#### 11. Indigent Veterans and Unclaimed Remains

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| Introduction | This topic provides information on the outreach program for indigent Veterans and unclaimed remains. |

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| Change Date | Initial content load September 2012 |

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| a. Point of Contact for Inquiries on Unclaimed Remains | Each regional office Director will establish a point of contact (POC) at the regional office that will handle incoming inquiries on unclaimed remains for identification of a known deceased person alleged to be a Veteran. |

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| b. POC Duties for Handling Indigent Veterans and Unclaimed Remains | The POC duties should include:* ensuring that coordination is established among regional offices, VA Medical Centers and National Cemeteries to improve the ways in which VA works together to identify and determine the Veteran status of unclaimed decedents of those who have served in uniform.
* re-establishing and maintaining liaison with funeral directors, Veteran’s services organizations, and involved local agencies of jurisdiction providing service for unclaimed remains.
* meeting or corresponding with local Medical Examiner’s offices or other involved local agencies to provide them with a description of the benefits available for the burial of these Veterans and to outline procedures to be followed.
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| c. Claims by Funeral Directors | M21-1MR, Part VII, Chapter 1, Section, Section B.6, (http://vbaw.vba.va.gov/BL/21/M21/content/contents.asp?address=M21-1MRVII) addresses claims by Funeral Directors for Basic Burial Allowance for Unclaimed Indigent Veterans. |