



York County Veteran's Affairs Office Modifies Operations

York County, S.C. (3/20/2020) – The health and safety of York County Veterans and their families is the top priority of the York County Veteran's Affairs Office (VA). Due to COVID 19, the York County VA will implement modified office and processing procedures in an effort to protect both the VA clients and the VA staff.

The York County VA offices are operating with modifications that allow for prevention and social distancing.

As such, the York County VA has modified its operations to limit contact with the public. Claims will be processed. **The York County VA offices will conduct phone consults only. NO Walk-Ins.** If and when, a signature or supporting documents are needed, staff will make appointments, as needed. These procedures are in effect until further notice.

Please call one of two numbers for service and an appointment: 803-909-7525 (Rock Hill, SC) or 803-864-8529 (York, SC). If you have an appointment, staff will meet you at the door of the VA office at your scheduled time. Also, if you are sick and you have been given an appointment, please stay home.

For Veterans experiencing a housing, food or financial crisis, please contact the Red Cross (803-329-6575), Salvation Army (803-324-5141), Pathways Community Center (803-366-7283), United Way 211 (803-324-2735) or the Veterans Bridge Home (704-332-8802) for assistance.

The York County VA office is taking the following measures effective immediately, which will remain in place until further notice:

- 1. The DAV Van runs at the discretion of the Dorn VA Medical Center, leadership at DORN suspended van routes to Dorn on March 18th and until further notice. Veterans with appointments at Dorn will need to make other transportation arrangements or reschedule your appointment. The County Service Office has no control on the suspension or reactivation of the DAV van service.**

2. The Veterans Affairs Offices in York County will no longer take “Walk-Ins”. All clients will need to call for a “phone consult” appointment. The phone consult will address any questions about benefits and is prepared to capture all the information necessary to any claim.
3. All Veterans with a eBenefits account can process their own claim, view the status of a claim or send inquiries about your respective benefits. Anyone with access to a computer can manage and monitor their VA benefits by going to va.gov website. This website allows you to check your claim, appeal, access eBenefits, contact the VA, and more.
4. The York County VA will refer anyone who is not a resident of York County to your respective County Service Officer or representatives.
5. If you need an immediate update on the status of your claim or appeal, feel free to call the VA Customer Service Line: 1-800-827-1000.
8. If you need an immediate verification of VA Compensation or Pension, please call our office and speak with a Benefits Specialist. Staff can give you instructions on where to fax the document and how to pick it up from our office. Please assume 48 hours (2 business days) to get an income verification.
9. If you are having ANY **health concerns** please call your primary health care providers.
 - Life Threatening Emergencies – 9-1-1
 - Rock Hill VA Health Care Clinic (CBOC) – 803-366-4848; be advised Veterans who are enrolled in VA Health Care can pursue care through the Mission Act: Urgent and Emergency Care (call if you have questions about the Mission Act). Also, if you have a VA appointment or need an appointment with your VA Primary Care Doctor, call first and assess if you can conduct a phone consult, skype, or message via MyHealthVet.
 - Dorn VAMC – 1-800-293-8262 or 803-776-4000
 - Telephone Advise Line to speak to a nurse at VA: 1-888-651-2683
10. APPEALS: Effective Monday, March 23, 2020, the Board of Veterans’ Appeals is suspending all video and Central Office hearings through at least May 1, 2020. The Board understands that Veterans have been waiting for these hearings and do not want to delay any longer than necessary. The Board will work with Veterans, VSOs and representatives to provide virtual hearings where possible.

Please note new address for the York County VA Office located in Rock Hill: York County Heckle Complex, Suite 1300, 1070 Heckle Boulevard, Rock Hill, SC