VA | U.S. Department of Veterans Affairs

Updated September 2013

VETERANS FIELD GUIDE TO GOVERNMENT SHUTDOWN

Services to Veterans **not impacted** by potential lapse in appropriations

All VA medical facilities and clinics will remain fully operational, including:

1. Inpatient Care
2. Outpatient Care
3. Prescriptions
4. Surgeries
5. Dental Treatment
6. Extended Care
7. Mental Health Care
8. Nursing Home Care
9. Special Health Care Services for Women Veterans
10. Vet Centers

- Military Sexual Trauma Counseling
- Readjustment Counseling Services (Vet Centers)
- Veterans Crisis Line
- Education Benefit Claims Processing and Payments
- Insurance Processing
- Home Loan Processing
- Vocational Rehabilitation Payment Processing
- Compensation and Pension Claims Processing and Payments
- Interments in National Cemeteries will continue, but may be on a reduced schedule. Contact NCA's Scheduling Office at 1-800-535-1117
- My HealtheVet – All Services
- NCA will process applications for headstones, markers, medallions
- NCA will notify VBA of death for benefit actions
- VBA Call Centers will be operational except for education
- Acquisitions Logistics Center will accept and fill prosthetics supply orders
- Office of Small and Disadvantaged Small Businesses

Operational National Phone Numbers for Veterans

- **VA National Call Center:** 1-800-827-1000
- **All VA Medical Facilities:** (411 or http://www2.va.gov/directory/guide/division_flsh.asp?dnum=1)
- **Coaching into Care Call Center for Family Members of Veterans:** 1-888-823-7458
- **Debt Management Center: (Collection of Non-Medical Debts):** 1-800-827-0648
- **Homeless Prevention Line:** 1-877-4AID VET (877-424-3838)
- **Home Loans:** 1-800-669-8477
- **Insurance:** 1-888-244-6711
- **Mammography Helpline:** 1-888-492-7844
- **Meds by Mail:** 1-888-385-0235 (or) 1-866-229-7389
- **National Caregiver Support Line:** 1-855-260-3274
- **NCA's Scheduling Office:** 1-800-535-1117
- **Veterans Crisis Line:** 1-800-273-TALK (8255)
- **Women Veterans Call Center:** 1-855-VA-WOMEN (1-855-829-6636)
- **Federal Service for the Deaf:** 711
- **Vet Center Combat Call Center: 1-**877-WAR-VETS
- **Discrimination**: 1-888-737-3361
- **Denver Acquisition and Logistics Center:** 1-303-273-6200

SEE REVERSE FOR IMPACTED VETERAN SERVICES

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Services to Veterans **impacted** by potential lapse in appropriations

VA call centers and hotlines will cease to function, including:

1. VBA Education Call Center suspended **1-888-442-4551**
2. Inspector General Hotline suspended **1-800-488-8244**
3. Consumer Affairs (consumeraffairs@va.gov; VA's home page "Contact Us" function and **202-461-7402** will be suspended)
4. Congressional Liaison Veterans queries suspended
5. Human Resources (for Veteran job applicants) suspended

- VBA Regional Offices public contact services will not be available
- No decisions on claims appeals or motions will be issued by the Board of Veterans Appeals
- Freedom of Information Act queries will not be processed
- Privacy Act requests will not be processed
- VA's homepage (www.va.gov) will be updated intermittently
- VA's main and hospital Social Media Web sites will be updated intermittently (Facebook, Twitter, Blog, etc.)
- Recruiting and hiring of Veteran job applicants will cease
- Presidential Memorial certificates will not be processed
- Interments at National Cemeteries will be conducted on a modified rate
- Overseas Military coordinator operations will be suspended
- VA Secretary Correspondence with Veterans and VSOs suspended
- Outreach and Public Awareness Activities
- VetSuccess on Campus suspended
- Vocational Rehabilitation and Education Counseling will be limited

Suspended National Phone Numbers

- **Billing Issues:** 1-866-842-4357
- **Education Benefits:** 1-888-442-4551
- **Children of Women Vietnam Veterans; Foreign Medical Program; Spina Bifida Health Care Program:** 1-877-345-8179 (or) 1-888-820-1756
- **Civilian Health and Medical Program of the Department of Veterans Affairs** (CHAMPVA); **CHAMPVA In-House Treatment Initiative** (CITI): 1-800-733-8387
- **Consumer Affairs:** 202-461-7402
- **Income Verification and Means Testing:** 1-800-929-8387
- **Inspector General Hotline:** 1-800-488-8244
- **Special Issues:** Gulf War/Agent Orange/ Project SHAD/Mustard Agents and Lewisite/Ionizing Radiation 1-800-749-8387
- **Status of Headstones and Markers:** 1-800-697-6947
- **Whistle Blower Reprisal:** 1-800-872-9855

SEE REVERSE FOR NOT IMPACTED VETERAN SERVICES