



WOUNDED WARRIOR REGIMENT

Fact Sheet | Wounded Warrior Call Center

Battalion Contact Centers reach out to active duty wounded, ill and injured (WII) Marines. Please see the back for additional information.

Our Commitment

Through the Wounded Warrior Regiment (WWR), the Marine Corps honors its commitment to providing enduring support for wounded, ill and injured (WII) Marines. The Sergeant Merlin German Wounded Warrior Call Center (WWCC) was established in 2007 to assist WII Marines, Marine veterans, and their families any time of the day or night, wherever they are located. The trained call center staff includes retired Marines and Marine veterans or family members of Marines augmented by a small staff of psychological health professionals. These dedicated individuals are skilled at providing help and share a common bond with those they serve.



Marine Corps Medal of Honor awardees: (L-R) Sgt Dakota Meyer and Cpl Kyle Carpenter

Communicating with Marines

The WWCC primarily conducts outreach calls to offer assistance on a wide variety of issues, such as service disability ratings, medical care, Veterans Affairs (VA), employment, education, benefits and entitlements, awards (Purple Hearts), counseling, and benevolent organizations. Most outreach calls are to WII Marines on the Temporary Disability Retired List (TDRL) to ensure they receive appropriate support during this time period. Calls will be elevated to appropriate WWR staff as needed. The WWCC also receives calls for assistance from WII Marines and their families / caregivers on a 24/7 basis, including weekends and holidays.

Sergeant Merlin German was severely injured in a roadside blast in Iraq in February 2005. With burns over 97% of his body, medical personnel gave little hope for his survival. However, months later, the “Miracle Man,” as he had come to be known, walked out of the hospital under his own power. Not content with merely surviving, he mentored and encouraged other wounded warriors receiving treatment at Brooke Army Medical Center (now the San Antonio Military Medical Center). On April 11, 2008, Sergeant German passed away at the age of 22 from complications after one of his many surgeries. In December 2008, the Wounded Warrior Call Center was dedicated to Sergeant Merlin German.



Wounded Warrior Battalion Contact Centers

Our Model

The Marine Corps care model is unique in that our approach is to ensure recovering Marines return to their units as quickly as their medical conditions will allow. To support the active duty WII Marines who remain with or have returned to their parent command, each Wounded Warrior Battalion (WWBn) has a contact center. Contact Center Representatives monitor Marines' recoveries within their area of responsibility and provide information on programs and/or resources.



The contact centers provide assistance on a variety of issues 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

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

BATTALION-EAST CONTACT CENTER

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

910-451-1202 | 910-451-2253 | 910-449-9573

Hours for both Contact Centers | Mon - Fri | 0730-1600 local time, excluding holidays



Online and Mobile Contact | Using emerging technologies, WWR distributes information about services available to support WII Marines' recoveries, news related to the WWR and stories of Marines focusing on their abilities.

Smartphone Apps | iPhone, iPad and Andriod applications provide information about the WWR, benefits, and services on your mobile device.

FACEBOOK

Interactive website allowing for direct messaging and requests for support as well as information sharing



[Facebook.com/WWR.USMC](https://www.facebook.com/WWR.USMC)

TWITTER

Direct messaging in a short format viewable in multiple formats



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

FLICKR

Sharing inspiring photos of WII Marines, their families and caregivers as they focus on their abilities



[Flickr.com/photos/USMCWWR](https://www.flickr.com/photos/USMCWWR)

YOUTUBE

Sharing videos of WII Marines focusing on their abilities and accomplishments



[YouTube.com/USMCWWCC](https://www.youtube.com/USMCWWCC)

Wounded Warrior Call Center 24/7: 1.877.487.6299 -- Stay Connected -- www.woundedwarriorregiment.org

