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Login.gov offers new in-person identity verification for Veterans

To address growing concerns of cybersecurity and improve accessibility for all, VA is working hard to update and modernize your online experience. As part of our efforts, VA is encouraging Veterans to create a [Login.gov account](https://www.login.gov). Veterans can use this single, secure account to sign in to VA.gov and other online services to manage their VA benefits and health care. When creating your Login.gov account, you can now verify your identity in-person if you are unable to successfully upload your state-issued ID.

When you can use in-person identity verification

When you create a Login.gov account online, the last step of the process to link your account with VA is to verify your identity using the online verification process. Login.gov asks you to provide your Social Security Number, phone number, and upload a copy of your driver's license or state-issued photo ID. This step helps to make sure that you're you and not someone pretending to be you.

Some Veterans find that this last step doesn't work for them. For example, the system may not be able to read the information on your photo ID. If you can't complete the online verification process, Login.gov now gives you the option to go to a participating U.S. Post Office to verify your identity in-person (note that you must have attempted the online identity-proofing before using the in-person option).

For in-person verification

If the online verification doesn't work for you and you want to verify your ID in-person, select "Try in person" and Login.gov will send you an email that has:

- A link to find your nearest participating post office
- An enrollment barcode to scan when you get to the post office

You'll have 30 days to go to a participating post office and complete the process. You don't need an appointment, but you'll need to bring these documents with you:

- A copy of your enrollment barcode, printed or available to scan on your mobile device

- Your driver's license or other state-issued ID (Note: Your ID can't be expired, and it must be the same one you used to create your Login.gov account online initially)

A post office employee will review your documents and input your information into their system. After 24 hours, you'll get an email from Login.gov. If they successfully verified your identity, the email will include directions for how to finish setting up your account. If they couldn't verify your identity, the email will include instructions for what to do next.

More support and resources

If you need help creating a Login.gov account, [visit the Login.gov help center](#) or call 844-875-6446 (TTY: 711). The support center is open 24/7. You can also [submit a help ticket on the Login.gov website](#).

Veterans can now file supplemental claims online

As part of continued modernization efforts from VA, Veterans can now file supplemental claims online at VA.gov. Filing a supplemental claim is an option for Veterans who disagree with a previously denied claim decision regarding VA disability compensation or pension benefits.

This new functionality enhances the Veteran digital experience while delivering timely and accurate notification to Veterans regarding their claim decisions. VA.gov's new online filing tool speeds claims decisions to Veterans by:

- Saving time with supplemental claims submitted directly on VA.gov, with step-by-step, interview-style questions.
- Allowing secure and quick uploads for additional evidence and records.
- Saving progress so Veterans can leave and pick up where they left off.

In addition, Veterans can use their smartphone or other mobile devices to apply online, or if they would prefer, submit supplemental claims by mail if that option better meets their need.

Who should file a supplemental claim?

A Veteran may file a supplemental claim if they have new and relevant evidence related to a previously denied claim for VA disability compensation or pension benefits. New and relevant evidence is defined as evidence not available at the time of the previous claim decision, which may change VA's decision regarding a claim.

Veterans may also file a supplemental claim if they would like VA to review their claim based on new legislation, for example, the newly implemented PACT Act.

If filing a supplemental claim for a newly presumptive condition due to the passage of the PACT Act or similar legislation, submitting new and relevant evidence may not be required but is still highly recommended. Veterans are encouraged to submit or identify medical evidence

documenting the diagnosis and severity of the claimed condition and proof of qualifying military service. Otherwise, the Veteran can ask VA to obtain some documentation, including medical records from a VA Medical Center or private insurance provider.

Filing online provides an improved experience

VA gathered valuable feedback from Veterans, Veteran Service Organizations (VSOs), and VA employees while creating the online application to improve Veterans' digital experience and ensure a smooth, logical and secure process for submitting supplemental claims online.

Filing online reduces the wait time associated with traditional mailed claims since applications are received immediately instead of working with the delay that comes with physically mailed documentation. In addition, records sent through a secure network safeguards Veteran's personal information. Submitting supplemental claims online will help VA quickly deliver the benefits and services Veterans have earned while protecting the security of their confidential information.

To file a supplemental claim online, visit the [File a Supplemental Claim webpage on VA.gov](#) and complete the form.

**“Be on your guard, stand firm in the faith, being men of courage, be strong.”
1Cor 16:13**

Sincerely,

William A. Harris, Jr.

William A. Harris, Jr., USAF Retired
President, Veterans for Christ, Inc.

www.veteransforchristinc.org

Need to contact VA?

[Veterans Crisis Line: 1-800-273-8255](#) and press 1, [Chat](#), or Text 838255

[Homeless Veteran Resources: 1-877-424-3838](#) or [Chat](#)

[White House VA Hotline: 1-855-948-2311](#)

[1-800-MyVA411 \(800-698-2411\)](#) is never the wrong number