Call Center Script:

Starting 4/10/2023 the EFT script should be read to Portland / Minneapolis participants.  Please keep in mind the Call Center will only be screening participants who are within their ATFU visit window. If you have any questions or concerns regarding this update, please feel free to reach out.

Portland:

The VA has recently had a change in payment methods in regards to VA research. In order to get your payment information updated please reach out to your research study staff at (503-335-5875).

Minneapolis:

 The VA has recently had a change in payment methods in regards to VA research. In order to get your payment information updated please reach out to your research study staff at (612) 467-2398

Starting 10/1/2023 the EFT script should be read to Boston participants.  Please keep in mind the Call Center will only be screening participants who are within their ATFU visit window. If you have any questions or concerns regarding this update, please feel free to reach out.

Boston:

Call Center EFT Change Script:

The VA has recently had a change in payment methods in regard to VA research. In order to get your payment information updated please reach out to your research study staff at ( Please provide the number you’d like listed).