

Department of Veterans Affairs (VA) Benefits

If you need help determining where to go for care or have questions about the Department of Veterans Affairs (VA) resources available to you, please call the VA Pacific Islands Health Care System (VAPIHCS) line at 1-800-214-1306. For mental health care, call 808-433-0660. For VA social services, call 808-873-3689.

The VA has staff on the ground to help Veterans access resources in Lahaina. VAPIHCS is updating their [Facebook page](#) with locations and additional information daily at: <https://www.facebook.com/VAPacificIslands/>.

The VA Maui Community Based Outpatient Clinic (CBOC) remains open at 203 Ho'ohana Street, Kahului, from 7:30 A.M. to 4:00 P.M. Monday-Friday. The clinic's phone number is 808-871-2454. The clinic is providing medication refills, showers, food and water, toiletries, and clothing. Veterans can access urgently needed prescription medications through the clinic and can coordinate prescription pickup for routine medications through the clinic or through calling 808-873-3680. A social worker and representatives who can help with social services and housing are also onsite.

The Maui Vet Center remains open for Veterans, active duty service members (including National Guard members), and their families in need of counseling services after experiencing the stressors associated with the recent fires at 157 Ma'a St, Kahului, from 7:30 A.M. to 4:00 P.M. Monday-Friday. The center phone number is 808-242-8557. In addition to available counseling services, Veterans Benefits Administration (VBA) staff is onsite to help Veterans with needs such as home loss, access to financial support, life insurance and other benefits.

Benefit Payments

If a Veteran or beneficiary does not/cannot receive a benefits payment due to the fires and indicates financial hardship, the contact center agents must request a one-time special payment address where a replacement payment can be sent.

- This can be a direct deposit account (into which VA can issue an electronic funds transfer (EFT)/direct deposit payment) or a mailing address where you can receive mail. Affected ZIP Codes where post offices are closed can be found [here](#): <https://about.usps.com/newsroom/service-alerts/residential/welcome.htm>. The USPS updates this information routinely.
- If a bank account is provided, include the routing number, account number, type of account (checking or savings), name of bank and name of individual on the account (the beneficiary or otherwise).
- The VBA can issue a same-day EFT payment to affected Veterans. To do this, the Veteran needs to enroll in direct deposit.
- If a Veteran does not have a bank account into which they can receive direct deposit, VA has established the Veterans Benefits Banking Program (VBBP) to give Veterans and beneficiaries access to military-friendly banks and credit unions they might not otherwise be able to access due to lack of awareness, individual credit history, and/or legal history. Veterans can find more information about VBBP [here](#): <https://www.benefits.va.gov/benefits/banking.asp>
- If Veterans call the VA, they can change their address or switch to direct deposit over the phone.

Insurance

- VA offers Instant Loan Approval online and expedited same day processing for policy loans when Veterans contact the Call Center at 1-800-669-8477.
- In addition, VA can expedite same-day processing and approval of the following policy actions:
 - Withdrawals from dividend credit and deposit accounts;
 - Extension of premium payment grace period;
 - Extension of reinstatement deadlines; and
 - Processing of death claims.
- The Office of Servicemembers' Group Life Insurance (OSGLI) is following disaster alerts that are issued by each state department of insurance in the event of natural disaster. These alerts generally provide a moratorium on lapsing or extension of premium payments. Veterans may call OSGLI at 1-800-419-1473.

Education

- If your school is temporarily closed, the VA will consider your attendance as continuous, and your benefits will not be affected.
- Students using Chapter 33 (Post-9/11 GI Bill) or Chapter 35 (Survivors and Dependents Educational Assistance Program): As long as the enrollment was submitted prior to the recent disaster, no further action is necessary to continue to receive benefits.
- Students Using Chapter 30 or 1606 (Montgomery GI Bill) should continue to verify their attendance until further notice as if the school did not close. Doing so will ensure that benefits are not affected. Students may verify their attendance, using the [WAVE website \(https://www.gibill.va.gov/wave\)](https://www.gibill.va.gov/wave) or by calling 1-877-VACERT.
- Students using Chapter 33 who are currently required to verify enrollment (students attend Non-College Degrees (NCD) programs in receipt of Monthly Housing Allowance (MHA) or kickers should likewise continue to verify their attendance until further notice as if the school did not close to ensure that benefits are not affected.
- Please contact the VA Education Call Center at 1-888-442-4551 (Monday – Friday, 7 a.m. to 6 p.m. CST) for any questions about your GI Bill benefits. You can also use [Ask VA \(https://ask.va.gov/\)](https://ask.va.gov/).
- If your school remains open, but you are unable to attend (i.e., if you had to relocate as a result of the natural disaster), VA is unable to continue GI Bill benefit payments. When you are no longer pursuing classes, your school must report the termination to VA as soon as possible.