Call Center Matrix

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| --- | --- | --- | --- |
| Organization | Department | Phone | Program POC |
| Health Resource Center | Help Desk | EBN/AccessVA 1-800-983-0937  MHV 1-877-327-0022  Mobile 1-877-470-5947  Vets.gov 1-855-574-7286 | Brenda Torres-Hill  Deputy Associate Director  Sylvia Palmer  Supervisory Program Specialist |
| Health Resource Center | First Party (Billing) | 1-866-400-1238 | Tiffany Schuetz  Deputy Associate Director |
| Health Resource Center | Pharmacy Customer Care | Listed by VISN  Link Below | Eric Scott  (Acting) Associate Director Clinical Services |
| Health Resource Center | National Call Center for Homeless Veterans (NCCHV) | 1-877-424-3838 | Lisa Smith  (Acting) Deputy Associate Director  Nick Bales  Deputy Associate Director |
| Health Eligibility Center | Enrollment Case Management | 877-222-8387 | Amanda Scully |
| Health Resource Center | Women Veterans Call Center (First Party) | 1-855-829-6636 | Tiffany Schuetz  Deputy Associate Director |
| Health Resource Center | Clinical Pharmacy Call Center | Outbound, Internal Inbound (no inbound phone number for the public) | Eric Scott  Associate Director Clinical Services |
| Office of Connected Care | VA Mobile Web Service Desk (Clinician Facing Mobile Services) | 844-482-6624 | Bill Cerniuk |
|  | Veterans Crisis Line | 1-800-273-8255 | N/A |
| Office of Community Care | VA Community Care | 1-800-733-8387 | N/A |
| Veterans Experience Office | White House Complaint Line | 1-855-948-2311 | Rebecca Keough  Veterans Experience Office, Program Manager |
| VBA | Education Hotline |  |  |
| Veterans Benefits Administration | VBA National Call Center (VARO) | 1-800-827-1000 | Regina Yount- Associate Director Enterprise Contact Operations  Steven Billiter - Communication Analyst  Gladys Quinn – Chief Quality Client Services  Dawna Quick – Chief, Enterprise Contact Center  [EVSSHELPDESK@VA.GOV](mailto:EVSSHELPDESK@VA.GOV) |

* **Help Desk Team**

HRC CMO – HD Supervisors

[HRCCMOHDSupervisors@va.gov](mailto:HRCCMOHDSupervisors@va.gov)

* **MHV Team**

MHV Helpdesk Staff

[MHVHelpdeskStaff@va.gov](mailto:MHVHelpdeskStaff@va.gov)

* **Mobile Team**

Urquhart, Ronnie L. (Iron Bow)

[Ronnie.Urquhart@va.gov](mailto:Ronnie.Urquhart@va.gov)

Marrero, Mark B. (Iron Bow Technologies)

[Mark.Marrero@va.gov](mailto:Mark.Marrero@va.gov)

Cerniuk, William

[Bill.Cerniuk@va.gov](mailto:Bill.Cerniuk@va.gov)

Additional Call Centers to keep in mind that are part of VHA/Member Services

* VAMCs (too many numbers to list)
* Community Care Center: 1-800-733-8387
* Veterans Crisis Line: 1-800-273-8255

EVSS

* VBA National Contact Center: 1-800-827-1000
* eBenefits Technical Issues/AccessVA: 1-800-983-0937
* Education Contact Center: 1-888-442-4551
* Loan Guaranty Contact Center: 877-827-3702
* Insurance Contact Center
  + SGLI or VGLI: 800-419-1473
  + All other VA life insurance: 1-800-669-2311
* Pension Contact Center: 877-294-6380
* Fiduciary Contact Center: 888-407-0144

NCA

* NCA Cemetery Scheduling Center: 1-800-535-1117
* NCA Memorial Services: 1-800-6976947