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## **VA's mobile app offers Veterans convenient access to VA health and benefits**

### **VA Mobile App to Access Benefits**

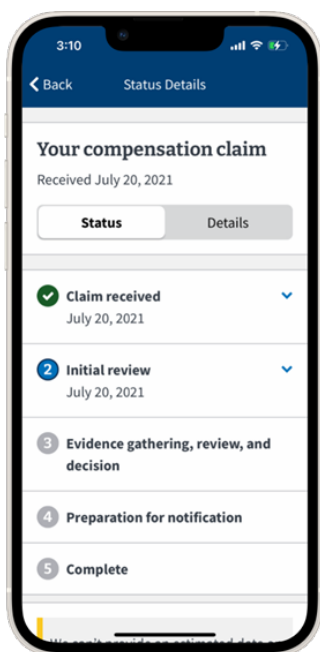
The Veteran community wanted a mobile app with a personalized experience to make it easier to connect with VA and access benefits.

VA delivered.

Since its launch on July 13, 2021, more than 300,000 Veterans have used the [VA mobile app for health and benefits](#). The app's success, in part, is due to the development approach, which kept Veterans at the heart of the design process.

VA's Veterans Experience Office (VEO) and Office of Information and Technology joined forces to create an app Veterans would find useful and usable. To do this, they used human centered design techniques to engage the Veteran community and better understand their needs and preferences in mobile app capabilities.

This direct Veteran feedback, combined with development efforts to achieve high-value app functionalities – security, usability, and personalization – resulted in a mobile app Veterans can use to securely access personal VA records and easily manage their VA experience. The app is free and can be quickly downloaded to [Apple](#) and [Android](#) devices.



## Using the VA: Health and Benefits App

Easy to use, intuitive and smooth, the app offers great access to the things Veterans need. – VA mobile app user

Built-in phone security features, such as thumbprint and face recognition, provide protected access to the [VA mobile app for health and benefits](#), which delivers convenient access to a broad range of services. Veterans can use the mobile app to:

- Complete health care and benefits transactions;
- Update VA.gov profile account information;
- Check on claims and appeals status, and upload documents;
- Download VA documents, such as the Benefit Summary and Service Verification Letter, and VA vaccine records;
- View and cancel health care appointments and add them to the phone's calendar;
- Securely message their health care team.

VA is working to make more features available on the mobile app soon, such as the ability to view pending (and request new) health care appointments as well as manage disability compensation, education and pension payments. Later this year, Veterans will be able to request prescription refills right from their mobile phones.

The VA mobile app currently has a 4.8 rating on Apple and a 4.6 rating on Google Play, and user feedback will be used to continuously improve the app.

Download the VA mobile app for health and benefits today, and manage your VA experience wherever you are, whenever you want.

- ▶ [Click here to download the VA mobile app from the Apple App Store.](#)
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