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The Regional Office of Jurisdiction is usually in the veteran's home state (if there is not a Regional Office in the state, territory, or country, the Regional Office of Jurisdiction is noted below). Recently, the processing of many special types of claims has been centralized at certain Regional Offices, Pension Management Centers and Fiduciary Hubs that may be outside the veteran's state.

Inquiries which require the VSO to interact with VA personnel in the special processing centers should be directed to the VFW Department Service Office in the location noted below. As a reminder, additional evidence, change in dependents, and other routine matters may be handled via SEP, fax or mail without needing to contact the VFW Department Service Office at the special processing center.

(1) Claims for Veterans living in certain states and U.S. territories:

American Samoa or Guam:	Honolulu, Hawaii
Northern Mariana Islands:	Manila, Philippines
Counties in Southern New Jersey:	Philadelphia, Pennsylvania
Delaware:	Philadelphia, Pennsylvania
Washington, D.C.:	Roanoke, Virginia

(2) Claims for veterans in foreign countries other than the Philippine Islands

Pittsburgh, Pennsylvania

(3) Overpayments, Waivers and Compromise:

VA Debt Management Center, St. Paul, Minnesota

(4) Veterans Health Administration Claims

Closest VA Medical Center (Hospital) to where medical care was received

(5) Appeals regarding Veterans Health Administration Claims

Denver, Colorado

(6) Claims for VA employees and VSOs, and Public Figures

Restricted Access Claim Centers (RACC), as follows:

Most claims:	St. Paul, Minnesota
For employees living in Minnesota:	Milwaukee, Wisconsin
For employees working in foreign offices:	San Diego, California

(7) Pension, DIC and Survivor's Pension, Burial Benefits and Accrued Benefits

Processed at Pension Management Centers: Philadelphia, Milwaukee, St. Paul:

PMC Philadelphia (310)	PMC Milwaukee (330)	PMC St. Paul (335)
Connecticut	Alabama	Alaska
Florida	Arkansas	Arizona
Georgia	Illinois	California
Maine	Indiana	Colorado
Maryland	Kentucky	Hawaii
Massachusetts	Louisiana	Idaho
New Hampshire	Michigan	Iowa
New Jersey	Mississippi	Kansas
New York	Missouri	Minnesota
North Carolina	Ohio	Montana
Pennsylvania	Tennessee	Nebraska
Puerto Rico	Wisconsin	Nevada
Rhode Island		New Mexico
South Carolina		North Dakota
Vermont		Oklahoma
Virginia		Oregon
Washington, DC		Philippines
West Virginia		South Dakota
Foreign Countries (except Philippines)		Texas
		U.S. Territories (Guam, American Samoa, Northern Mariana Islands)

(8) Pre-Discharge Claims (for current servicemembers)

If filed prior to 60 days from separation: BDD program

East of Mississippi River: Winston-Salem, North Carolina

West of Mississippi River: Salt Lake City, Utah

If filed 60 days to 0 days from separation: Quick Start program

East of Mississippi River: Winston-Salem, North Carolina

West of Mississippi River: San Diego, California

(9) VA Insurance Policies: premiums and payouts

Philadelphia, Pennsylvania

(10) Fiduciary appointments and payments (incompetency handled by RO)

One of Six Fiduciary Hubs, depending on residence of veteran:

Columbia, SC	Indianapolis, IN	Lincoln, NE	Louisville, KY	Milwaukee, WI	Salt Lake City, UT
Florida	Connecticut	Kansas	Alabama	Arkansas	Alaska
Georgia	Delaware	North Dakota	Kentucky	Iowa	Arizona
North Carolina	Indiana	Nebraska	Mississippi	Illinois	California
South Carolina	Massachusetts	Oklahoma	Puerto Rico	Louisiana	Colorado
	Maryland	South Dakota	Tennessee	Minnesota	Hawaii
	Maine	Texas	Virginia	Missouri	Idaho
	Michigan		West Virginia	Wisconsin	Montana
	New Hampshire				New Mexico
	New Jersey				Nevada
	New York				Oregon
	Ohio				Utah
	Pennsylvania				Washington
	Rhode Island				Wyoming

Toll-Free Number for all Fiduciary Hubs: (888) 407-0144

(11) Benefits for veterans whose active military service predated July 16, 1903

Philadelphia, Pennsylvania

(12) Claims involving exposure to toxic drinking water at Camp LeJeune, NC

Louisville, Kentucky

(13) Claims involving exposure to radiation

Jackson, Mississippi

(14) Claims involving Lewisite and Mustard Gas exposure

Muskogee, Oklahoma

(15) Claims for Polish and Czechoslovakian WWII Veterans
Wilmington, Delaware

(16) REPS (Restored Entitlement Program for Survivors)

St. Louis, Missouri

(17) Education Claims

Education Regional Processing Offices:

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	Massachusetts	Kentucky	Florida
	New Hampshire	Michigan	Hawai'i
	New Jersey	Minnesota	Idaho
	New York	Missouri	Louisiana
	Pennsylvania	Montana	Mississippi
	Rhode Island	Nebraska	New Mexico
	Vermont	North Dakota	Nevada
	Virginia	Ohio	Oklahoma
	Foreign Schools	South Dakota	Oregon
		Tennessee	South Carolina
		Wisconsin	Texas
		West Virginia	Utah
		Wyoming	Washington
			Trust Territories & Philippines

For more information regarding jurisdiction of claims folders, please see [Manual M21-1MR, Part 3, Subpart II, Chapter 5, Section A:](#)

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