

Disaster Assistance for Veterans

As North Carolina continues to recover from Hurricane Helene, this updated email will help answer questions about VA disaster recovery assistance.

Veterans can call the Veterans Disaster Response Line 24/7: 1-800-507-4571 to access VA resources, navigating benefits, or finding the right support during challenging times.

Natural disasters may impact your ability to reach us by phone. If you think your life or health is in danger, call **911** or go to the nearest emergency room. If you have non-urgent questions, you can reach VA through the [VA Health & Benefits App](#) or [My HealtheVet](#) secure messaging to schedule an appointment, refill prescriptions, and access your medical records.

You can also send us your questions through the secure [Ask VA](#) online tool. A VA representative who's familiar with the topic you're asking about will respond.

Health Care

[Check the operating status of VA facilities](#) in the North Carolina Area.

If your health is impacted by a disaster, please [contact your local VA](#).

Phone support is available 24/7 via the VISN 6 Clinical Contact Center at [1-855-679-0074](#). The VISN 6 Clinical Contact Center provides virtual care and support to Veterans enrolled in its the Western North Carolina VA Health Care System. Services include general administrative support, nurse triage, virtual visits with a doctor or nurse practitioner via telephone, VA Video Connect, or VA Health Chat, and pharmacy services.

Emergency Care: For emergencies, visit the nearest emergency room or call 911. Veterans can report emergency care by calling [1-844-724-7842](#) or the VISN 6 Clinical Contact Center at [855-679-0074](#).

Urgent Care Benefit: Veterans can use their Urgent Care Benefit. [Getting Urgent Care At VA Or In-Network Community Providers | Veterans Affairs](#).

Traveling Veteran Services: Veterans currently in other cities and states can seek care at any VA facility by contacting a local Traveling Veteran Coordinator at [1-877-222-8387](#) (press 0) or calling the VISN 6 Clinical Contact Center at [1-855-679-0074](#) for assistance

[Check out the Western North Carolina VA Health Care System Disaster Recovery Resources page](#). It is updated daily with important information, like:

- Water locations
- Shower locations
- Laundry locations
- Shelter locations

FEMA & Local Information

[Hurricane Helene | FEMA.gov](#)

North Carolina State Resources

[Hurricane Helene | NC DPS](#). Check out this site for recovery resources, like:

- County Information
- Open Shelters
- Safety Information

Find a Safe Transportation Route

Map: [DriveNC.gov | North Carolina Traffic, Road Closures & Travel Information](#)

Incident List: [DriveNC.gov | North Carolina Traffic, Road Closures & Travel Information](#)

VA is here for you.

1-800-MyVA411 (1-800-698-2411) is always the right number

[Veterans Crisis Line](#): 988 and press 1, [Chat](#), or Text 838255

[Vet Centers](#): 1-877-927-8387

[Homeless Veteran Resources](#): 1-877-424-3838 or [Chat](#)

[Ask VA](#)

[Schedule a 1-on-1 Appointment with a VA Benefits Expert](#)