

New VA Telephone Number One Number to Call to Reach VA

When VA evaluated business and customer service practices 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 introduced 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 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.

The future vision is that 1-844-MyVA311 will become a 24/7 one-stop information service platform for all VA services.