



Remote One-On-One Assistance Sessions

How to Connect with VA Benefits Advisors

VA

U.S. Department
of Veterans Affairs

VA Benefits Advisors are available to provide remote One-On-One Assistance sessions to help service members understand their VA benefits and services via telephone or email. Below is the process for connecting service members with VA Benefits Advisors.

1

A service member contacts their TAP Manager to request a One-On-One Assistance session.

2

The TAP Manager provides the phone numbers for the VA Benefits Advisors in the service member's location. Each TAP Manager will be given a searchable **Remote VA Benefits Advisor Contact Sheet** to find the contact information for the VA Benefits Advisor(s) supporting their location.

3

The service member calls one of the VA Benefits Advisor listed on the sheet to participate in a One-On-One Assistance session instantly or to schedule a future session.

In the rare instance a remote VA Benefits Advisor is not available, the service member can leave a voicemail or call another VA Benefits Advisor listed on the sheet. Voicemails will be responded to within 24 hours.

4

The VA Benefits Advisor has the One-On-One Assistance session with the service member. The VA Benefits Advisor provides research, follow up, and/or a warm handover as needed.