



U.S. Department  
of Veterans Affairs

## Fact Sheet

Office of Public Affairs  
Media Relations

Washington, DC 20420  
(202) 461-7600  
www.va.gov

# White House VA Hotline to Offer 24/7 Service on October 15th

President Donald J. Trump promised during his campaign to, “Create a private White House hotline, which will be active 24 hours a day answered by a real person.”

Answering this directive, VA established a dedicated comprehensive hotline to field requests for information and complaints. The hotline’s pilot began under direction of the Veterans Experience Office on June 1, 2017 and will enter phase two on October 15<sup>th</sup>, 2017. Calls will be answered by a live agent 24 hours a day, seven days a week, 365 days a year. The hotline, located in Shepherdstown, West Virginia is staffed by more than 60 agents who have had extensive training on VA programs and services. Ninety-three percent of these agents are a Veteran, military family member, caregiver or a survivor.

The White House VA Hotline conducts immediate warm hand offs for at-crisis risk Veterans needing the services of the Veterans Crisis Line. The hotline will chat, text, email, fax, and video communication with Veterans in the future. Trends identified by the hotline will be used to rapidly respond to systemic inefficiencies and empower VA employees to resolve Veteran concerns quickly.

Veterans should still be directed to the existing VA customer service hotlines, with the White House VA Hotline serving as an outlet when all other options are exhausted.

- Health Care: 1-877-222-8387
- Benefits: 1-800-827-1000
- Veterans Crisis Line: 1-800-273-8255
- MyVA311 (other): 1-844-698-2311
- White House VA Hotline: 1-855-948-2311

You are a VA ambassador. You have an opportunity to partner with Secretary Shulkin and Dr. Lynda Davis, Chief Veterans Experience Officer, by sharing information regarding the White House VA Hotline with your staff and fellow employees.

Additional information can be found on the Veterans Experience Office’s Official Pulse Page:  
<https://www.vapulse.net/groups/veterans-experience-office-official>