

## How to Guide: Veterans Affairs (VA)

### How to Apply

Veterans can apply for assistive technology (AT) through the Department of Veterans Affairs (VA). AT may be covered if it is medically necessary due to a service-connected disability or health condition. Covered equipment includes prosthetics, sensory aids (hearing aids, eyeglasses, etc.), vehicle modifications, and home accessibility improvements. Applications can be made by visiting, calling, or writing your nearest VA healthcare facility or Veterans Benefits Office. You can also apply by calling 1-877-222-VETS or visiting the VA website at <https://www.va.gov/>.

### Information Needed

When applying for VA assistive technology benefits, veterans should be ready to provide:

- Proof of military service and discharge status (must not be dishonorable)
- Documentation of a service-connected disability or health condition
- Prescription or recommendation from a VA physician or therapist for the AT device
- Supporting documentation showing how the device improves mobility, safety, or function
- For home or vehicle modifications, quotes or estimates from licensed vendors or contractors
- Completed VA application or benefits forms available at local VA facilities or online

Veterans with higher disability ratings (30% or more) often receive higher priority for AT-related benefits.

### Helpful Tips

- Work with your VA healthcare provider or prosthetics department—they can submit equipment requests and documentation directly.
- Veterans with service-connected disabilities are eligible for specialized adaptive equipment and home improvement grants.
- Keep copies of all medical records, prescriptions, and correspondence related to your request.
- If your local VA facility does not have a prosthetics department, they may refer you to another facility.

- If your request is denied, file a Notice of Disagreement (NOD) within one year and follow the appeal process through the Board of Veterans' Appeals.
- Veterans Service Officers (VSOs) can assist with filing claims, appeals, and understanding benefit eligibility at no cost.
- For additional help or status updates, contact the VA Ombudsman or your regional VA office.