

Wounded Warrior Resources

Military Community and Family Policy / Military Community Outreach

Background

Military OneSource wounded warrior resources was established to provide wounded warriors, their families and their caregivers with a single point of contact for conflict resolution. These resources were directed by Congress in the 2008 National Defense Authorization Act, Public Law 110-181, Section 1616. Military OneSource wounded warrior resources provides assistance to wounded warriors who are experiencing difficulty in receiving health care services or benefits information, in obtaining other support, or to report deficiencies in military facilities. Wounded warrior specialty consultants are required to initiate a plan of action within 96 business hours of a call from a wounded warrior, family member, or primary caregiver. Most referrals from the wounded warrior specialty consultants are to the military service's wounded warrior programs, the Department of Veterans Affairs, or TRICARE.

Program Highlights

- In FY12, wounded warrior specialty consultants received 2,667 calls resulting in 3,619 referrals; 90 percent were to military service wounded warrior programs, the VA or TRICARE.
- Last fiscal year, 6,306 “Keeping it All Together” binders were requested and shipped through the Military OneSource fulfillment center. The binder content is also available for download on the Military OneSource website.
- The Military OneSource website, updated in November 2012, offers an advanced wounded warrior section.

Eligibility

All wounded, ill or injured service members and veterans, to include members of the National Guard and Reserve, their families, or their primary caregivers are eligible to receive these resources.

Program Availability

Wounded warrior resources are available through the Military OneSource call center. Calls are received by wounded warrior specialty consultants from 8 a.m. to 5 p.m. (EDT), Monday-Friday (excluding federal holidays). Military OneSource consultants accept calls for the specialty consultants after hours, on weekends and holidays.

- www.militaryonesource.mil
- 800-342-9647 – toll-free, 24/7/365

