



Frequently Asked Questions (FAQs)

Purpose

Why was 1-844-MYVA311 created?

There are currently more than 1000+ telephone numbers for Veterans to call for information about VA benefits and services. This overwhelming amount of numbers leaves Veterans confused and frustrated by not knowing what number to call. This also creates difficulties for VA employees who must navigate various call center scripts to find the right person who can address the caller's question. Additionally, callers have often experienced "dropped" or "blocked" calls limiting their access and causing frustration.

The introduction of a new, national toll-free number 1-844-MYVA311 (698-2311) will ease the frustration of Veterans who aren't sure what number to call, while also empowering VA employees to provide smoother handoffs. This effort is benefitting greatly from Veteran feedback so that they receive a streamlined experience when contacting VA.

The rollout of a new, toll-free number is one milestone in the first phase of a long term effort at VA to modernize its contact centers so Veterans will be able to get their questions answered more efficiently and receive consistent, accurate information. The Contact Center Modernization (CCM) effort will systematically improve the experience Veterans have when contacting VA and improving VA staff's ability to efficiently and effectively address Veterans' issue or inquiry at first contact.

About MyVA311

What is MyVA311?

A new, national toll-free number 1-844-698-2311 through which Veterans can access all VA has to offer. The project is designed to support two of the Secretary's twelve Breakthrough Priorities that the Veterans Experience Office (VEO) is responsible for: (1) Improving the Veterans Experience and (2) Modernizing the VA's Contact Centers.

Why isn't MyVA311 a 1-800#?

The 1-800 number was not available. The number is 1-844-MYVA311 (698-2311).

How does MyVA311 work?

Dial 1-844-MyVA311 (1-844-698-2311) and you will hear a menu of options that you can select from to route you to the right place depending on your inquiry. For example, you can be connected to find out more information about VA healthcare or other benefits such as pension, disability, home loan or cemetery services. You can also be connected directly to the Veterans Crisis Line. There are also several self-service options available. For example, you can locate a VA Medical Center, Veterans Benefits Regional Office or Cemetery near you.

When I call, will I speak to an operator?

When you call 1-844-MyVA311 you will hear an automated list of options that you can select to be routed based on the inquiry. If that place you get routed to provides an operator, you will be connected to an operator. If that place you are routed to has another call tree with self-service options, you will be connected to those options.



Will the direct numbers to the other contact centers still work?

Yes, you will still be able to dial the phone numbers you are used to dialing. 1-844-MyVA311 is an added convenience to assist you when you do not know what number to call.

What hours/days can I call MyVA311?

1-844-MyVA311 will be available 24/7. However, the places where you will be connected to will operate under their normal business hours.

Am I going to experience the same frustrations – like long wait times – when I get transferred to the right place?

VA is working to enhance the capacity of its call centers to be more responsive to Veterans who are contacting VA. In addition to rolling out a new number, we are also making other improvements to the overall Veterans experience contacting VA. For example, we are:

- Increasing capacity of the system to prevent blocked calls and reduce wait times (eIVR has overflow capacity and VBA has hired 450 more employees);
- Connecting Veterans in crisis directly to the Veteran's Crisis Line Veterans;
- Connecting Veterans who may be homeless or at risk of being homeless directly to the Veterans Homeless Line;
- Offering Veterans simple and easy to follow self-service options such as looking up a VA facility near them or connecting to a live agent that can best serve their needs.
- Implementing standard capabilities at all VA medical centers to offer callers access to Scheduling, Nurse Triage, Pharmacy, and a Medical Center Operator.

What's the difference between MyVA311 and the National Call Center?

The VHA National Call Center - Health Resource Center (NCC-HRC) is one of the resources you can reach simply by dialing 1-844-MyVA311. In addition, you will also be able to reach the Veterans Benefits Administration, the National Cemetery Administration or the Veterans Crisis Line simply by calling this single toll-free number.

Who is running MyVA311 at VA and what organizations are involved?

MyVA311 is being launched and supported by VA's Veteran Experience Office (VEO). Other offices and administrations involved include:

- Veterans Benefits Administration (VBA),
- Veterans Health Administration (VHA),
- National Cemetery Administration (NCA),
- Board of Veterans Appeals (BVA), and
- Office of Information and Technology (OI&T).