

White House VA Hotline now fully staffed and operational around the clock to serve nation's Veterans

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VA announced that the White House VA Hotline, first launched in June as part of President Donald J. Trump's commitment to reforming VA, is now fully staffed with live agents working to serve Veterans 24 hours a day, 365 days a year.

The hotline, which became 24-hour operational in mid-October, is staffed by a team consisting of more than 90 percent Veterans or a family member of a Veteran. The hotline staffing is in direct response to Veterans' requests to talk to agents who could relate to their experiences.

"The White House VA Hotline provides our nation's Veterans with a direct, dedicated contact line that allows them to interact with highly trained, live agents to answer their needs and concerns," said VA secretary David J. Shulkin.

"Since the initial launch of the hotline in June, we listened to our Veterans, who indicated that they prefer speaking with other Veterans and Veteran family members, and we adjusted our hiring based on that feedback," added Shulkin.

"We're proud that the hotline is now staffed 24/7 by a team of mostly Veterans or Veteran family members who have direct knowledge of their particular concerns and can use their experience to address them in the best way possible with the resources of the VA. This represents a true win-win for Veterans and their loved ones."

Since 24/7 coverage began in October, the hotline has served more than 10,000 callers.

Hotline agents answer inquiries, provide directory assistance, document concerns about VA care, benefits and services, and expedite the referral and resolution of those concerns. Agents undergo regular updates and training on VA services based on hotline trends and are assisted by newly implemented tracking software to help VA capture and improve its response, referral and resolution processes to best support Veterans.

The hotline can be accessed at 855-948-2311 and is VA's first non-clinical, non-emergency around-the-clock call center. It provides Veterans a supplemental option to report issues if they are not being addressed through VA's normal customer service channels.

The hotline's agents are located at a VA facility in Shepherdstown, West Virginia. Agents have access to a multitude of resources and contact information to help Veterans. The hotline also generates real-time reports to VA experts who can help address the specific issues of Veterans as well as make better-informed decisions on where program improvements are needed.