly DIC or pension; they are not paid without eligibility to DIC or Pension. Since Aid and Attendance and Housebound allowances increase the pension amount, people who are not eligible for a basic pension due to excessive income may be eligible for pension at these increased rates. A claimant may not receive Aid and Attendance benefits and Housebound benefits at the same time.

Burial Allowance

VA burial allowances are flat rate monetary benefits that are paid for an eligible Veteran's burial and funeral costs. VA may grant additional benefits including the plot or interment allowance and transportation allowance if a claim is received for these benefits.

Headstones, Markers and Medallions

Most Veterans with a discharge other than dishonorable are eligible to receive a **headstone, marker or medallion**, at no cost to the applicant. Note: There is no charge for the headstone or marker itself, however arrangements for placing it in a private cemetery are the applicant's responsibility and all setting fees are at private expense.

Burial Flags

A **United States flag** is provided, at no cost, to drape the casket or accompany the urn of a deceased Veteran who served honorably in the U.S. Armed Forces.

Presidential Memorial Certificates

A Presidential Memorial Certificate (PMC) is an engraved paper certificate, signed by the current President, to honor the memory of deceased Veterans who are eligible for burial in a national cemetery

DFAS Arrears of Pay (retirees only)

Arrears of Pay is a one-time payment made to a beneficiary after death. The arrears of pay payment will include the prorated amount of the final month's retirement pay, and any other money owed at the time of death from DFAS. This is because entitlement to retirement pay ends on the date of death. When the death is reported, **DFAS will reclaim the final month's pay** and audit the account. The amount of the payment actually owed will then be computed and given to the Beneficiary.

DFAS Survivor Benefit Plan (SBP - retirees only)

Survivor Benefit Plan (SBP), Reserve Component Survivor Benefit Plan (RC-SBP) and Retired Serviceman's Family Protection Plan (RSFPP) provide eligible beneficiaries with a form of benefit called an "annuity." An annuity is a monthly payment for the lifetime of the beneficiary. The amount of the benefit is a percentage of the retirement benefit based on the service member's election. Enrollment in an annuity plan is not automatic; election to participate in these programs is generally made at the time of retirement, although some situations allow a retiree to add coverage after retirement. In most cases, costs to participate (premiums) are deducted from the retiree's monthly pay and are based on the amount of coverage a retiree elects. The SBP election does not entitle the beneficiary named for SBP to Arrears of Pay (AOP). A separate AOP designation has to be made in order to designate the desired individual.

DEATH CLAIM APPOINTMENT VERIFICATION INFO

VETERAN'S INFORMATION

First Name	Middle	Last Name	SSN/Claim#:
DOB:	Place of Birth:	DOD:	Place of Death:
Funeral Home:			Cemetery Name & City:
Cause(s) of Death:		Date of Burial:	
Did Death occur at a VA Medical Facility/one contracted by VA, enroute to one, or at a VA Nursing home/one contracted by VA? <input type="checkbox"/> No <input type="checkbox"/> Yes - If yes -list Facility Name:			

SERVICE INFORMATION/VA CLAIM STATUS

Branch of Service: <input type="checkbox"/> Army <input type="checkbox"/> Navy <input type="checkbox"/> Air Force <input type="checkbox"/> Marine Corps <input type="checkbox"/> Coast Guard <input type="checkbox"/> Space Force <input type="checkbox"/> NOAA <input type="checkbox"/> USPHS		Component/status: <input type="checkbox"/> Active <input type="checkbox"/> Reserve <input type="checkbox"/> National Guard Retired: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Is there SBP w/DFAS: <input type="checkbox"/> Yes <input type="checkbox"/> No	VA notified: <input type="checkbox"/> Yes <input type="checkbox"/> No DFAS notified: <input type="checkbox"/> Yes <input type="checkbox"/> No	Service # if different from SSN	Rank:
Combat Service: <input type="checkbox"/> WWII <input type="checkbox"/> Korea <input type="checkbox"/> Vietnam <input type="checkbox"/> Gulf War <input type="checkbox"/> OIF/OEF <input type="checkbox"/> Other:			
Was veteran in receipt of any of these benefits (Circle One): S/C Disability @ % Non S/C Pension None/Unknown		Scanned to VetraSpec today: <input type="checkbox"/> Death Cert <input type="checkbox"/> Funeral Receipt <input type="checkbox"/> DD214 <input type="checkbox"/> Marriage Cert <input type="checkbox"/> Dep. Childs birth certs (if applicable)	

CLAIMANT'S INFORMATION

First Name	Middle	Last Name	SSN:
Relationship: <input type="checkbox"/> Surviving Spouse <input type="checkbox"/> Other:	DOB:	Date Of Marriage:	Place of Marriage: Married on the DOD? <input type="checkbox"/> Yes <input type="checkbox"/> No
Veteran Previously Married: <input type="checkbox"/> Yes** <input type="checkbox"/> No		Spouse Previously Married: <input type="checkbox"/> Yes** <input type="checkbox"/> No	
Dependent Children: <input type="checkbox"/> No <input type="checkbox"/> Yes (list names/ages):			
Mailing Address:		City:	State Zip
Daytime phone: ()	Evening phone: ()	Email Address:	

NOTES

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LIST FOR PENDING ISSUES TAB (COPY/PASTE IN VETRA)

DIC & Burial List

- POA (21-22) – (put confirmation number here or other method sent)
- ITF (only IF death is more than 1 year ago AND you are not filing a 534ez today) -
- DIC/Accrued (21P-534ez) –
- Accrued (21P-601) (w/out DIC) -
- Burial Benefits (21P-530) -
- Substitution of Claimant (21P-0847) (only if claim/appeal pending at time of death)-
- Third Party Consent (21-0845) –
- A&A (21-2680) -
- 4142/4142a -
- Death Cert -
- Marriage Cert –
- DD214 -
- Itemized Funeral Receipt –
- Flag (give form to Post Office) (27-2008) – hand delivered
- Headstone (40-1330) -
- PMC (40-0247) (w/out headstone) -
- OSGLI/SGLI -
- VGLI/VALI -

Only BURIAL BENEFITS

- POA (21-22) -
- Burial Benefits (21P-530) –
- Accrued (21P-601) (w/out DIC) -
- Headstone (40-1330) -
- PMC (40-0247) (w/out headstone) -
- Flag (give form to Post Office) (27-2008) – hand delivered
- DD214 -
- Death Cert -
- Itemized Funeral Bill –
- OSGLI/SGLI -
- VGLI/VALI -

Full death claim WHEN RETIRED

- POA (21-22) –
- ITF (only IF death is more than 1 year ago AND you are not filing a 534ez today) -
- DIC/Accrued (21P-534ez) –
- Accrued (21P-601) (w/out DIC)
- Burial Benefits (21P-530) -
- Substitution of Claimant (21P-0847) (only if claim/appeal pending at time of death)-
- Third Party Consent (21-0845) –
- A&A (21-2680)
- 4142/4142a -
- Death Cert -
- Marriage Cert –
- DD214 -
- Itemized Funeral Receipt –
- Flag (give form to Post Office) (27-2008) – hand delivered
- Headstone (40-1330) -
- PMC (40-0247) (w/out headstone) -
- OSGLI/SGLI -
- VGLI/VALI -

DFAS

(Can fax or upload via the askDFAS online upload tool on DFAS.mil <https://dvidshub.net/r/5lghqq>)

- 1174 -
- DD2656 -
- W-4P –
- SF199A –

EXAMPLE APPOINTMENT REMINDER

EXAMPLE



*VSO Address
Phone & Email*

APPOINTMENT REMINDER

Mon. *Tues.* *Wed.* *Thurs.* *Fri.*

Date: _____ *Time:* _____

PLEASE CALL AT LEAST 24 HOURS IN ADVANCE FOR ANY CANCELLATIONS

PLEASE BRING WITH YOU:

- DD214 - Veteran's Discharge
- Retirement Orders
- Marriage Certificate/SSN for spouse
- Birth Certificates/SSN for dependent children
(18 & under or 19-23 college)
- Copy of service records or private medical records
- Doctor's note/letter/diagnosis or NEXUS
- Death Certificate
- Itemized receipt for funeral/burial expenses
- Divorce decrees for previous marriages
- VA Correspondences (or letters received)
- Direct deposit information, bank acct. & routing number
- Other: _____

QUICK START - REFERENCE GUIDE

- Condolences & Kleenex
- Check for any VA or DFAS paperwork already done (so as not to duplicate claims)
- Collect & scan all supporting documents:
 - Death certificate
 - DD214
 - Marriage
 - Funeral/burial receipt
 - VALI, SDVI or VGLI Insurance
 - Anything else that is pertinent
 - Write down anything missing and give to widow to bring back
- Update and complete all vetra entries before doing forms!**
- Call insurance to see if there are any policies (VALI, SDVI & VGLI)
- Make to do list (on death claim check-list)
- Do forms according to check list
 - Submit all VA forms w/vital records
 - Fax all DFAS forms (or you can submit on DFAS website)
 - Insurance online at va.gov or can upload
 - Save a copy of all forms (and fax confirmations if applicable)
- Put copies in claimant's folder
- Explain process, what to expect, answer any questions, what they still need to drop off (if anything) and give handouts & referrals as needed.

VETRA TABS FOR DEATH CLAIMS

TN Department of Veterans Services												tylerVetraSpec technologies												VETERAN DETAILS												Today is: Sep. 21, 2023 Logged in: Kelli Brown (kbrown) Logout											
HOME			SEARCH			ADD			RESOURCES			DOCUMENTS			REPORTS			FORMS			CALENDAR			MY TASKS			GENERAL CONTACT LOG																				
QUICK OVERVIEW		MORE DETAILS		MILITARY SERVICE		CURRENT RATINGS		PENDING ISSUES		FINANCIAL ASSISTANCE			PAYMENTS		DEPENDENTS		COMMUNICATION		RECORDS		FINANCIALS		PACKAGE A CLAIM		MY VETS		DIRECT SUBMIT																				

QUICK OVERVIEW

- Edit DEMOGRAPHICS OVERVIEW
- Mark as DECEASED

MORE DETAILS

- Complete DEATH AND BURIAL INFORMATION block
 - Copy/Paste obituary in REMARKS section
- Complete CLAIMANT INFORMATION
- Be sure to check "This person is also a dependent" block

MILITARY SERVICE

- Add DD214/Discharge information and all service info

CURRENT RATINGS

- Review/Insert current ratings; compare/update this tab according to VBMS & the codesheet before calling to report the death.

PENDING ISSUES

- Make one pending issue tab and label it "Death Claim" – then copy/paste the LIST FOR PENDING ISSUES in the NOTES block. You can also paste the confirmation numbers next to each form and easily track what was done or still needed.

DEPENDENTS

- Add any other dependents not already listed

COMMUNICATION

- Document the details of the appointment, including the forms submitted, eligibility discussions, and any additional information relevant for follow up appointments.

ILLUSTRATIONS OF STANDARD GOVERNMENT HEADSTONES AND MARKERS

**UPRIGHT HEADSTONE
WHITE MARBLE (U) OR
LIGHT GRAY GRANITE (V)**



This headstone is 42 inches long, 13 inches wide and 4 inches thick. Weight is approximately 220 pounds. Variations may occur in stone color, and the marble may contain light to moderate veining. Additional inscription is limited to 15 characters (including spaces) up to four lines maximum.



Spousal inscription information (i.e., name, date of birth, and date of death) is authorized on a Government-furnished headstone or marker if the Veteran's date of death is on or after October 1, 2009. For flat markers, the spousal information is inscribed at the bottom. For upright headstones, the spousal information is inscribed on the back.

BRONZE NICHE (Z)



This niche marker is 8-1/2 inches long, 5-1/2 inches wide, with 7/16 inch rise. Weight is approximately 3 pounds; mounting bolts and washers are furnished with the marker. Used for columbarium or mausoleum interment. Also provided to supplement a privately-purchased, permanent and durable headstone or marker for eligible Veterans who died on or after November 1, 1990 and are buried in a private cemetery. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.



VA will include a Prisoner of War (POW) or Former Prisoner of War (FPW) inscription, upon request and with confirmation. Character and space limitations apply based on marker type.

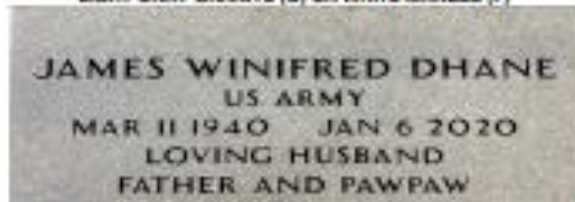
FLAT MARKERS

BRONZE (B)



This grave marker is 24 inches long, 12 inches wide, with 3/4 inch rise. Weight is approximately 18 pounds. Anchor bolts, nuts and washers for fastening to a base are furnished with the marker. The base is not furnished by the Government. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.

LIGHT GRAY GRANITE (G) OR WHITE MARBLE (F)



This grave marker is 24 inches long, 12 inches wide, and 4 inches thick. Weight is approximately 130 pounds. Variations may occur in stone color; the marble may contain light to moderate veining. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.

SMALL FLAT GRANITE (L)



This grave marker is 18 inches long, 12 inches wide, and 3 inches thick. Weight is approximately 70 pounds. Variations may occur in stone color. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.

NOTE: Historic headstones (Prior to World War II) - In addition to the headstones and markers pictured, two special styles of upright headstones are available for those who served with Union Forces during the Civil War or for those who served in the Spanish-American War. Another style headstone is available for those who served with the Confederate States of America during the Civil War. The applicant must submit detailed documentation to VA that supports eligibility for a historic headstone. Inscriptions on these headstone types are intentionally limited to assure historic accuracy. For example, only ranks above 'Private' were historically authorized; emblems of belief and the words 'Civil War' are not authorized.

INSCRIPTION INFORMATION

MANDATORY ITEMS - Information in English about the decedent (provided by an authorized applicant). Such items are: Legal Name, Branch of Service, Year of Birth, Year of Death, and for State Veterans and National Comrades only, the section and grave number. Branches of Service include: U.S. Army (USA), U.S. Navy (USN), U.S. Air Force (USAF), U.S. Marine Corps (USMC), U.S. Coast Guard (USCG), U.S. Space Force (USSF), U.S. Army Air Forces (USAAF), Women's Army Auxiliary Corps (WAAC), U.S. Public Health Service (USPHS), National Oceanic & Atmospheric Administration (NOAA), Women's Air Force Service Pilots (WASP), and other organizations authorized for certain periods of time. Different examples of inscription formats are illustrated above. More than one branch of service is permitted, subject to space availability. VA will inscribe the phrase "IN MEMORY OF" on all memorial headstones and markers, as required under 38 CFR 38.630(c).

OPTIONAL ITEMS - Information in English about the decedent (provided by an authorized applicant). Optional items are identified by bold blocks on this form. War service includes active duty service during a recognized period of war and the individual does not have to serve in the actual place of war, e.g., Korea may be inscribed if the Veteran served during the Korean War period, even though the individual never served in the country. VA will inscribe authorized country names (e.g., Afghanistan, Iraq, etc.) at the war service only if the individual served in country. The applicant must submit supporting documentation to VA to have the highest rank and/or awards inscribed on the headstone or marker.

ADDITIONAL ITEMS - Information in English or non-English text about the decedent (provided by an authorized applicant), consisting only of characters of the Latin alphabet and/or numbers. Examples of additional items include appropriate terms of endearment, nicknames (in expressions such as "OUR BELOVED POPPY"), military or civilian credentials or accomplishments such as DOCTOR, REVEREND, etc., and special unit designations such as WOMEN'S ARMY CORPS, ARMY AIR CORPS, ARMY NURSE CORPS or SEABISSE. The applicant must request an additional inscription item in block 18, and each request is subject to VA approval. VA will not inscribe graphics, emblems or pictures. VA will inscribe authorized emblems of belief, the Medal of Honor, and the Southern Cross of Honor for Civil War Confederates.

INCOMPLETE OR INACCURATE INFORMATION ON THE CLAIM MAY RESULT IN ITS RETURN TO THE CLAIMANT, A DELAY IN RECEIPT OF THE HEADSTONE OR MARKER, OR AN INCORRECT INSCRIPTION.

AVAILABLE EMBLEMS OF BELIEF FOR PLACEMENT ON GOVERNMENT HEADSTONES AND MARKERS (See block 17)

 001 CHRISTIAN CROSS	 002 BUDDHIST Wheel of Enlightenment	 003 JEWISH Star of David	 004 HINDU OM SYMBOL	 005 BAHAI CROSS	 006 LATTER DAY SAINT CROSS	 007 EPISCOPAL CROSS	 008 UNITARIAN Church of Christ	 009 UNITED METHODIST Church	 010 AFRICAN UNION
 011 MORMON Temple	 012 NATIVE AMERICAN COUNCIL OF NORTH AMERICA	 013 MALTESE CROSS	 014 GREEK CROSS	 015 FLAME (Flame of God)	 016 ASTERISK	 017 ISLAM Crescent and Star	 018 OM	 019 HINDU	 020 KONGO Kongo
 021 MORMON	 022 NUCLEAR	 023 MORMON	 024 UNITED CHURCH OF CHRIST	 025 UNITED CHURCH OF CHRIST	 026 CHRISTIAN	 027 MORMON	 028 HINDU	 029 CATHOLIC	 030 MORMON
 031 TREE	 032 HINDU	 033 HINDU	 034 HINDU	 035 HINDU	 036 HINDU	 037 HINDU	 038 HINDU	 039 HINDU	 040 HINDU
 041 HINDU	 042 HINDU	 043 HINDU	 044 HINDU	 045 HINDU	 046 HINDU	 047 HINDU	 048 HINDU	 049 HINDU	 050 HINDU
 051 HINDU	 052 HINDU	 053 HINDU	 054 HINDU	 055 HINDU	 056 HINDU	 057 HINDU	 058 HINDU	 059 HINDU	 060 HINDU
 061 HINDU	 062 HINDU	 063 HINDU	 064 HINDU	 065 HINDU	 066 HINDU	 067 HINDU	 068 HINDU	 069 HINDU	 070 HINDU
 071 HINDU	 072 HINDU	 073 HINDU	 074 HINDU	 075 HINDU	 076 HINDU	 077 HINDU	 078 HINDU	 079 HINDU	 080 HINDU

To obtain the most recent information about headstones and markers including the complete and most current list of available emblems of belief (listing and graphics), please visit our website at www.cem.va.gov.

GENERAL INFORMATION SHEET

CLAIM FOR GOVERNMENT MEDALLION TO AFFIX TO A PRIVATE MARKER

RESPONDENT BURDEN - Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. VA cannot conduct or sponsor a collection of information unless it has a valid OMB number. Your response is voluntary, however, your response is required to obtain benefits. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the VA Clearance Officer (605R)IB, 810 Vermont Avenue, NW, Washington, DC 20420. Please DO NOT send applications for benefits to this address.

PRIVACY ACT - VA considers the responses you submit confidential (38 U.S.C. 5701). VA may only disclose this information outside the VA if the disclosure is authorized under the Privacy Act, including the routine uses identified in the VA system of records, 48VA400, published in the Federal Register. VA considers the requested information relevant and necessary to determine maximum benefits under the law.

BENEFIT PROVIDED - MEDALLION (Only for eligible deceased Veterans who served in the Armed Forces on or after April 6, 1917, regardless of their date of death)

VA will furnish a medallion upon receipt of claim for affixing to an existing privately-purchased headstone or marker placed at the grave(s) of an eligible deceased Veteran who is buried in a private or local Government cemetery. The medallion is made of bronze and available in three sizes: Large, Medium, Small. Each medallion is inscribed with the word VETERAN across the top and the Branch of Service at the bottom (see Note in Block 10 of the claim for further information).

Shown below are the three medallions with the actual dimensions (+/- 1/32") for width and height.



Large Medallion

Dimensions: 6 3/8" W, 4 3/4" H, 1/2" D



Medium Medallion

Dimensions: 3 3/4" W, 2 7/8" H, 1/4" D



Small Medallion

Dimensions: 2" W, 1 1/2" H, 1/32" D

WHO IS ELIGIBLE - Any deceased Veteran discharged under honorable conditions, who served in the Armed Forces on or after April 6, 1917, and is buried in a private cemetery in a grave marked with a privately purchased headstone or marker. Any Servicemember of the Armed Forces of the United States who served on or after April 6, 1917, and died on active duty and is buried in a private cemetery in a grave marked with a privately purchased headstone or marker. Service after September 7, 1980, must be for a minimum of 24 months continuous active duty or be completed under special circumstances, e.g., death on active duty. Persons who have only limited active duty service for training while in the National Guard or Reserve are not eligible unless there are special circumstances, e.g., death while on active duty, or as a result of training. Reservists and National Guard members who, at time of death, were entitled to retired pay, or would have been entitled, but for being under the age of 60, are eligible; please submit a copy of the Reserve Retirement Eligibility Benefits Letter with the claim. Reservists called to active duty other than training and National Guard members who are Federalized and who serve for the period called are eligible.

WHO CAN APPLY - An "applicant" for a Medallion may be any of the following:

- (i) A decedent's family member, which includes the decedent's spouse or individual who was in a legal union as defined in 38 CFR 3.1702(b)(1)(ii) with the decedent; a child, parent, or sibling of the decedent, whether biological, adopted, or step relation; and any lineal or collateral descendant of the decedent;
- (ii) A personal representative, defined as a family member or other individual who has identified himself or herself as the person responsible for making decisions concerning the interment or memorialization of a deceased individual;
- (iii) A representative of a Congressionally-chartered Veterans Service Organization;
- (iv) An individual employed by the relevant state, tribal organization, or local government whose official responsibilities include serving veterans and families of veterans, such as a state or county veterans service officer; or
- (v) Any individual who is responsible, under the laws of the relevant state or locality, for the disposition of the unclaimed remains of the decedent or for other matters relating to the interment or memorialization of the decedent.

PRESIDENTIAL MEMORIAL CERTIFICATE - A Presidential Memorial Certificate (PMC) is an engraved paper certificate, signed bearing the signature of the current president, to honor the memory of Veterans discharged under other than dishonorable conditions. VA will provide the applicant with a PMC if the Veteran is eligible for a headstone, marker, or medallion. The applicant may request additional PMCs by indicating how many in block 17 of this form. Applicants may use a VA Form 40-0247, Presidential Memorial Certificate Request Form to order additional PMCs to other addresses.

HOW TO SUBMIT A CLAIM - Please attach a copy of the deceased Veteran's discharge certificate (DD Form 214 or equivalent), the VA Pre-Need Eligibility Determination letter, or a copy of other official document(s) establishing qualifying military service. If you are unable to locate copies of military records, apply anyway, as VA will attempt to obtain records necessary to make an eligibility determination. Do not send original documents; they will not be returned.

ELECTRONICALLY submit your claim and supporting documents by using Quick Submit at www.va.gov. You will be instructed to register during your first sign-on attempt. Multiple claims can be submitted electronically via Quick Submit.

If you prefer, you may MAIL claims to: NCA IP Evidence Issue Center
PO Box 5237
Janesville, WI 53547

FAX VA Form 40-1330M claims and supporting documents to 1-800-835-7143.

IMPORTANT: (Filing more than one claim - for each claim package (claim plus supporting documents) individually), i.e., document the call and retail for each submission.

VA will furnish a medallion only upon receipt of a fully completed and signed claim with required supporting documentation.

SIGNATURES REQUIRED - The claimant signs in block 18; the cemetery or other responsible signs in block 23. If there is no official on duty at the cemetery, the signature of the person responsible for the property listed in block 22 is required. Entries of "None," "Not Applicable," or "NA" will not be accepted.

ASSISTANCE NEEDED - Should you have questions when filling out this form, you may contact our Applicant Assistance Unit toll free at: 1-800-697-6947, or at: ask.va.gov. If additional assistance is needed to complete this claim, contact the nearest VA Regional Office, national cemetery, or a local veterans' organization. No fee should be paid in connection with the preparation of this claim.

DELIVERY - VA will ship the medallion without charge to the name/address designated in Block 20. The Government is not responsible for costs associated with affixing the medallion to the privately purchased headstone or marker. Appropriate affixing adhesives, hardware and instructions will be provided with the medallion.

CAUTION - To avoid delays in the production and delivery of the medallion, please check carefully to be sure you have accurately furnished all required information and documents before filing or mailing the claim. The Government is not responsible for costs associated with affixing the medallion to the privately purchased headstone or marker. Medallions furnished remain the property of the United States Government and may not be used for any purpose other than as be affixed to the privately purchased headstone or marker of an eligible deceased Veteran buried in a private or local Government cemetery.

DETACH AND RETAIN THIS GENERAL INFORMATION SHEET FOR YOUR RECORDS.

Presidential Memorial Certificates



A Presidential Memorial Certificate (PMC) is an engraved paper certificate, signed by the current President, to honor the memory of deceased Veterans who are eligible for burial in a national cemetery.

History

This program was initiated in March 1962 by President John F. Kennedy and has been continued by all subsequent Presidents. Statutory authority for the program is Section 112, Title 38, of the United States Code.

Administration

The Department of Veterans Affairs (VA) administers the PMC program by preparing the certificates which bear the current President's signature expressing the country's grateful recognition of the Veteran's service in the United States Armed Forces.

[HOW MANY WOULD YOU LIKE FOR FAMILY?](#)

Presidential Memorial Certificates Sheet



The President has requested that the enclosed *Presidential Memorial Certificate* be provided to you in memory and honor of your beloved, deceased Veteran. If the certificate(s) arrived damaged, need a correction, or you wish to have additional copies – please complete the section below. This sheet is ***only*** for additional or corrected copies of previously provided certificates. Do not resubmit discharge documents.

REQUEST FOR ADDITIONAL OR CORRECTED COPIES

Veteran's name: _____
(Please print the Veteran's name only, no civilian titles, nicknames, or military rank; limited to 27 characters including spaces)

Please print the name and address where the certificates are to be mailed in the space below. When requesting certificates to multiple residences, you must submit a new sheet for each requested address.

Please send _____ additional / corrected certificate(s) to:
(Quantity) (Please Circle One)

Please circle: Mr. Mrs. Ms. _____
(Requestor's Name)

(Mailing Address, City, State, and Zip Code)

(Home Telephone Number or Cell Phone Number)

(Signature of Requestor)

Date

Please return this sheet if the options listed below:

Mail: NCA Evidence Intake Center, P.O. Box 5237, Janesville, WI 53547

Online: access.va.gov (Quick Submit)

Fax: 1-800-455-7143 (*Continental United States Only*)

If you need assistance filling out this sheet, please call (202) 632-7300. Please do not use this number to order new, additional, or corrected certificates over the phone.

Dependency and Indemnity Compensation (DIC)

To support a claim for **Dependency and Indemnity Compensation (DIC)** based on a **service-connected disability**:

- The veteran died while on active service; **OR**
- The veteran had a service-connected disability(ies) that was either the principal or contributory cause of the veteran's death; **OR**
- The veteran died from non-service-connected injury or disease **AND** was receiving, or entitled to receive VA compensation for a service-connected disability rated totally disabling:
 - For at least 10 years immediately before death; **OR**
 - For at least 5 years after the veteran's release from active duty preceding death; **OR**
 - For at least 1 year before death, if the veteran was a former prisoner of war who died after September 30, 1999.

2023 PAY RATES

STANDARD DIC	1,562.74
IP ADD FOR EACH DEPENDENT CHILD UNDER 18	387.15
ADD DIC (8 YRS MARRIED & 8 YEARS 100%)	331.84
ADD DIC (HOUSEBOUND)	181.37
ADD DIC (AID & ATTENDANCE)	387.15
2 YEAR TRANSITIONAL BENEFIT CHILDREN <18	332.00
BURIAL AND PLOT RATES EFFECTIVE OCTOBER 1, 2022	
SERVICE CONNECTED DEATH	2,000.00
NON-SERVICE CONNECTED BURIAL (NOT HOSPITALIZED BY VA)	Burial 300.00 Plot 893.00
NON-SERVICE CONNECTED BURIAL (HOSPITALIZED BY VA)	Burial 893.00 Plot 893.00
MARKER ALLOWANCE	231.00

Burial at Sea



Burial at Sea is a means of final disposition of remains that is performed on United States Navy vessels. The committal ceremony is performed while the ship is deployed. Therefore, **family members are not allowed to be present.** The commanding officer of the ship assigned to perform the ceremony will notify the family of the date, time, and longitude and latitude once the committal service has been completed. The average amount of time, for burial at sea, is **12 to 18 months**, once the remains/cremains are received at the port of embarkation.

Eligibility: Individuals eligible for this program are: (1) active duty members of the uniformed services; (2) retirees and veterans who were honorably discharged. (3) U.S. civilian marine personnel of the Military Sealift Command; and (4) dependent family members of active duty personnel, retirees, and veterans of the uniformed services.

How to get started: After the death of the individual for whom the request for Burial at Sea is being made, the Person Authorized to Direct Disposition (PADD) should contact the Navy and Marine Corps Mortuary Affairs office at 1-866-787-0081 to request a packet and for additional information.

Supporting documents which must accompany this request are:

- (1) a photocopy of the death certificate
- (2) the burial transit permit or the cremation certificate
- (3) a copy of the DD Form 214, discharge certificate, or retirement order.

The Burial at Sea Request Form and the three supporting documents listed above make up the Burial at Sea Request package.

Burial Flag: A Burial Flag is required for all committal services performed aboard United States Naval vessels, except family members, who are not authorized a burial flag. Following the services at sea, the flag that accompanied the cremains/remains will be returned to the PADD. If the PADD does not wish to send a burial flag for the service, a flag will be provided by the Navy for the committal service, but will not be sent to the PADD.

Cremated Remains (Cremains): Cremains must be in an urn or temporary container (preferably Bio-degradable) to prevent spillage in shipping. Recent changes in law prohibit the discharge of plastics at sea. Families are encouraged to have the cremains inurned directly, or transferred to a sturdy biodegradable urn at their local funeral home to facilitate burial at sea. Burial at Sea Coordinators at the ports of embarkation are available to field any questions regarding the urns. The cremains, along with the completed Burial at Sea Request package should be forwarded to the Burial at Sea Coordinator at the desired port of embarkation (listed below). Prior to shipment, it is recommended that a phone call be made informing the coordinator of the pending request. **ONLY** Priority Mail Express Service is authorized when shipping cremains and it is recommended that that Tracking and Signature On Delivery is used to ensure the package is delivered to the correct individual in a timely manner.

Intact Remains (Casketed): Specific guidelines are required for the preparation of casketed remains. All expenses incurred in this process are the responsibility of the PADD, who will select a funeral home in the area of the port of embarkation. After this selection has been made and notification has been provided to the coordinator, the casketed remains, the request form, supporting documents, and the burial flag are to be forwarded to the receiving funeral home. The coordinator will make the inspection and complete the checklist for the preparation of casketed remains. It is recommended that funeral homes responsible for preparing and shipping intact remains contact the Mortuary Services office at Navy Casualty in Millington, TN to receive the preparation requirements.

PORTS OF EMBARKATION / COORDINATORS

Norfolk, VA	Commander, Naval Medical Center ATTN: Code 0210C 620 John Paul Jones Cir. Portsmouth, VA 23708-5100 Phone: (757) 953-2617 or 2618 Officer in Charge Naval Hospital Branch Clinic P. O. Box 280148 Naval Station
Jacksonville, FL	Mayport, FL 32228-0148 Phone: (904) 270-4285 Commanding Officer Naval Medical Center Decedent Affairs Code: 09OA
San Diego, CA	San Diego, CA 92134-5000 (800) 290-7410 Commanding Officer Naval Hospital Bremerton
Bremerton, WA	Code 015-BAS/HPO1 Boone Road Bremerton, WA 98312-1898 Phone: (360) 475-4777 Navy Liaison Unit Tripler Army Medical Center
Honolulu, HI	Tripler AMC, HI 96859-5000 Phone: 808-433-4709/(808) 577-7590

**Questions concerning Burial-at-Sea?
Please call Monday - Friday, 0730-1600 Central Time**

Toll Free - 1-866-787-0081

<https://www.mynavyhr.navy.mil/Support-Services/Casualty/Mortuary-Services/Burial-at-Sea/>



VA supports
Servicemembers'
and Veterans'
families

Summary of VA Dependents' and Survivors' Benefits



SCAN QR CODE TO SEE BOOKLET

Additional Tips to Avoid Burn Out

- **Peer Support:** Connect with other VSOs or professionals who handle similar cases. Sharing experiences and coping strategies with colleagues who understand the emotional challenges can provide emotional support and practical advice.
- **Counseling:** Seek counseling if needed. Handling death claims can be emotionally taxing, and professional guidance can help you process your own feelings and maintain your mental well-being.
- **Self-Care:** Prioritize self-care to prevent burnout. Make time for activities that help you relax and recharge, whether it's exercise, meditation, hobbies, or spending time with loved ones.
- **Team Support:** If you work as part of a team, establish a support system within your group. Regular check-ins and discussions about challenging cases can help you collectively share the emotional burden.
- **Debriefing:** After particularly emotional cases, consider debriefing with a trusted colleague to process your feelings and discuss any lessons learned.
- **Recognize When to Seek Help:** If you find that the emotional stress is overwhelming and affecting your ability to perform your job effectively, it's essential to seek professional help.

2023 STATE & NATIONAL CEMETARIES

Tennessee	National
<p>Middle Tennessee State Veterans Cemetery 7931 McCrory Lane Nashville, TN 37221 (615) 532-2238 MTSV.Cemetery@tn.gov</p>	<p>Chattanooga National Cemetery 1200 Bailey Avenue Chattanooga, TN 37404 (423) 855-6590 www.cem.va.gov/cems/nchp/chattanooga.asp</p>
<p>East Tennessee State Veterans Cemetery 5901 Lyons View Pike Knoxville, TN 37919 (865) 577-3228 ETSV.Cemetery@tn.gov</p>	<p>Knoxville National Cemetery 939 Tyson Street NW Knoxville, TN 37917 (423) 855-6590 or (423) 855-6591 www.cem.va.gov/cems/nchp/knoxville.asp</p>
<p>East Tennessee State Veterans Cemetery 2200 E. Gov. John Sevier Hwy 168 Knoxville, TN 37920 (865) 577-3228 ETSV.Cemetery@tn.gov</p>	<p>Memphis National Cemetery 3568 Townes Avenue Memphis, TN 38122 (901) 386-8311 www.cem.va.gov/cems/nchp/memphis.asp</p>
<p>West Tennessee State Veterans Cemetery 4000 Forest Hill/Irene Road Memphis, TN 38125 (901) 543-7005 WTSV.Cemetery@tn.gov</p>	<p>Mountain Home National Cemetery 215 Heroes Drive Mountain Home, TN 37684 (423) 979-3535 www.cem.va.gov/cems/nchp/mountainhome.asp</p>
<p>Parkers Crossroads Veterans Cemetery 693 Wildersville Road Parkers Crossroads, TN 38388 (731) 967-4127 TSVCPC.Cemetery@tn.gov</p>	<p>Nashville National Cemetery 1420 Gallatin Road S Madison, TN 37115 (615) 860-0086 www.cem.va.gov/cems/nchp/nashville.asp</p>
Bordering Neighbor Cemeteries	
<p>Kentucky West Veterans Cemetery 5817 Fort Campbell Blvd Hopkinsville, KY 42240 (270) 889-6106 www.veterans.ky.gov</p>	<p>Corinth National Cemetery 1551 Horton Street Corinth, MS 38834 (901) 386-8311 www.cem.va.gov/cems/nchp/Corinth.asp</p>
<p>Arkansas State Veterans Cemetery at Birdeye 3600 Highway 163 Birdeye, AR 72324 (870) 588-4608 www.veterans.arkansas.gov/cemeteries/Birdeye</p>	<p>Danville National Cemetery 721 Lee St. Danville, VA 24541 704-636-2661 https://www.cem.va.gov/cems/nchp/DanvilleVA.asp</p>
<p>Missouri State Veterans Cemetery - Bloomfield 17357 Stars and Stripes Way Bloomfield, MO 63825 573-568-3871 mvc.dps.mo.gov/cemeteries/bloomfield.php</p>	<p>Georgia National Cemetery 1080 Scott Hudgens Drive Canton, GA 30114 770-479-9300 www.cem.va.gov/cems/nchp/Georgia.asp</p>
<p>Southwest Virginia Veterans Cemetery 5550 Bagging Plant Road Dublin, VA 24084 855-482-8387 www.dvs.virginia.gov/cemeteries/dublin-cemetery</p>	<p>Western Carolina State Veterans Cemetery 962 Old US 70 Highway Black Mountain, NC 28711 828-669-0684 www.milvets.nc.gov</p>
VIEW MORE MAP LOCATIONS HERE: https://www.cem.va.gov/find-cemetery/index.asp	