

VA



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News Release

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WASHINGTON — The U.S. Department of Veterans Affairs (VA) announced today, the formal launch of 1-800-MyVA411 (1-800-698-2411), a single access point to all VA contact centers.

The number is available 24 hours-a-day, 365 days-a-year to serve Veterans, their families, caregivers and survivors.

Responding to Veteran feedback on the challenges of knowing the right number for VA assistance, 1-800-MyVA411, serves all members of the Veteran community seeking information or help. Veterans and their families can still reach the Veterans Crisis Line directly at 1-800-273-8255 and pressing 1, by [Chat](#) or by texting 838255. The White House VA Hotline is also still available at 1-855-948-2311 for Veterans and their families to share compliments and concerns.

“1-800-MyVA411 is always the right number to reach VA and is a great example of the department’s customer service strategy in action,” said VA Secretary Robert Wilkie. “1-800-MyVA411 provides easy access to specialized contact centers as well as an option to immediately talk to a live agent.”

When dialing 1-800-MyVA411, callers have the option of pressing 0 to be immediately connected with a customer service agent to answer questions or provide a warm-handoff to the appropriate VA expert.

During the pilot phase from Oct. 1, 2019–Sep. 31, 1-800-MyVA411 connected more than 1.3 million callers with VA contact centers and experts.

1-800-MyVA411 provides information on:

- COVID-19 updates.
- Health care eligibility and enrollment.
- VA benefits, such as disability, compensation and pension, education programs, caregiver support, insurance, home loans, and burial headstones and markers among others.
- The nearest VA medical centers, benefits offices or cemeteries to Veterans, VA Medical Center operational updates and connection to VA Medical Center operators.
- Directory assistance and technical support for www.VA.gov.
- Debt and payment options.

For more information contact the [Veterans Experience Office](#) at Vets-Experience@VA.gov

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