**Impact of lapse in appropriations on VA services – February 2018**

Much of VA, including the Veterans Health Administration, received advance appropriations for fiscal year 2018 as part of the 2017 budget. As a result, Veterans health services are operating fully.

Across VA, 95.5 percent of the department’s employees will come to work as normal and most aspects of VA’s operations will not be impacted. This figure combines the funded VHA staff and those employees legally excepted from shutdown under VA’s shutdown plan, [found here](https://www.blogs.va.gov/VAntage/43654/va-contingency-plan-2017/).

Below is a summary of services that are not impacted by a lapse in appropriations as well as those that may be impacted in the event of a prolonged shutdown.

**Services to Veterans not impacted by a lapse in appropriations**

Due to advance appropriations, more than 95 percent of VA employees will come to work as normal and most aspects of VA’s operations will not be impacted.

**All VA medical facilities and clinics will remain fully operational, including:**

* Inpatient Care
* Outpatient Care
* Prescriptions
* Surgeries
* Dental Treatment
* Extended Care
* Mental Health Care
* Nursing Home Care
* Special Health Care Services for Women Veterans
* Vet Centers

Also operational:

* Veterans Crisis Line
* White House VA Hotline
* Military Sexual Trauma Counseling
* My HealtheVet – all services
* Acquisitions Logistics Center will accept and fill prosthetics supply orders
* Benefits claims processing and payments in the compensation, pension, education and vocational rehabilitation programs will continue.
* VBA Call Centers will be operational except for education.
* The Board of Veterans Appeals and VBA’s processing of appeals and remands will continue as long as funds remain available.
* Interments in National Cemeteries will continue, but may be on a reduced schedule. Contact the National Cemetery Administration’s (NCA) scheduling office at 1-800-535-1117
* NCA will process applications for headstones, markers, medallions and will notify VBA of death for benefit actions
* Insurance processing
* Home Loan processing
* Office of Small and Disadvantaged Small Businesses

**Services to Veterans impacted by a lapse in appropriations**

Where possible, VA will use carryover funds to continue some of these services. But in the event of a prolonged federal government shutdown, all of these services will be discontinued.

* VBA Regional Offices public contact services will not be available
* Vocational Rehabilitation and Education Counseling will be limited
* In the event of a prolonged shutdown, no decisions on appeals or motions will be issued by the Board of Veterans Appeals and no Board field hearings on appeals will be held
* Interments at National Cemeteries will be conducted on a reduced schedule
* Presidential Memorial certificates will not be processed
* Recruiting and hiring of job applicants will cease with the exception of the Veterans Health Administration
* VetSuccess on Campus suspended
* Military services coordinator operations will be suspended, including overseas
* Freedom of Information Act queries will not be processed
* Privacy Act requests will not be processed
* Outreach and public awareness activities suspended
* VA secretary correspondence with Veterans and VSOs suspended
* VA’s websites may not be updated regularly
* VA’s social media web sites may not be updated regularly

In the event of a prolonged shutdown, VA will continue to review and update its plan in conjunction with the applicable legal requirements and circumstances.

[VA's detailed contingency plan](https://www.blogs.va.gov/VAntage/43654/va-contingency-plan-2017/) is available below and [on the VA.gov website](https://www.va.gov/opa/appropriations_lapse_plan.asp). The document outlines programs and resources necessary to ensure the shutdown of VA’s functions if normal operations are suspended. It applies to all personnel and contractors assigned to or performing services for VA.

Information for Veterans

* VA [Appropriations Lapse Contingency Plan](https://www.blogs.va.gov/VAntage/43654/va-contingency-plan-2017/) (Updated Feb. 1, 2018)
* Impact of lapse in appropriations on VA services – February 2018

Information for VA Employees

* [Guidance for Shutdown Furloughs via Office of Personnel Management](https://www.va.gov/opa/docs/OPM_Guidance_for_Shutdown_Furloughs_Jan_2018.pdf)
* [VA Guidance – Frequently Asked Questions for Emergency Shutdown Furlough](https://www.va.gov/opa/docs/VA_Guidance_FAQs_for_Emergency_Shutdown_Furlough_January_2018.pdf)

OMB Information

* OMB Memorandum M-18-05, [Planning for Agency Operations during a Potential Lapse in Appropriations](https://www.whitehouse.gov/wp-content/uploads/2017/11/m-18-05-REVISED.pdf) (January 19, 2018) (16 Pages, 9 MB)
* OMB Memorandum M-18-06, [Status of Agency Operations](https://www.whitehouse.gov/wp-content/uploads/2017/11/M-18-06.pdf) (January 20, 2018) (1 Page,295 KB)
* OMB Bulletin No. 18-01, [Apportionment of Obligational Authority for Necessary Agency Operations in the Absence of Fiscal Year 2018 Appropriations](https://www.whitehouse.gov/wp-content/uploads/2017/11/Bulletin-18-01.pdf) (1 page, 634 KB)

Toll Free Numbers for Contacting VA

Updated 12/21/2017 10:36 AM

Toll Free Numbers for Contacting VA

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| --- | --- |
| **Department Name(s)** | **Toll Free Number(s)** |
| Beneficiaries in receipt of Pension Benefits | 1-877-294-6380 |
| Benefits (VA):   * Burial * Death Pension * Dependency Indemnity Compensation * Direct Deposit * Directions to VA Benefits Regional Offices * Disability Compensation * Disability Pension * Education * Home Loan Guaranty * Medical Care * Vocational Rehabilitation and Employment | 1-800-827-1000 |
| CHAMPVA Meds by Mail | 1-888-385-0235 (or) 1-866-229-7389 |
| Combat Call Center | 1-877-WAR-VETS (1-877-927-8387) |
| Debt Management Center (Collection of Non-Medical Debts) | 1-800-827-0648 |
| Children of Women Vietnam Veterans (CWVV) Foreign Medical Program (FMP) 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 |
| eBenefits Technical Support | 1-800-983-0937 |
| Education (GI Bill) | 1-888-442-4551 |
| Health Care Benefits | 1-877-222-8387 |
| Life Insurance: Service members and/or Veterans Group Life Insurance Program All other VA Life Insurance Programs | 1-800-419-1473 1-800-669-8477 |
| Mammography Helpline | 1-888-492-7844 |
| Smoking Cessation Counselors | 1-855-QUIT-VET (1-855-784-8838) |
| 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 |
| Telecommunications Device for the Deaf (TDD) | Dial 711 |
| Veterans Crisis Line | 1-800-273-TALK (1-800-273-8255) |
| White House VA Hotline | 1-855-948-2311 |
| Women Veterans Hotline | 1-855-VA-WOMEN (1-855-829-6636) |