

## HAVING FUN BY CONTACTING THE DEPARTMENT OF VETERANS AFFAIRS (VA)

(Page 3 of 3 – VVA 1069 Meeting Handout 5-11-2016 – Dwight Winkler)

### VA Hours of Operation 7AM-7PM CST Monday-Friday

You may wish to contact the VA for a variety of reasons; this summary will hopefully make your experience a little less frustrating. CALL 1(800) 827-1000 and you will hear some opening statements like "Welcome to the VA telephone assistance service" and "For VA information via the internet, visit [www.va.gov](http://www.va.gov)", along with the various menu options shown below.

- "If you are calling from a touch tone phone, please press "ONE".
- "Please listen carefully as our menu options have changed."
- "To hear your current monthly check amount, press ONE." (You will need your claim or Social Security number.)
- "For information about VA BENEFITS, press TWO."
- "To setup or change your address or direct deposit information, press THREE."
- "For information about VA MEDICAL CARE, press FOUR."
- "For directions to your VA Regional Office, press FIVE."
- "To report the death of a loved one, family member or friend, press SIX."
- "If you received a letter about documents you recently uploaded about *eBenefits* or have questions about *eBenefits*, press SEVEN."
- "Press the STAR KEY (\*) to repeat these options."
- "If you need assistance and wish to speak to a counselor, press ZERO. To help us direct your call, please listen to the following options."
  - For the status of your pension or disability claim or appeal, press ONE.
  - For questions about VA medical care, press TWO.
  - For VA educational questions, press THREE.
  - For all other questions, press FOUR."

At this point, one of three things will happen. **One**, a counselor will come on the phone OR **Two**, a voice will say "Your estimated wait time is ten-thirty minutes" Or **Three**, "your estimated wait time is 35 minutes and instead of you waiting , we can schedule a call back to you." The VA will either verify the number you are calling from as your call back number or ask for a different call back number AND you will record your name on a recording. Every time I asked to be called back, **I HAVE BEEN CALLED BACK!** Help with the VA is just a call away! 😊