

VA integrates the “White House VA Hotline” into its “front door” toll-free number: 1-800-MyVA411 is never the wrong number

On November 3rd, the U.S. Department of Veterans Affairs (VA) successfully integrated the White House VA Hotline with VA’s main call center (1-800-MyVA411)—making it easier for Veterans and their families to get information, access earned VA benefits and services, and raise concerns using one phone number. To ensure a seamless transition for Veterans and their families, the White House VA Hotline number now automatically redirects to 1-800-MyVA411.

This integration improves VA’s customer service and underlines the importance VA places on addressing customers’ concerns. The purpose of the White House VA Hotline had been to provide Veterans and their families with an outlet to share concerns and recommendations with VA. Those concerns can now be shared through VA’s primary call center, rather than a separate hotline. 1-800-MyVA411 has historically received three times the call volume compared to the WH hotline, so this integration will greatly increase awareness of the option to share concerns with live agents 365 days, 24 hours a day, 7 days a week.

This integration also simplifies customer access to VA as the Department implements the Sergeant First Class Heath Robinson Honoring Our Promise to Address Comprehensive Toxics (PACT) Act. As part of both this integration and the PACT Act, VA is increasing staffing to reduce wait times and to improve customer experience when calling MyVA411.

Callers to 1-800-MyVA411 can now press the new “Option 9” to connect directly with a VA service recovery specialist—the same experts that have staffed the hotline—to share concerns, make recommendations, or ask a question. The caller will be routed to the appropriate subject matter expert within VA or receive a case number and updates throughout the concern resolution process.

1-800-MyVA411 was established in 2020 in response to customer feedback that VA had too many phone numbers. Moving forward, 1-800MyVA411 will be shared as VA’s “front door:” the one number all Veterans, their families, caregivers, and survivors may use to access VA resources.

For more information contact, vets-experience@va.gov

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