

118TH CONGRESS
2D SESSION

S. 4061

To require the Secretary of Veterans Affairs to maintain a toll-free telephone helpline for veterans and other eligible individuals to use to obtain information about the benefits and services provided by the Department of Veterans Affairs, and for other purposes.

IN THE SENATE OF THE UNITED STATES

MARCH 22, 2024

Ms. ROSEN (for herself and Mrs. FISCHER) introduced the following bill;
which was read twice and referred to the Committee on Veterans' Affairs

A BILL

To require the Secretary of Veterans Affairs to maintain a toll-free telephone helpline for veterans and other eligible individuals to use to obtain information about the benefits and services provided by the Department of Veterans Affairs, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Veterans Assistance
5 Helpline Act of 2024”.

1 **SEC. 2. TELEPHONE HELPLINE FOR ASSISTANCE FOR VET-**
2 **ERANS AND OTHER ELIGIBLE INDIVIDUALS.**

3 (a) MAINTENANCE OF HELPLINE.—

4 (1) IN GENERAL.—The Secretary shall main-
5 tain a toll-free telephone helpline that a covered indi-
6 vidual may use to obtain information about, or
7 through which a covered individual may be directed
8 to, any service or benefit provided under a law ad-
9 ministered by the Secretary.

10 (2) CONTRACT FOR DIRECTION OF CALLS AU-
11 THORIZED.—The Secretary may enter into a con-
12 tract with a third party to direct calls made to the
13 toll-free helpline maintained pursuant to paragraph
14 (1) to the appropriate office regarding a service or
15 benefit described in that paragraph.

16 (3) LIVE INDIVIDUAL REQUIRED.—The Sec-
17 retary shall ensure that a covered individual using
18 the telephone helpline maintained pursuant to para-
19 graph (1) has the option to speak with a live indi-
20 vidual.

21 (b) DEFINITIONS.—In this section:

22 (1) COVERED INDIVIDUAL.—The term “covered
23 individual” means—

24 (A) a veteran;

25 (B) an individual acting on behalf of a vet-
26 eran; or

1 (C) an individual, other than a veteran,
2 who is eligible to receive a benefit or service
3 under a law administered by the Secretary.

4 (2) SECRETARY.—The term “Secretary” means
5 the Secretary of Veterans Affairs.

6 (3) VETERAN.—The term “veteran” has the
7 meaning given the term in section 2002(b) of title
8 38, United States Code.

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