

myVA311

VA AT YOUR FINGERTIPS 1-844-698-2311

MYVA311: ONE NUMBER TO CALL TO REACH VA

When VA Secretary Bob McDonald first started evaluating business and customer service practices across VA to improve the Veteran experience, the need for a revamped phone system was clear. Instead of navigating dozens of automated phone trees with no guarantee of success, Veterans needed one place to call to get connected to the right place quickly.

VA is introducing 1-844-MyVA311 (1-844-698-2311) as a go-to source for Veterans and their families who don't know what number to call. This new national toll-free number will help eliminate the feeling of frustration and confusion that Veterans and their families have expressed when navigating the 1000-plus phone numbers that currently exist.

With 1-844-MyVA311, Veterans, families, and caregivers can access information about VA services like disability, pension, healthcare eligibility, enrollment, and burial benefits, in addition to a self-service locator to find the nearest VA facility. And if they're looking for immediate assistance with housing or are having a mental health crisis, MyVA311 will route callers to the Homeless Veteran help line and the Veterans Crisis Line.

If you know what number you're calling – keep calling it. None of the existing VA numbers will go away. The future vision is that 1-844-MyVA311 will become a 24/7 one-stop information service platform for all VA services. Veteran feedback has been instrumental helping us streamline the way we get callers routed to the right place at VA. VA is also making improvements to the overall Veteran experience eliminating blocked calls and hiring more people to reduce wait times. We will continue to gather feedback from our Veterans to ensure VA is meeting their needs.

The new MyVA311 phone number is just one step in a larger effort to modernize VA contact centers so Veterans have a seamless, positive experience when reaching out VA. In the coming months, we will be sharing more on additional steps as we continue to improve the Veterans experience.