

# COVID Disability Information and Access Line (DIAL)

Age Requirements

No Age Requirement

Available 24/7

No

Family

Yes

Intake Contact Email

DIAL@usaginganddisability.org

Intake Process

Visit the website for information. Call the office

Intake Contact Telephone

(888) 677-1199

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Administration for Community Living (ACL)

<http://www.acl.gov>

<https://acl.gov/DIAL>

<https://www.facebook.com/aclgov>

<https://twitter.com/ACLgov>

Main

(888) 677-1199

330 C St. SW

20201 DC

United States

Monday: 9:00 am-5:00 pm

Tuesday: 9:00 am-5:00 pm

Wednesday: 9:00 am-5:00 pm

Thursday: 9:00 am-5:00 pm

Friday: 9:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

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Spanish

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Language Line available

The Disability Information and Access Line (DIAL) helps people with disabilities access COVID-19 tests and vaccinations. DIAL staff provides assistance with:

- Finding local vaccination locations;
- Making vaccination appointments;
- Connecting to available testing options, including help with ordering free at-home test kits through the program announced by the White House on January 14, 2022. DIAL operators also can help callers with the instructions for administering the tests;
- Referring callers to local services, such as accessible transportation, to overcome barriers to vaccination and testing.

The hotline provides information and resources to answer questions about the vaccines and to connect callers to information and services that promote independent living and that address needs, such as food, housing, and transportation.

[Chat Now! with a DIAL staff member](#) from 9:00 AM until 8:00 PM Eastern Time. To connect directly to an agent in American Sign Language using ASL Now, click on the [ASL Now link](#) or call (888) 677-1199 from your videophone. To reach DIAL using relay services, dial (888) 677-1199. People who use the TTY relay can first dial 7-1-1 and then relay the (888) 677-1199 number.

Service Area(s)

Nationwide

Email

[DIAL@usaginganddisability.org](mailto:DIAL@usaginganddisability.org)