

When conducting outreach or assisting a veteran with enrollment, just remember the acronym

G.I.V.E...



G – GREET the veteran like you would any other consumer, with a warm handshake and an explanation of your role as an enrollment assister

I – INQUIRE as part of your opening sequence of screening questions (e.g. “What is most important to you as you’re shopping for health coverage?”), **“Have you previously served in the U.S. military?”**

V – VERIFY that the veteran is familiar with their eligibility for care through the VA; one easy way to do this is to check out the Health Benefits Explorer tool at <http://hbexplorer.vacloud.us/>

E – EXPLAIN that there are many avenues of help available to the veteran if he/she wishes to apply for VA health benefits, or has questions; a good starting point is to call the hotline at 1-877-222-VETS (8387), or to visit a VA Medical Center or Community-Based Outpatient Clinic (CBOC)

Greet

Inquire

Verify

Explain