Printable Script Cards

When a Veteran Asks About the Toxic Exposure Screening	
RESPONSE: "**All Veterans enrolled in VA health care can now receive a toxic exposure screening at the nearest VA medical facility. Are you enrolled in VA health care?**"	**If yes:** "You can call your nearest VA medical facility to ask about the screening or make an appointment. You can also request to be screened over the phone. Would you like help looking up the number?"

	If no: "You may be newly eligible under the PACT Act. Here are a couple options for how to apply:
	• Online at www.va.gov/health-care/apply/application/introduction
	• Call 877-222-VETS (8387)
	• Mail a signed VA Form 10-10EZ to:
	    Health Eligibility Center
	    PO Box 5207
	    Janesville, WI 53547-5207
	• Enroll in person at your local VA medical facility. You can find your nearest VA facility at www.va.gov/find-locations."

Whenever possible, please assist the Veteran with these connections by making the calls with them.	

When a Veteran Asks About the PACT Act or VA Benefits Eligibility	
ASK: Are you currently enrolled in VA health care, or do you receive any VA benefits?	**If yes:** "A new law was recently passed to expand and extend VA health care and benefits. You may qualify for additional benefits." *Then, move to the next* **ASK.**
	If no: "A new law was recently passed to expand and extend VA health care and benefits to Veterans of the Vietnam, Gulf War, and Post-9/11 eras. Even if you didn't qualify for VA health care and benefits before, you may be eligible now. You can find more information on VA.gov/PACT."
ASK: Have you received your toxic exposure screening yet?	**If yes:** "Great. Please be sure to discuss any symptoms you think may be related to an exposure with your provider."
	If no: "You can call your nearest VA medical facility to ask about the screening or make an appointment. You can also request to be screened over the phone. Would you like help looking up the number?"
Whenever possible, please assist the Veteran with these connections by making the calls with them.	