

VA



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VA's telehealth system grows as Veterans have access to unlimited data while using VA Video Connect

Latest partnership eliminates health care access barriers for SafeLink by TracFone users

WASHINGTON — Today, the U.S. Department of Veterans Affairs' (VA) announced, Veterans using VA Video Connect on their Safelink by TracFone mobile phones through the T-Mobile network, will no longer pay for data while using video telehealth technology to connect and meet with their VA health care teams.

[TracFone Wireless, Inc](#) is the fourth major wireless carrier to partner with VA to support Veterans who are using VA Video Connect.

T-Mobile, Sprint and Verizon began enabling Veterans to use VA Video Connect without data charges in 2019. [VA Video Connect](#) enables Veterans to video conference with their VA providers on their smartphone, tablet or computer from any location with an internet connection.

“Our goal at VA is to provide the best health care experience for all Veterans regardless of where they live,” said VA Secretary Robert Wilkie. “This new partnership with TracFone increases access for Veterans and ensures health care is accessible anywhere. Approximately 150,000 SafeLink customers can benefit from this application.”

In fiscal year 2019, VA provided 2.6 million telehealth episodes of care to more than 900,000 Veterans, representing a 16% increase from the previous year in the number of Veterans receiving care via VA's telehealth services.

Visit [connected care](#) for more information on VA's telehealth programs.

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