

# Message from the Commissioner

Good morning Tennessee Veterans and Families,

We find ourselves in unprecedented times and I am so grateful to be part of the Tennessee veteran family. Be assured that the Tennessee Department of Veterans Services is open and ready to serve you. We are making adjustments and taking precautions as necessary to protect you and your families.

## Updates for Benefits Applications Support:

- Call before coming in for either a scheduled office appointment or walk-in visit at any of our veteran service offices. Depending upon your needs, we may be able to save you an in-person trip and handle requests by phone and/or electronically. Alternative drop-off points for documentation may be designated if required. For office contact information [go here](#) or call our customer service representative at: **615-741-2345**
- Due to procedural changes for our offices within the following VA Medical Centers:
  - For the Tennessee Dept of Veterans Services office within the Memphis VA Medical Center call: (901) 578-4024
  - For the Tennessee Dept of Veterans Services office within the Nashville VA Medical Center call: (615) 741-9875
- Due to campus closure:
  - For the Tennessee Dept of Veterans Services office on the Walter State Community College Campus, call: (423) 318-2359

## Update for Board Veterans Appeals Hearings:

- The [Board of Veterans' Appeals](#) has suspended all travel board, video and Central Office hearings through at least May 1, 2020.
- If you have questions regarding a previously scheduled hearing, please contact our department inquiry line at **615-741-2345** so we can assist you.

## Update for State Cemetery Interments:

- Currently all Tennessee State Cemeteries are open during normal operating hours for gravesite visitors.

Veterans, I know you are accustomed to being able to 'actively engage' when facing difficult situations, but COVID-19 is requiring concepts foreign to you, such as 'practice social distancing.' Socially distant doesn't mean emotionally distant. I encourage you to reach out and connect with friends and family – make a call, send a text! Check on those that might need additional support or maybe a delivery of food or other essentials. We can continue to help each other.

Blessings,

