

114TH CONGRESS
2D SESSION

H. R. 4477

To amend title 38, United States Code, to require voice mail for certain telephone lines paid for by the Secretary of Veterans Affairs, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

FEBRUARY 4, 2016

Mr. CLAWSON of Florida (for himself, Mr. BLUM, and Mr. ROONEY of Florida) introduced the following bill; which was referred to the Committee on Veterans' Affairs

A BILL

To amend title 38, United States Code, to require voice mail for certain telephone lines paid for by the Secretary 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 “Be Responsive to all
5 Veterans Expeditiously Act of 2016” or the “BRAVE Act
6 of 2016”.

1 **SEC. 2. VOICE MAIL FOR CERTAIN TELEPHONE LINES PAID**
2 **FOR BY THE SECRETARY OF VETERANS AF-**
3 **FAIRS.**

4 (a) IN GENERAL.—Section 705 of title 38, United
5 States Code, is amended—

6 (1) in the heading, by striking “**for medical**
7 **officers and facility directors**”;

8 (2) by striking “The Secretary” and inserting
9 the following:

10 “(a) TELEPHONE SERVICE FOR MEDICAL OFFICERS
11 AND FACILITY DIRECTORS.—The Secretary”; and

12 (3) by adding at the end the following:

13 “(b) VOICE MAIL REQUIRED.—(1) The primary tele-
14 phone line for any facility of the Department shall include
15 voice mail.

16 “(2) The introductory message of any voice mail
17 under paragraph (1) shall inform the caller of—

18 “(A) the name of the relevant facility;

19 “(B) when the caller may expect a response;

20 and

21 “(C) another telephone number to call in case
22 of emergency.

23 “(c) PERFORMANCE REVIEWS.—In reviewing the per-
24 formance of any employee responsible for responding to
25 messages left on voice mail under subsection (b), the Sec-
26 retary shall consider the timeliness of such responses.”.

1 (b) CLERICAL AMENDMENT.—The table of sections
2 for chapter 7 of title 38, United States Code, is amended
3 by striking the item relating to section 705 and inserting
4 the following:

“705. Telephone service.”.

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