

118TH CONGRESS 1ST 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,
- 3 SECTION 1. SHORT TITLE.
- 4 This Act may be cited as the "Stuck On Hold Act".

1	SEC. 2. IMPROVEMENTS REGARDING WAIT TIMES OF CALL-
2	ERS TO CUSTOMER SERVICE TELEPHONE
3	LINES OF CERTAIN AGENCIES.
4	(a) Customer Service Telephone Lines of the
5	DEPARTMENT OF VETERANS AFFAIRS.—
6	(1) Automated system.—Not later than 1
7	year after the date of the enactment of this Act, the
8	Secretary of Veterans Affairs shall implement for
9	each customer service telephone line of the Depart-
10	ment of Veterans Affairs an automated system
11	that—
12	(A) informs any caller to such a telephone
13	line about the anticipated wait time, if any; and
14	(B) automatically offers a callback to any
15	such caller with an anticipated wait time of
16	more than 15 minutes.
17	(2) Guidance regarding caller wait
18	TIMES.—The Secretary shall issue such guidance as
19	is necessary to reduce the average wait time of call-
20	ers to a customer service telephone line of the De-
21	partment to not more than 15 minutes. All calls will
22	be answered in the order in which they are received.
23	(b) Customer Service Telephone Lines of the
24	SOCIAL SECURITY ADMINISTRATION.—
25	(1) Automated system.—Not later than 1
26	year after the date of the enactment of this Act, the

l	Commissioner of Social Security shall implement for
2	each customer service telephone line of the Social
3	Security Administration an automated system
4	that—
5	(A) informs any caller to such a telephone

- (A) informs any caller to such a telephone line about the anticipated wait time, if any; and
- (B) automatically offers a callback to any such caller with an anticipated wait time of more than 15 minutes. All calls will be answered in the order in which they are received.
- (2) Guidance regarding caller wait times.—The Commissioner shall issue such guidance as is necessary to reduce the average wait time of callers to a customer service telephone line of the Social Security Administration to not more than 15 minutes.

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