VA | U.S. Department of Veterans Affairs

Updated Oct. 7, 2013

VETERANS FIELD GUIDE TO GOVERNMENT SHUTDOWN

Services to Veterans **not impacted** by a 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)
- 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
- Claims processing and payments in the compensation, pension, education, and vocational rehabilitation programs are anticipated to continue through late October. However, in the event of a prolonged shutdown, claims processing and payments in these programs would be suspended when available funding is exhausted
- NCA will process applications for headstones, markers, medallions
- Insurance Processing
- Home Loan Processing
- 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
- Veterans Crisis Line

Operational National Phone Numbers for Veterans

- **VA National Call Center:** 1-800-827-1000
- **All VA Medical Facilities & Services:** (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:** 1-888-244-6711
- **Insurance:** 1-800-669-8477
- **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
- **Health Benefits Customer Service:** 1-877-222-VETS (8387).
- **CHAMPVA:** 1-800-733-8387
- **Children of Women Vietnam Veterans; Foreign Medical Program; Spina Bifida Health Care Program:** 1-877-345-8179 (or) 1-888-820-1756

SEE REVERSE FOR IMPACTED VETERAN SERVICES

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

VA call centers and hotlines that will cease to function include:

1. VBA Education Call Center **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

- VBA Regional Offices public contact services will not be available
- VBA's processing of appeals and remands will be suspended. In the event of a prolonged shutdown, no decisions on appeals or motions will be issued by the Board of Veterans Appeals, and no Board field hearings on appeals will be held
- 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 with the exception of the Veterans Health Administration
- Presidential Memorial certificates will not be processed
- Interments at National Cemeteries will be conducted on a reduced schedule
- Military services coordinator operations will be suspended, including overseas
- 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
- VBA will not be able to continue overtime for claims processors
- Claims processing and payments in the compensation, pension, education, and vocational rehabilitation programs are anticipated to continue through late October. However, in the event of a prolonged shutdown, claims processing and payments in these programs would be suspended when available funding is exhausted

Suspended National Phone Numbers

- **Education Benefits:** 1-888-442-4551
- **Consumer Affairs:** 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

In the event of a prolonged shutdown, VA will continue to review and update its plan in conjunction with the applicable legal requirements and circumstances. Full Contingency Plan located at http://www.va.gov/opa/docs/VA_Contingency_Plan_Document_20130927.pdf