## My VA 411 Scripts – July Vaccine Update

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| Script Title | Script | Notes |
| Welcome Message | "Welcome to the Department of Veteran Affairs.  If you are having thoughts of suicide, press 7 now to be connected to the Veterans Crisis Line.  To be connected to the Veteran Homeless Helpline, Press 6 now”  To be transferred to the PACT Act main menu, press 8 |  |
| VCL Transfer | "You are going to be transferred to the Veterans Crisis Line. If this is an error, press STAR now to go to the main menu." |  |
| NCCHV Transfer | "You are going to be transferred to the National Call Center for Homeless Veterans. If this is an error, press STAR now to go to the main menu." |  |
| PACT Act Transfer | You are going to be transferred to the PACT Act main menu. If this is an error, press Star now to go to the main menu |  |
| Transfer Message | "Please remain on the line while we transfer your call. You may experience a few moments of silence during this time." |  |
| Announcement Message | Starting May 23 VA will use the terms low, medium and high to describe COVID 19 community transmition levels. check your local facilities website to safely prepare for your appointment including masking screening and visitor rules. |  |
| Announcement Menu | Press 3, to connect with a VA medical center near you |  |
| MyVA 411 Main Menu | For Mission Act general inquires, community healthcare, or urgent care information, please press 1. For issues around healthcare eligibility, enrollment, or payments related to healthcare, press 2. If you are already enrolled in VA healthcare, and want to connect to your local VA medical center, press 3. For questions related to burial benefits, payments, scheduling, or cemeteries, press 4. For non healthcare benefits, such as disability, compensation, education, insurance, home loan programs, or to inquire about a debt, press 5. To submit a compliment about your VA benefits or services, obtain information about the Deborah Sampson Act, or get assistance with an issue you haven't been able to resolve, please press 9. If your unsure what option will serve your needs, press 0 and we will be happy to assist you. At any time during this call you may press star to return to the main menu or press pound to hear the current options again." | Call ended after any combination of three failed attempt. |
| VBA Options Menu | "We will connect your call to a VA representative, but please select one of the following to help us direct your call to the proper team. For questions related to disability compensation, pension, or general questions, press 1. For questions about education benefits, press 2. For questions about home loan programs, press 3. For questions related to VA life insurance programs, press 4. For questions related to VBA over payment, including information on debt balance, or repayment of compensation, pension, or education debts, please press 5. If you are unsure which option to select, press 0." | If call centers are closed, goes to after hours message or all queues except Insurance, which goes to voice mail.  No entry or invalid entry go to NCC General Skills Queue |
| NCA Options | "For burial benefits and payments, press 1. For eligibility determination for burial in a national cemetery, press 2. For headstones, markers, or medallions at a private cemetery, press 3. Or press star to return to the main menu." | Unlimited number of no entry or invalid entry allowed. |
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| Tier 1 Transfer | "We understand you would like to speak to an agent. Please hold as we transfer your call to our Tier 1 Assistance." |  |
| No Entry Message | "I am sorry I did not get a response." |  |
| Invalid Entry Message | "I am sorry that is an invalid entry, please try again." |  |
| End Call Message | "I did not receive a valid response. Please try your call again. Thank you for calling the department of Veterans Affairs." |  |