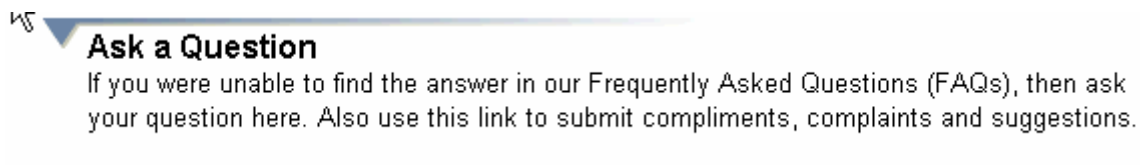As part of our ongoing efforts to meet the needs of all our customers, CHAMPVA will be utilizing the Inquiry Routing & Information System (IRIS). This site allows us to respond more fully to your inquires while still protecting your privacy and security.   To access this site, please take the following steps:

1. Log on to the Department of Veterans Affairs website at: www.va.gov and click on "Contact VA" from the top bar of the home page.

2. Select "Ask a Question"

3. Under number one, select "Question." From the drop down menu under number 2, select Health/Medical Eligibility & Programs and then click on "Next."

4. In the next screen, fill in each section that begins with a star (example Form of Address. If the section is marked with the star (*) it is required that you fill it out.

Your Contact Information – This Information is Required

*Form of Address: [- Please Select from the List ▾]

*First Name: [   ]

Middle Initial: [   ]

*Last Name: [   ]

*Email Address: [   ]

5. Under "*Select method for VA to respond to this question:" you must select "E-Mail" as your response type. This is the only response we can provide to you from this site. In this section, if the item is marked with the star (*) it is required that you fill it out.

*How would you like your question answered?

Note: Please remember, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and VA privacy regulations do not permit us to return information containing personal identifiers or medical data via electronic messaging. That type of information will be transmitted via telephone or regular mail.

*Select method for
VA to respond to
this question: [E-Mail ▾]

*Telephone Number: [   ]

*Street: [   ]

*City: [   ]

*State: [- Please Select from the List ▾]
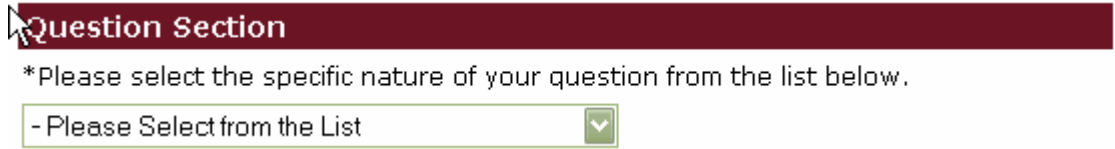
*ZIP/Postal Code: [   ]

*Country: [   ]

6. The section for Veterans Information is optional; you do not need to complete any items under this topic.

7. Under "Question Section" you'll need to select the appropriate program for your question. Go to the first drop down menu, "*Please select the specific nature of your question from the list below." To assist you in choosing the correct program, the detailed list of options is below.
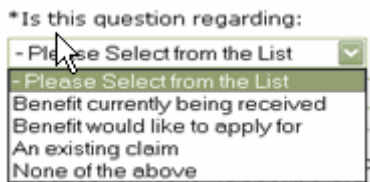

   (CHAMPVA Questions,) select "CHAMPVA-Civilian Health & Medical Prog
   (Foreign Medical Program questions,) select "Medical Care-OverseasVets (ForeignMed Prg)
   (Children of Women Vietnam Veterans (CWVV) questions,) select Children of Women VietnamVets
   (CHAMPVA Inhouse Treatment Initiative (CITI) questions,) select CHAMPVA CITI (Inhouse Treatment InitiaV)
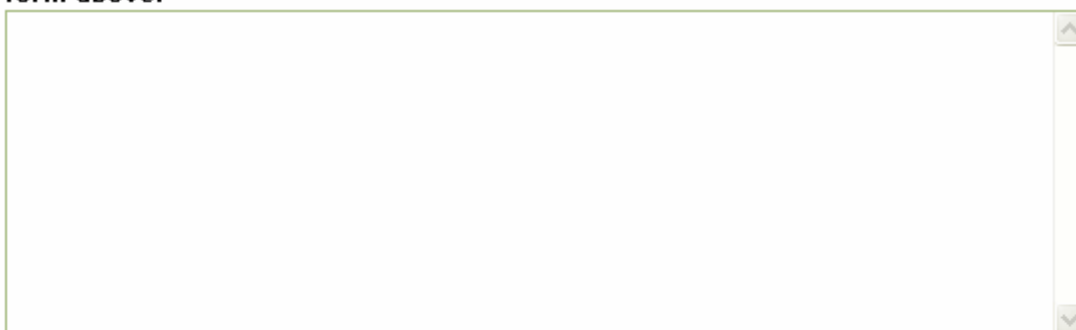   **(Spina Bifida Program questions,)** select SpinaBifida Program for Children of Vets

8. On the next drop down menu, "*Is this question regarding:" select whichever option best fits your needs.

9. Follow the directions for completing your question in the block provided.

form above.

Please click on the "Submit" button *JUST ONE TIME*. There may be a delay as long as 25 seconds while your information is routed electronically to the appropriate office.   Again, please *click only once.*   Processing is complete when your screen changes to an acknowledgement from VA that your message has been received.

Submit

10. Click on "Submit." You will receive a confirmation with a tracking number for your submission within a few minutes. We will make every attempt to answer your question as quickly as possible. Please allow five business days for a response.

11. You can access the IRIS website at the following link: https://iris.va.gov/
Once you get to the website, click on "Ask a Question".