



Updated Oct. 1, 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)
 - 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_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

