

Suspend the Rules and Pass the Bill, H.R. 6656, With an Amendment

(The amendment strikes all after the enacting clause and inserts a new text)

118TH CONGRESS
2^D SESSION

H. R. 6656

To direct the Secretary of Veterans Affairs and the Commissioner of Social Security to implement automated systems with callback functionality for each customer service telephone line of the Department of Veterans Affairs and the Social Security Administration, respectively, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

DECEMBER 7, 2023

Mr. CALVERT (for himself and Mr. CUELLAR) introduced the following bill; which was referred to the Committee on Ways and Means, and in addition to the Committee on Veterans' Affairs, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned

A BILL

To direct the Secretary of Veterans Affairs and the Commissioner of Social Security to implement automated systems with callback functionality for each customer service telephone line of the Department of Veterans Affairs and the Social Security Administration, respectively, 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,*

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “Stuck On Hold Act”.

3 **SEC. 2. IMPROVEMENTS REGARDING WAIT TIMES FOR**
4 **CALLERS TO CERTAIN SERVICE TELEPHONE**
5 **LINES OF THE DEPARTMENT OF VETERANS**
6 **AFFAIRS.**

7 (a) **AUTOMATED SYSTEM.**—Not later than one year
8 after the date of the enactment of this Act, the Secretary
9 of Veterans Affairs shall implement, for each covered line,
10 an automated system that—

11 (1) informs any caller to a covered line about
12 the anticipated wait time, if any; and

13 (2) automatically offers a callback to any such
14 caller with an anticipated wait time of more than 10
15 minutes.

16 (b) **GUIDANCE REGARDING CALLER WAIT TIMES.**—
17 The Secretary shall issue such guidance the Secretary de-
18 termines necessary to reduce the average wait time of a
19 caller to a covered line to not more than 10 minutes. All
20 such calls shall be answered in the order in which they
21 are received.

22 (c) **COVERED LINE DEFINED.**—In this section, the
23 term “covered line” means a customer service telephone
24 line of the Department of Veterans Affairs. Such term
25 does not include—

1 (1) the toll-free hotline for veterans provided by
2 the Secretary under section 1720F(h) of title 38,
3 United States Code; or

4 (2) a phone line for the emergency department
5 of a health care facility of the Department.