



U.S. Department  
of Veterans Affairs

# VETERANS FIELD GUIDE

## TO GOVERNMENT SHUTDOWN

### Services to Veterans **not impacted** by reduced 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

- Military Sexual Trauma Counseling
- Readjustment Counseling Services
- Crisis Prevention Lifeline
- Pension Payments
- Disability and Compensation Payments
- Education Benefit Payments
- Life Insurance Processing
- Insurance Processing
- Home Loan Processing
- Claims Processing will continue, but may be delayed
- Interments in National Cemeteries will continue, but may be on a reduced

schedule. Contact NCA's Scheduling Office at 1-800-535-1117

- NCA will process applications for headstones, markers, medallions
- NCA will notify VBA of death for benefit actions
- VBA Call Centers will be operational
- VBA Regional Offices' public contact services will be open
- All Veterans will continue to benefit from full law enforcement activities which will continue to ensure safety and security

#### Operational National Phone Numbers for Veterans

- **Crisis Prevention Lifeline:** 1-800-273-TALK (8255)
- **All VA Medical Facilities:** (411 or [http://www2.va.gov/directory/guide/division\\_flash.asp?dnum=1](http://www2.va.gov/directory/guide/division_flash.asp?dnum=1))
- **VBA's national call center:** 1-800-827-1000
- **Home Loans:** 1-888-244-6711
- **Insurance:** 1-800-669-8477
- **Meds by Mail:** 1-888-385-0235 (or) 1-866-229-7389
- **NCA's Scheduling Office:** 1-800-535-1117

- **Pension Management Center:** 1-877-294-6380
- **National Caregiver Support Line:** 1-855-260-3274
- **Homeless Prevention Line:** 1-877-4AID VET (877-424-3838)
- **Mammography Helpline:** 1-888-492-7844
- **Debt Management Center:** (Collection of Non-Medical Debts) 1-800-827-0648
- **Education Benefits:** 1-888-442-4551 (until 4/15)
- **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
- **Health Care Benefits General Information:** 1-877-222-8387
- **Income Verification and Means Testing:** 1-800-929-8387
- **Life Insurance:** 1-800-419-1473
- **Telecommunications Device for the Deaf:** (TDD) 1-800-829-4833



## Services to Veterans impacted by reduced appropriations

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

1. VBA Education Call Center Closed **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 non-operational)
4. Congressional Liaison Veterans queries suspended
5. Human Resources (for Veteran job applicants)

- VBA Regional Offices will have limited availability
- No decisions on claims appeals or motions will be issued by the Board of Veterans Appeals
- New education and vocational rehabilitation benefits processing
- New compensation and pension benefits processing
- 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
- All Outreach and Public Awareness Activities suspended

### Suspended National Phone Numbers

- **Billing Issues:** 1-866-842-4357
- **Education Benefits:** 1-888-442-4551 (as of 4/15)
- **Consumer Affairs:** 1-202-461-7402
- **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