

REPORTING VETERANS' SERVICES DISCRIMINATION

Gather as much of the following information to report a VA provider, medical center, benefits office, housing program, or other veterans' service that denies or limits care, referrals, forms, pain treatment, mental health services, housing, benefits, or other services because of medical cannabis. You do not need to have all of this information to report an incident. However, this information will be needed if you intend to challenge a decision.



GENERAL INFORMATION:

- ☐ Contact information
- ☐ Attorney or legal representative's name and contact information, when applicable
- ☐ Current state medical cannabis identification card
- ☐ Medical cannabis recommendation, certification, authorization, or registration document
- ☐ Pending application confirmation, when applicable
- ☐ Caregiver registration or authorization

VA FACILITY & INCIDENT INFORMATION

- ☐ Name, address, and contact information for the VA medical center, clinic, benefits office, housing program, or other facility
- ☐ Names and titles of clinicians, patient advocates, benefits staff, social workers, administrators, or others involved
- ☐ Date, time, and location of each incident
- ☐ A written timeline in chronological order
- ☐ A description of what happened
- ☐ Exact words used, especially statements about federal law, VA policy, substance misuse, treatment, eligibility, housing, benefits, or services
- ☐ Names and contact information for witnesses
- ☐ Notes from appointments, telephone calls, meetings, or other conversations

VA & MEDICAL RECORDS

- ☐ VA medical records and visit notes
- ☐ Secure messages and appointment communications
- ☐ Medication and pain-management agreements
- ☐ Drug-test results
- ☐ Requests for recommendations, forms, referrals, or state registration assistance
- ☐ Written refusal or explanation
- ☐ Records showing changes to pain care, mental health care, medication, housing, benefits, or other services
- ☐ Benefits, housing, treatment, or service denial letters
- ☐ VA policy cited by staff
- ☐ State medical cannabis card or recommendation
- ☐ Copies of emails, letters, forms, portal messages, and other communications

REPORT DISCRIMINATION:
[SafeAccessNow.org/Medical_Cannabis_Discrimination](https://www.SafeAccessNow.org/Medical_Cannabis_Discrimination)

REQUESTS, COMPLAINTS & HARM

- ☐ Copy of any accommodation or assistance request and the VA's response
- ☐ Patient advocate complaint and response
- ☐ Clinical appeal, benefits appeal, grievance, inspector general complaint, or other review documents
- ☐ Documentation of interrupted care, worsening symptoms, medication changes, loss of benefits, added expenses, or housing instability
- ☐ Any appeal, appointment, benefits, housing, or treatment deadline
- ☐ A statement of the outcome requested, such as restoration of care, correction of records, approval of benefits, housing assistance, or referral



DOWNLOAD: [WWW.SAFEACCESSNOW.ORG/DISCRIMINATION_VETERANS_SERVICES](https://www.SafeAccessNow.org/Discrimination_Veterans_Services).