Background:

The Department of Veterans Affairs (VA) National Cemetery Administration (NCA) offers pre-need burial eligibility determinations for Veterans, retired reservists and spouses and eligible family members. This Veteran or customer-initiated process will permit VA to provide notification of eligibility for burial in a VA national cemetery prior to the time of need. Veterans, their spouses and certain dependents and parents can request a pre-need determination by completing VA Form 40-10007, Pre-need Burial Eligibility Determination application, attaching military service documentation (DD214) and mailing, faxing or emailing the application to the NCA National Cemetery Scheduling Office (NCSO).

Upon receipt of an application the NCSO will make an eligibility determination based on the current laws in effect. The NCSO will respond in writing notifying the Veteran or other applicant of their eligibility status. Those not eligible can appeal the determination through VA’s appeals process.

The NCSO will maintain eligibility determinations and documentation. At the time of need and receipt of a burial request, the NCSO will review the determination based on the laws in effect at that time and check for any crimes or changes to marital status that could result in ineligibility or a bar to benefits.

**Communications Roll Out**

The dissemination of communications products and information is phased based on the milestones in the Communications Matrix. When VA Form 40-10007, Pre-need Burial Eligibility Determination application, is OMB approved and posted on VA’s online forms data base and additional processes are operational such as fax and email submissions or specifically the EVSS web portal, NCA will execute the communications plan to include distribution of news releases and the NCA website.

Objectives:

* To expand access to memorial benefits that Veterans have earned through their military service.
* To assist Veterans and their families in end of life planning.
* To increase awareness of the new pre-need burial eligibility service and encourage Veterans and spouses to apply for a determination.
* To increase the awareness of VA burial benefits and encourage Veterans and spouses to plan on utilizing these benefits at the time of need.
* Ensure VA employees are aware of the program and can assist Veterans and family members to apply for pre-need burial determination.

Top Line Key Messages

* Veterans and their spouses earned valuable burial and memorial benefits through their service in our military.
* . The National Cemetery Administration (NCA) provides this service to expand access to memorial Veterans and their spouses earned through military service and to assist Veterans and their families make end-of-life decisions prior to a family’s time of need.
* Pre-need burial eligibility determination helps Veterans and spouses to access burial and memorial benefits.
* Pre-need burial eligibility determination assists families to make important end of life planning decisions prior to the time of need.
  + A pre-need determination of eligibility does not guarantee burial in a specific VA national cemetery. Selection of a cemetery by the family and assignment of the gravesite by VA occurs at the time of need.
* Pre-need eligibility encourages Veterans to utilize their VA burial benefits prior to and at the time of need.
* Pre-need eases stress on families at a time of crisis by eliminating the need to make specific decisions such as the location of burial, type of burial (casket or cremation), finding important discharge (and other) documents and other end of life decisions immediately after the death of a loved one.
* Pre-need gives Veterans and spouses time to consider a Terms of Endearment inscription and the choice of an Emblem of Belief if desired.

**Key Audiences:**

* Veterans, spouses and the public
  + VA will speak directly to Veterans and their families to encourage applying for a pre-need burial eligibility determination.
  + Cemetery Directors will conduct outreach to inform local Veterans and their families, VSOs, funeral industry professionals and other stakeholders to inform them of the new pre-need eligibility determination service.
* Congress
  + NCA Regulatory & Legislative Division will develop and provide Members of Congress and VSOs with an pre-need information packet.
  + 42 will work with VA’s Office of Congressional Liaison on distribution of congressional information packets.
* Funeral Industry
  + Funeral homes and directors subscribed to NCA govdelivery will receive a govdelivery email with the news release, fact sheet and VA 40-10007.
* VSO
  + Will coordinate distribution of the pre-need news release, fact sheet and VA 40-10007 with VA VSO Liaison to appropriate VSOs
* News Media
  + VA will capitalize on available media to encourage stories to inform Veterans and their families of the new pre-need burial eligibility determination services.
  + Local and National news releases will be used to encourage media coverage and dissemination of information about the new service to the public.
  + For selected outreach events distribute a local news release informing the public of our attendance and how to access the pre-need application materials.
* VA Leadership and Employees
  + NCA will ensure that NCA employees are aware of the pre-need burial eligibility determination application process so that they can encourage and assist Veterans and their families to apply.
  + NCA will provide an RTQ and appropriate information to Senior Leaders and employees to ensure consistent messages.

**Communications Strategies:**

* Ensure the consistency of public, media and congressional messaging.
* VA will use multiple communications platforms to inform Veterans nationally and locally of the new pre-need burial eligibility determination services.
* Leverage NCA outreach events to encourage Veterans and their spouses to apply for pre-need determinations. (Pre-need kits[[1]](#footnote-1) self-addressed envelope and VA Form 40-10007 to give to Veterans and family members to encourage applying.)
* NCA leadership will include pre-need burial program messages in presentations and speeches as appropriate for the audience.
* NCA Comm/Outreach will coordinate media products, inquiries and RTQs with OPA
* Media Inquiries
  + Cemetery directors are to answer basic media questions from local media using the Response to Query (RTQ), fact sheets and news releases provided.
  + VA OPA will determine responses to national media organizations or reporters on an individual basis.
  + OPA
    - TBD OPA weekly meeting notify OPA of the pre-need rollout
      * TBD Provide National News Release and request distribution on TBD
      * TBD Provide RTQ and Fact Sheet
      * TBD Ask OPA, VHA and VBA to share NCA facebook and twitter posts
* Congressional Notification
  + NCA Leg/Reg will coordinate with OCLA and is responsible for communications with Congress
    - OCLA
      * TBD - 42E

**Communications Products:**

* NCA Conference Call (June 30, 2015) (Completed)
  + Interim Under Secretary Walters or Deputy Under Secretary for Field Programs Powers to inform senior management and staff about what the pre-need burial program is and the implementation status
* Field Program Conference Call (tbd)
  + Prior to implementation Deputy Under Secretary for Field Programs Powers to provide more detailed discussion to MSN directors, cemetery directors and staff about implementation of pre-need (RTQ/fact sheet)
* Fact Sheet – Appendix A
  + A public document explaining the service and how to apply. Available on NCA’s website and printed to hand out as appropriate.
* News Releases – Appendix B & C - TBD
  + National News Release - distributed by OPA on pre-need launce date; TBD - Appendix B (VA Form available)
  + Local News Release – distributed by the cemetery on pre-need launce date; TBD - Appendix C
* Web Page – Pre-need – TBD
  + A pre-need web page – see attached document
* NCA Website rotating picture – TBD
  + Rotating picture on the NCA website that links to the pre-need web page
    - On launch date post pre-need rotating picture to the NCA website with associated information and link to pre-need web page.
    - Incorporate pre-need information on [www.cem.va.gov](http://www.cem.va.gov) as appropriate.
    - Create a digital media packet for posting on the NCA website “In the News” tab.
* Social Media– TBD
  + Facebook – TBD Appendix E – tbd
    - Upon launch of the pre-need program Communications and Outreach Support division will post a pre-need story on NCA facebook page and ask VA, VHA and VBA to share on their facebook pages
  + Twitter – TBD Appendix F
    - Upon launch of the pre-need program Communications and Outreach Support division post a tweet on NCA’s twitter feed and ask VA, VHA and VBA to retweet.
    - NCA – Pre-need twitter chat pre-coordinated with VA National Outreach Office
* Govdelivery – Appendix D – TBD
  + - Upon launch of the pre-need program Communications and Outreach Support division will send a nationwide email to all Veterans/family members and funeral industry professionals with the VA Form 40-10007, news release and the fact sheet attached.
* Pre-need Kit - TBD
  + A self-addressed envelope (alternatively a mailing label) with the NCSO’s pre-need address, VA Form 40-10007 and pre-need fact sheet given to Veterans or family members at outreach events to encourage them to apply for the benefit.
* Veterans Group Life Insurance (VGLI) Insert - TBD
  + A mailer to be included in VBA monthly mailings to 12,000 VGLI policy holders informing them that they may be eligible for VA burial benefits. We will include info on the pre-need burial application program on the insert. TBD
* DD214 Holder
  + A pre-printed folder will be available for Veterans and family members to consolidate important burial benefits documents such as a pre-need eligibility determination letter and DD214. It will be sent by NCSO with pre-need determinations and and available with blank application forms at outreach events.
* Govdelivery – Appendix D – TBD
  + - Upon launch of the pre-need program Communications and Outreach Support division will send a nationwide email to all Veterans/family members and funeral industry professionals with the VA Form 40-10007, news release and the fact sheet attached.
  + VA blog - TBD
    - After launch of the pre-need program Communications and Outreach Support Division will submit a story to “VAntage Point” for consideration.
* VAntage Point – TBD
  + After launch of the pre-need program Communications and Outreach Support Division will submit a story to “VAntage Point” for consideration.
* VAnguard - TBD
  + After launch of the pre-need program Communications and Outreach Support Division will submit a story to VAnguard on pre-need for their consideration
* NCA News – TBD (next issue after implementation)
  + After launch of the pre-need program Communications and Outreach Support Division will include a story on pre-need in “NCA News” as appropriate
* SME Interview – TBD if requested
  + Media direct interview (in-person, telephonic, video or online) with VA executive if requested.
  + Need to designate SME?

**Communications Matrix/Timeline:**

See attached document for detailed matrix.

All dates are TBD at the moment.

* Pre-launch – NCA staff update – Dep Under Sec Field programs – remarks, fact sheet, RTQ, Q&As
* Pre-Launch – OPA advance notice – 43A2 – commo plan, news release etc
* Pre-Launch – Congressional notification – 42E with OCLA/OPA
* Pre-Launch – Post VA 40-10007 to VA forms database
* Launch – Pre-need web page visible to the public
* Launch – Fact sheet on NCA fact sheet page
* Launch – Pre-need rotating picture on NCA website that links to pre-need website.
  + Request OPA VA website rotating picture
* Launch – OPA distributes national news release
* Launch – Cemeteries distribute local news releases
* Launch – NCA Facebook and twitter posts
  + Request OPA, VHA and VBA shares
* Launch - NCA govdelivery email to subscribed Veterans/family members and funeral industry professionals
  + Ask OPA,VHA, VBA govdeliery email as appropriate
* Launch – Social media posts – facebook/twitter
* Launch – VSO notification – VA VSO Liaison – news release, fact sheet to appropriate VSOs
  + Could be pre-launch????
* Post – pre-need kit
* Post – VGLI mailer
* Post – NCA News/VAngaurd/VAntage Point
* D
* dLaunch -NCA govdelivery email to subscribed Veterans/family members and funeral industry professionals
  + Ask OPA,VHA, VBA govdeliery email as appropriate

**Response to Query**

**RTQ:** The National Cemetery Administration (NCA) now provides burial benefits eligibility determination services prior to the time of need to assist Veterans and their families in burial and other end-of-life planning activities. Pre-need eligibility determination will expand access to burial and memorial benefits that Veterans and spouses have earned through their military service and help Veterans and their families in their end of life planning. Veterans, spouses and other dependents interested may submit VA Form 40-10007, Pre-Need Burial Eligibility application, along with documentation of military service (DD214) to the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov) or for processing. Applicants must also submit documentation of military service, such as a DD214, with their pre-need burial application claim form. NCA will review these applications based on current eligibility laws and provide written notice of their eligibility. Applicants can expect to receive their notification from VA in 60 days. In the future at the time of need VA will confirm the pre-need decision in accordance with the laws in effect at that time and assign a gravesite at the requested VA national cemetery.

**Questions and Answers:**

**Who is eligible for VA burial benefits?**

Burial in a VA national cemetery is open to all members of the armed forces and Veterans who have met minimum active duty service requirements and were discharged under conditions other than dishonorable. The Veterans’ spouse, minor children and under some conditions, dependent unmarried adult children are also eligible for burial even if they predecease the Veteran. Members of the reserve components of the armed forces who die while on active duty or while performing training duty or who have 20 years of service creditable for retired pay may also be eligible for burial.

**What VA burial benefits are available to Veterans?**

VA burial benefits include a gravesite in any of our open national cemeteries with available space, the opening and closing of the grave, a government grave liner, a government headstone or marker, perpetual care of the grave, a burial flag and Presidential Memorial Certificate at no cost to the family.

For Veterans who choose burial in a private cemetery they may receive a government headstone, marker or medallion, burial flag and Presidential Memorial Certificate.

**What does a grant of pre-need burial eligibility mean?**

Eligibility for burial in a VA national cemetery entitles individuals (and their spouse and minor dependent children) to specific VA benefits. We encourage you to tell your loved ones or estate planners about your preferred burial arrangements, which may include some of the following VA services:

* Burial in any open VA national cemetery, at no charge to the family, which includes opening/closing of the grave, a government furnished grave liner, perpetual care of the gravesite, and a Government-furnished headstone. Veterans who are determined to be eligible for burial in a VA national cemetery are also eligible for a burial flag and Presidential Memorial Certificate.

* Veterans who are determined to be eligible for burial in a VA national cemetery but who choose to be interred in a private cemetery are still entitled to receive a Government-furnished headstone or marker or bronze medallion; burial flag and Presidential Memorial Certificate.

**What happens at my time of need?** Because laws affecting VA burial eligibility and an individual’s circumstances may change, VA will confirm all pre-need decisions in accordance with the law in effect when we receive a burial request. In some cases, this may include review of U.S. citizenship, residency, or marital status. In all cases, VA must confirm that the decedent has not committed certain crimes or acts (capital crime or sexual assault) that would bar entitlement to VA benefits.

**When can I apply?** Veterans, their spouses and other eligible persons can apply for pre-need burial eligibility determination on tbd.

**How do I apply for pre-need burial eligibility determination?** Anyone interested in applying for a pre-need burial determination for burial in VA national cemetery may submit VA Form 40-10007, Pre-need Burial Eligibility Determination application, either to the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov) or to their local VA national cemetery who will forward it to the NCSO for processing. Applicants must also submit documentation of military service, such as a DD214, with their pre-need burial application claim form. Applicants can expect to receive their notification from VA in 60 days.

**Can I choose a cemetery and gravesite for burial as part of the pre-need application process?**

No. A pre-need eligibility determination is applicable to any VA national cemetery but does not reserve a gravesite in a national cemetery. At the time of need the next-of-kin may choose any open VA national cemetery with space for burial. VA assigns gravesites at the time of need.

**I can’t find my discharge (DD 214) documents, how do I get a replacement copy?**

Veterans and spouses are responsible to provide proof of eligible military service with the pre-need application. If discharge or separation documents are lost, Veterans or the next of kin of deceased Veterans may obtain duplicate copies through the eBenefits portal (<https://www.ebenefits.va.gov/ebenefits/homepage>) or through the Internet at <http://www.archives.gov/veterans/military-service-records/>.

**Can I get a pre-need determination of eligibility for my dependent children?**

No, VA will not provide an eligibility determination for dependent children. It is highly unlikely that children will predecease their parents and in such cases the child’s eligibility is determined by the Veteran parent.

**Can a non-Veteran parent of deceased Veteran buried in a VA national cemetery who plans to be buried with their child (Corey Shea Act) receive a pre-need eligibility determination?**

Yes, a non-Veteran parent of a Veteran buried in a VA national cemetery with no surviving spouse or children who would be eligible for burial with the Veteran can apply for a pre-need determination.

**What happens if I am determined to be ineligible?** Anybody who is determined to be ineligible will receive written notification and information on appeals processes. If NCA was unable to find a person eligible due to lack of information/documentation, the applicant can apply again when they have sufficient information available for VA to make a determination. If an ineligible determination was made based on the information provided then the applicant can follow the appeals process if they disagree with VA’s decision; instructions will be provided as part of the written notification.

**Appendix A - Fact Sheet**



**ELIGIBILITY FOR BURIAL IN A VA NATIONAL CEMETERY IN ADVANCE OF NEED**

The Department of Veterans Affairs (VA) provides determinations of eligibility for Veterans, spouses and dependents for burial in a VA national cemetery. The National Cemetery Administration (NCA) provides this service to expand access to burial and memorial Veterans and their spouses earned through military service and to assist Veterans and their families make end-of-life decisions prior to a family’s time of need.

**Who may apply?** Anyone interested in applying for a pre-need burial determination for burial in VA national cemetery may submit VA Form 40-10007, Pre-need Burial Eligibility Determination application, to the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov) or for processing. Applicants must also submit documentation of military service, such as a DD214, with their pre-need burial application claim form. Applicants can expect to receive their notification from VA in 60 days.

**What happens next?** NCA will review pre-need burial applications and provide claimants written notice of their eligibility. VA will provide a pre-need burial eligibility decision letter when we approve a pre-need burial eligibility application. An approved application does not reserve a gravesite in a national cemetery. NCA assigns gravesites at time of need. Pre-need application requests that are denied may be appealed to the Board of Veterans’ Appeals.

**What does approval of a of pre-need burial eligibility application mean?** Upon receipt of a pre-need burial eligibility decision letter, you should store this with supporting military documentation in a safe place with other documents indicating your final wishes. We encourage you to tell your loved ones or estate planners about your preferred burial arrangements, which may include some of the following VA services:

* All eligible Veterans and their spouse are entitled to burial in any open VA national cemetery that includes opening/closing of the grave, perpetual care of the gravesite, and a Government-furnished upright headstone or flat marker or niche cover all at no cost to the family. Veterans are also eligible for a [burial flag](http://www.cem.va.gov/cem/burial_benefits/burial_flags.asp) and [Presidential Memorial Certificate](http://www.cem.va.gov/cem/pmc.asp).

**Pre-need continued**

* Veterans eligible for burial in a VA national cemetery but who choose to be interred in a private cemetery anywhere in the world are still entitled to receive a Government-furnished headstone or marker or bronze medallion, or a medallion in lieu of a headstone or marker. (The spouse of an eligible Veteran does not receive any benefits if burial is in a private cemetery.)

**What happens at my time of need?** Because laws affecting VA burial eligibility and an individual’s circumstances may change, VA will verify all pre-need decisions in accordance with the law in effect when we receive a burial request. In some cases, this may include review of U.S. citizenship, residency, marital status or qualifying military service. In all cases, VA must confirm that the decedent has not committed certain crimes or acts that would bar entitlement to VA benefits.

Receipt of an approved Pre-need burial eligibility decision letter does not reserve a gravesite in a national cemetery. NCA assigns gravesites at the time of need. Your family or those making final arrangements should contact the National Cemetery Scheduling Office at your time of need to complete arrangements for burial in a VA national cemetery and the obtaining the memorial benefits earned through service to our Nation.

Additional information about VA burial and memorial benefits and the Pre-need Burial application process is available on the VA website at <http://www.cem.va.gov/> or you may contact your local VA national cemetery.

**Appendix B - VA National News Release**



Office of Public Affairs

Media Relations

Washington, DC 20420

(202) 461-7600

www.va.gov

**News Release**

Month XX, 2016

**VA Begins Burial Benefit Pre-need Services**

*Veterans Can Now Receive Burial Benefits Eligibility Determinations*

**WASHINGTON** – The U.S. Department of Veterans Affairs (VA) announced that it is now providing pre-need burial benefit eligibility determination services for Veterans and spouses planning burial in a VA national cemetery. Pre-need eligibility determination will expand access to burial and memorial benefits Veterans earned through their service in the military and help Veterans and their families in their end of life planning.

“The pre-need program increases Veteran and spouse access to VA burial benefits earned through their service in our military” said Secretary of Veterans Affairs Robert A. McDonald. “This will help Veterans plan end of life decisions prior to their time of need.”

Anyone interested in applying for a pre-need burial determination for burial in VA national cemetery may submit VA Form 40-10007, Pre-need Burial Eligibility application to the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov). Applicants must also submit documentation of military service, such as a DD214, with their pre-need application claim form. Applicants can expect to receive their notification from VA in 60 days.

NCA will review pre-need burial eligibility application claims and provide claimants written notice of their eligibility status. Pre-need application requests that are denied may be appealed to the Board of Veterans’ Appeals.

Veterans and their spouses are eligible for burial in a VA national cemetery are entitled to specific VA benefits. Those benefits include burial in any open VA national cemetery which includes opening/closing of the grave, a government furnished grave liner, perpetual care of the gravesite, and a [Government-furnished headstone](http://www.cem.va.gov/cem/hmm/index.asp) all at no cost to the family. Veterans are also eligible for a [burial flag](http://www.cem.va.gov/cem/burial_benefits/burial_flags.asp) and [Presidential Memorial Certificate](http://www.cem.va.gov/cem/pmc.asp).

-More-

**VA Begins Burial Benefit Pre-need Services cont.**

Veterans eligible for burial in a VA national cemetery but who choose to be interred in a private cemetery are still entitled to receive a Government-furnished headstone or marker or bronze medallion, or a medallion in lieu of a headstone or marker. (The spouse of an eligible Veteran is not entitled by law to benefits if burial is in a private cemetery.)

For more information about VA pre-need burial eligibility application visit [www.XXXX.cem.va.gov](http://www.XXXX.cem.va.gov).

VA operates 134 national cemeteries, one national Veterans burial ground and 33 soldiers’ lots and monument sites in 40 states and Puerto Rico.  More than 4 million Americans, including Veterans of every war and conflict, are buried in VA’s national cemeteries.  VA also provides funding to establish, expand, improve, and maintain 95 Veterans cemeteries in 47 states and territories including tribal trust lands, Guam, and Saipan.  For Veterans not buried in a VA national cemetery, VA provides headstones, markers or medallions to commemorate their service. In 2015, VA honored more than 360,000 Veterans and their loved ones with memorial benefits in national, state, tribal and private cemeteries.

Information on VA burial benefits is available from local VA national cemetery offices, from the Internet at [www.cem.va.gov](http://www.cem.va.gov), or by calling VA regional offices toll-free at 800-827-1000.  To make burial arrangements at any open VA national cemetery at the time of need, call the National Cemetery Scheduling Office at 800-535-1117.

###

**Appendix C - VA Local News Release Template**

|  |  |  |  |
| --- | --- | --- | --- |
| VA Seal-B&W | Department of  Veterans Affairs |  | **XXX National Cemetery**  **Street**  **City, State Zip**  **News Release** |
|  |  |  | **FOR FURTHER INFORMATION CONTACT:**  **Cemetery Director Fname Lname**  **Phone:** (xxx) xxx-xxxx |

Month XX, 2016

# VA Begins Providing Pre-need Burial Eligibility Determinations

City, State – The Department of Veterans Affairs (VA) announced that it is now providing Veterans, spouses and dependents a burial benefit eligibility determination services. Pre-need eligibility determination will expand access to burial and memorial benefits Veterans earned through their service in the military and help Veterans and their families in their end of life planning.

“Pre-need burial eligibility determination will confirm a Veteran’s and their spouse’s eligibility for burial in a VA national cemetery prior to the time of need” said cemetery director fname lname. “This is a powerful new service will help to increase access to burial benefits earned through service in the military and make end of life decisions prior to their time of need. I encourage Veterans to take advantage of the new pre-need burial eligibility determination service and use the VA burial benefits they have earned through their service to our Nation.”

Anyone interested in applying for a pre-need eligibility burial determination for burial in VA national cemetery may submit VA Form 40-10007, Pre-need Burial Eligibility application to the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov). Applicants must also submit documentation of military service, such as a DD214, with their pre-need burial application claim form. Applicants can expect to receive their notification from VA in 60 days.

NCA will review pre-need burial eligibility application claims and provide claimants written notice of their eligibility status. Pre-need application requests that are denied may be appealed to the Board of Veterans’ Appeals.

-More-

**VA Begins Burial Benefit Pre-need Services cont.**

Veterans eligible for burial in a VA national cemetery but who choose to be interred in a private cemetery are still entitled to receive a Government-furnished headstone or marker or bronze medallion, or a medallion in lieu of a headstone or marker. (The spouse of an eligible Veteran is not entitled by law to benefits if burial is in a private cemetery.)

For more information about VA burial and memorial benefits and the pre-need burial eligibility application visit [www.XXXX.cem.va.gov](http://www.XXXX.cem.va.gov).

VA operates 134 national cemeteries, one national Veterans burial ground and 33 soldiers’ lots and monument sites in 40 states and Puerto Rico.  More than 4 million Americans, including Veterans of every war and conflict, are buried in VA’s national cemeteries.  VA also provides funding to establish, expand, improve, and maintain 95 Veterans cemeteries in 47 states and territories including tribal trust lands, Guam, and Saipan.  For Veterans not buried in a VA national cemetery, VA provides headstones, markers or medallions to commemorate their service. In 2015, VA honored more than 360,000 Veterans and their loved ones with memorial benefits in national, state, tribal and private cemeteries.

Information on VA burial benefits is available from local VA national cemetery offices, from the Internet at [www.cem.va.gov](http://www.cem.va.gov), or by calling VA regional offices toll-free at 800-827-1000.  To make burial arrangements at any open VA national cemetery at the time of need, call the National Cemetery Scheduling Office at 800-535-1117.

###

**Appendix D - Govdelivery email – TBD**

The VA now provides pre-need eligibility burial determination services to eligible Veterans, their spouses, and other dependents. The National Cemetery Administration (NCA) provides this service to expand access to memorial Veterans and their spouses earned through military service and to assist Veterans and their families make end-of-life decisions prior to a family’s time of need.

Anyone interested in applying for a pre-need burial determination for burial in VA national cemetery may submit VA Form 40-10007, Pre-need Burial Eligibility Determination application, to the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov). Applicants must also submit documentation of military service, such as a DD214, with their Pre-need Burial Eligibility Determination application. NCA will review pre-need applications and provide claimants written notice of their eligibility. Applicants can expect to receive their notification from VA in 60 days.

Veterans and spouses are responsible to provide proof of eligible military service with the pre-need application. If discharge or separation documents are lost, Veterans or the next of kin of deceased Veterans may obtain duplicate copies through the eBenefits portal (<https://www.ebenefits.va.gov/ebenefits/homepage>) or through the Internet at <http://www.archives.gov/veterans/military-service-records/>.

For more information visit [www.cem.va.gov](http://www.cem.va.gov).

(Attach news release, fact sheet and VA Form 40-10007)

**Appendix E - Facebook post -**

The VA now provides pre-need eligibility burial determination services to eligible Veterans, their spouses, and other dependents. The National Cemetery Administration (NCA) provides this service to expand access to memorial Veterans and their spouses earned through military service and to assist Veterans and their families make end-of-life decisions prior to a family’s time of need.

Anyone interested in applying for a pre-need burial determination for burial in VA national cemetery may submit VA Form 40-10007, Pre-need Burial Eligibility Determination application, the National Cemetery Scheduling Office (NCSO) by toll-free fax at 1-855-840-8299 or email to [Eligibility.PreNeed@va.gov](mailto:Eligibility.PreNeed@va.gov). Applicants must also submit documentation of military service, such as a DD214, with their Pre-need Burial Eligibility Determination application. NCA will review pre-need applications and provide claimants written notice of their eligibility. Applicants can expect to receive their notification from VA in 60 days.

Veterans and spouses are responsible to provide proof of eligible military service with the pre-need application. If discharge or separation documents are lost, Veterans or the next of kin of deceased Veterans may obtain duplicate copies through the eBenefits portal (<https://www.ebenefits.va.gov/ebenefits/homepage>) or through the Internet at <http://www.archives.gov/veterans/military-service-records/>.

**Appendix F -Twitter post - TBD**

VA now provides pre-need burial eligibility determinations for eligible Veterans and spouses. URL to facebook post

**Preneed outreach kit self-addressed – TBD**

**Pre-need website – under development**

**VGLI – In development - TBD**

**DD214 documents holder – In development**

**VAntage Point Blog – Written needs to be edited**

**VAnguard/NCA News – TBD**

**Potential Fact Sheets That May Need Changing**

<http://www.cem.va.gov/cem/docs/factsheets/burial.pdf>

<http://www.cem.va.gov/cem/docs/factsheets/accountability.pdf>

<http://www.cem.va.gov/cem/docs/factsheets/nca.pdf>

<http://www.cem.va.gov/cem/docs/FactSheets/Women_and_Minority_Veterans.pdf>

**Potential Websites That May Need Changing**

**Burial Benefits page** – needs removed Preparing in Advance -- <http://www.cem.va.gov/cem/burial_benefits/index.asp>

[**http://explore.va.gov/memorial-benefits**](http://explore.va.gov/memorial-benefits)

**Potential Update to WebSite**

[**http://explore.va.gov/video-gallery?type=testimonial**](http://explore.va.gov/video-gallery?type=testimonial)

Pre-Need Video testimonials can be place here.

<http://www.cem.va.gov/cem/faq.asp>

<http://www.cem.va.gov/cem/burial_benefits/need.asp>

Probably want to add to:

**Funeral director kit** - <http://www.cem.va.gov/funeraldirector.asp>

Link to VA Form 40-10007

Link to Pre-need page

**Front page** under Helpful links - <http://www.cem.va.gov/>

Link to VA Form 40-10007

Link to Pre-need page

**NCA IS1** - <http://www.cem.va.gov/CEM/pdf/IS1_Jan_2011.pdf>

**2016 Fed Benefits Booklet** VAIQ 7650142

Should pre-need be added to the 2016 benefits book?

**NCA Brochure** – is ok as is.

But Pre-need could be added?  
**Scheduling Office brochure** – is ok as it.

But Pre-Need could be added?

**Pre-Brochure or one All-inclusive brochure instead of three??**

1. Pre-need kits will be given to interested Veterans/family members and VA Outreach partners at outreach events to encourage applying. The kit will consist at minimum of a self-addressed envelope and VA Form 40-10007. Additionally the fact sheet might be a part of the kit. [↑](#footnote-ref-1)