



# bulletin

National Veterans Affairs and Rehabilitation Commission

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## Impact of possible lapse in appropriations on VA services

As you are likely aware, annual funding for the federal government expires Monday, Sept. 30. The President, the Secretary and his administration strongly believe that a lapse in appropriations should not occur.

There is enough time for Congress to prevent a lapse in appropriations, and the administration is willing to work with Congress to enact a short-term continuing resolution to fund critical government operations and allow Congress the time to complete the full year 2014 appropriations.

However, at this time, prudent management requires that the government plan for the possibility of a lapse and Office of Management and Budget is working with VA and other agencies to take appropriate action. This **planning** is consistent with what was done in previous instances where a potential lapse in appropriations was approaching.

In the event there is a lapse, VA has produced a 2-page information sheet located at [http://www.va.gov/opa/docs/Field\\_Guide\\_20130927.pdf](http://www.va.gov/opa/docs/Field_Guide_20130927.pdf), which summarizes all of the services that will be available and those that will be impacted by a lapse in appropriations.

As the Veterans Health Administration is forward-funded, VA will still be able to provide some services. All VA medical facilities and clinics will remain fully operational including inpatient/outpatient care, prescriptions, surgery, dental treatment, extended care, mental health care, nursing home care, special health care services for women Veterans and Vet centers.

Additional services that will be available include:

- Military sexual trauma counseling
- Readjustment counseling services
- Veterans Crisis Line
- Insurance processing
- Home loan processing
- My HealthVet – all services
- Education benefits claims will be processed

- Vocational rehabilitation payments will be processed
- Compensation and pension claims will be processed
- Acquisitions Logistics Center will accept and fill prosthetics supply orders
- Office of Small and Disadvantaged Small Businesses will be open

Payments to be made Oct. 1 include disability and compensation, and education benefits payments.

Interments in national cemeteries will continue, but may be on a reduced schedule. Contact the National Cemetery Administration's scheduling office at 1-800-535-1117 for more information. Also, NCA will process applications for headstones, markers and medallions and will notify the Veterans Benefits Administration of deaths for benefit actions.

All VBA call centers, except for education, will be operational. View the columns below for a list of all operational national phone numbers for VA services.

### **Operational National Phone Numbers for Veterans**

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| <ul style="list-style-type: none"> <li>• <b>VA National Call Center:</b> 1-800-827-1000</li> <li>• <b>All VA Medical Facilities:</b> (411 or <a href="http://www2.va.gov/directory/guide/division_flsh.asp?dnum=1">http://www2.va.gov/directory/guide/division_flsh.asp?dnum=1</a> )</li> <li>• <b>Coaching into Care Call Center for Family Members of Veterans:</b> 1-888-823-7458</li> <li>• <b>Debt Management Center: (Collection of Non-Medical Debts):</b> 1-800-827-0648</li> <li>• <b>Homeless Prevention Line:</b> 1-877-4AID VET (877-424-3838)</li> <li>• <b>Home Loans:</b> 1-888-244-6711</li> <li>• <b>Insurance:</b> 1-800-669-8477</li> <li>• <b>Mammography Helpline:</b> 1-888-492-7844</li> <li>• <b>Meds by Mail:</b> 1-888-385-0235 (or) 1-866-229-7389</li> <li>• <b>National Caregiver Support Line:</b> 1-855-260-3274</li> <li>• <b>NCA's Scheduling Office:</b> 1-800-535-1117</li> <li>• <b>Veterans Crisis Line:</b> 1-800-273-TALK (8255)</li> <li>• <b>Women Veterans Call Center:</b> 1-855-VAWOMEN (1-855-829-6636)</li> <li>• <b>Federal Service for the Deaf:</b> 711</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Vet Center Combat Call Center:</b> 1-877-WARVETS</li> <li>• <b>Discrimination:</b> 1-888-737-3361</li> <li>• <b>Denver Acquisition and Logistics Center:</b> 1-303-273-6200</li> </ul> |
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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

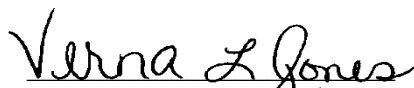
## **VBA Regional Offices public contact services will not be available**

- 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](http://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

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National Veterans Affairs and  
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