119TH CONGRESS
1ST SESSION

S. _____

To amend title 38, United States Code, to require the Secretary of Veterans Affairs to improve telephone communication by the Department of Veterans Affairs, and for other purposes.

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IN THE SENATE OF THE UNITED STATES

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Mr. SULLIVAN introduced the following bill; which was read twice and referred to the Committee on _____

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A BILL

To amend title 38, United States Code, to require the Secretary of Veterans Affairs to improve telephone communication 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 "Representing VA with

5   Accuracy Act" or the "REP VA Act".

1 **SEC. 2. IMPROVEMENT OF TELEPHONE COMMUNICATION**

2 **BY DEPARTMENT OF VETERANS AFFAIRS.**

3   (a) IN GENERAL.—Chapter 63 of title 38, United

4 States Code, is amended by adding at the end the fol-

5 lowing new section:

6 **"§ 6321. Telephone communication**

7   "(a) CALLS ASSOCIATED WITH DEPARTMENT.—Not

8 later than January 1, 2026, the Secretary shall ensure

9 that any call made to a veteran by an employee or con-

10 tractor of the Department regarding services or benefits

11 furnished by the Department—

12   "(1) is made from a single, well-known tele-

13   phone number; and

14   "(2) uses caller identification branding that in-

15   dicates to the veteran that the call is from or on be-

16   half of the Department.

17   "(b) CALL CENTERS FOR HEALTH CARE APPOINT-

18 MENTS AND REFERRALS.—

19   "(1) IN GENERAL.—Not later than January 1,

20   2026, the Secretary shall ensure that the Veterans

21   Health Administration has at least one call center in

22   each of the time zones specified in paragraph (2) to

23   address concerns regarding appointments and refer-

24   rals for health care under the laws administered by

25   the Secretary.

3

1   "(2) TIME ZONES SPECIFIED.—The time zones

2   specified in this paragraph are the following:

3   "(A) Eastern time.

4   "(B) Central time.

5   "(C) Mountain time.

6   "(D) Pacific time.

7   "(E) Alaska time.

8   "(F) Hawaii time.

9   "(3) CLARIFICATION.—The Secretary is not re-

10   quired to ensure that the Veterans Health Adminis-

11   tration has a call center in any location generally

12   within a time zone specified in paragraph (2) that

13   does not follow daylight time.".

14   (b) CLERICAL AMENDMENT.—The table of sections

15 at the beginning of chapter 63 of such title is amended

16 by adding at the end the following new item:

"6321. Telephone communication.".