# 2 million mobile app downloads giving more Veterans access

**Lead-in:** The VA Health and Benefits mobile app surpassed 2 million downloads, giving more Veterans than ever convenient access to their health and benefits management.

**Channel:** VA News

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**Image (Cover Image):** Included in email

**Alt txt:** Phone screen with the VA Health and Benefits mobile app sign-in screen and the number 2 and capital letter M in the background depicting 2 million.

Improving the lives of Veterans, their families, and care providers, the [VA Health and Benefits mobile app](https://mobile.va.gov/app/va-health-and-benefits) is modernizing how Veterans access and manage their health care and benefits information. The app surpassed 2 millionth downloads—a significant milestone in giving Veterans convenient access to their VA health care and benefits via their mobile devices.

This immediate access to vital health and benefits information is resonating strongly with Veterans, particularly those living in remote or rural areas, where reaching VA facilities may be challenging. The app quickly became a lifeline for many.

With almost a million monthly active users who send over three hundred thousand secure messages and refill over a quarter of a million prescriptions – each month – the app’s strong adoption and Veteran-centered design have helped earn it a rating of 4.8 on the Apple Store and 4.6 on Google Play, on par with companies like USAA and Uber. Users are saying:

* “This is one of—if not the most—important app on my phone.“
* “This is a huge timesaver.”
* “Veterans can have an active part of engaging with the VA at a higher tick…now it’s literally on your couch, and that just gives folks more sense of ownership and accessibility.”

### Putting Veterans at the center

As the app’s popularity and use continue to grow, VA’s Office of Information and Technology works with users to identify challenges with VA digital services so VA can incorporate their feedback and new features to improve the experience. These have led to enhancements like:

* The app’s integration of biometric options like fingerprint and facial recognition to streamline access
* A new one-touch feature that generates a [Proof of Veteran Status](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DUs2PQDl666Y&data=05%7C02%7C%7C05c991c43037439eec3b08dc11e061c8%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638404902600853532%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=1IFnJWc%2BikSV6zFx5LR9zIq8F1gzpyD7%2BJoFimHF8Ag%3D&reserved=0) screen when you log in to make it quick, easy, and more private for you to prove Veteran status to retailers and access your Veteran benefits
* Crucial accessibility features for the 22 percent of users who leverage assistive technology – features such as the ability for [blinded Veterans to access and read their decision letters](https://news.va.gov/123339/blind-veterans-can-now-read-decision-letters/) through the app

If you’re a Veteran, caregiver, or dependent, y[ou can sign up to participate in online feedback sessions](https://news.va.gov/119765/want-improve-digital-tools-give-us-your-input/) related to the mobile app and other VA digital tools—to enhance them for all Veterans.

### Features and tools Veterans want

* Quick and direct access to the VA Crisis Line for Veterans and their families
* Management of Health Care Appointments
* View Status of Claims and Appeals
* Read benefit decision letters
* Refill and Track VA Prescriptions
* Secure Message with Your VA Health Care Team
* Download Common VA Letters and Documents
* View VA Vaccine Records
* Locate VA Facilities
* One-touch Proof of Veteran Status
* Access Using Biometric Login

Upcoming 2024 features include health care appointment scheduling and check-ins, travel claim submissions, and more.

### If you’d like to learn more about the app or download it, you can explore the [VA Health and Benefits mobile app](https://mobile.va.gov/app/va-health-and-benefits) page.

By VA Office of Information and Technology