

## Wounded Warrior Battalion Contact Centers

The Marine Corps care model ensures wounded, ill, or injured (WII) Marines and Sailors remain with or return to their units as quickly as their medical conditions will allow. Active duty WII Marines who continue to serve with their parent commands receive periodic calls from contact centers located at each Wounded Warrior Battalion (WWBn). Contact center representatives monitor Marines through their recovery within their area of responsibility, conduct outreach calls, receive calls for assistance, and provide information on programs and/or resources to ensure continuity in care. Non-medical case managers located at each contact center provide assistances to WII Marines obtaining benefits, referrals, and provide a single point of contact for external marines to benefit from WWBn support.

### Battalion-West Contact Center

(Area of Responsibility – West of the Mississippi River, including Japan, Guam and Hawaii)

888-738-7044 | 760-763-9067 | 760-763-6689 | 760-769-6793

### Battalion-East Contact Center

(Area of Responsibility – East of the Mississippi River, including Texas and Europe)

910-451-1202 | 910-449-9573 | 910-451-2589

**Hours for both contact centers are Monday through Friday  
0800 - 2000 local time, excluding holidays.**

### What Services do the Contact Centers offer?

Wounded Warrior battalion contact centers are active outreach call centers that provide research, reference, and referrals for WII Marines and Sailors on a variety of topics including:

- Benefits and Entitlements
- Social Security Disability Insurance
- Awards (Purple Hearts)
- Veterans Affairs
- GI Bill
- Employment/Education
- Traumatic Brain Injury
- Post Traumatic Stress Disorder
- Counseling on a variety of issues
- Traumatic Servicemembers' Group Life Insurance

The contact centers also support WII Marines going through the Medical Evaluation Board/Physical Evaluation Board with resources to assist them through the Integrated Disability Evaluation System (IDES) process.

### Additional Contact:

Wounded Warrior Regiment (WWR) distributes information about services available to support WII Marines' recoveries, news related to the WWR and stories of Marines focusing on their abilities on the WWR Facebook page, Twitter, and website.

 [facebook.com/wwr.usmc/](https://facebook.com/wwr.usmc/)

 [twitter.com/USMCWWR](https://twitter.com/USMCWWR)



Download the free App of the USMC WWR through iTunes or Google Play.

### Related Fact Sheets

- Wounded Warrior Regiment Call Center
- Medical Section
- Transition

**Wounded Warrior Call Center 24/7—1.877.487.6299**

**Stay Connected—[www.woundedwarrior.marines.mil](http://www.woundedwarrior.marines.mil)**

