



Updated Sept. 30, 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
- 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
- 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

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_flash.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



Services to Veterans impacted by potential lapse in appropriations

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

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
- 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 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
- 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
- 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

- **Billing Issues:** 1-866-842-4357
- **Education Benefits:** 1-888-442-4551
- **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

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