**How to use cool features in VA’s official mobile app**

**Lead-in:** You can now watch step-by-step instructions for using the most popular features of VA’s Health and Benefits mobile app! Learn how other Veterans are using the mobile app to help them manage their VA health care and benefits— anywhere, anytime!

**Appears in:** VA News, Top Stories, Technology

**Tags:** Office of Information and Technology, mobile app, instructional videos

**Image:** Attached in email.

**Alt txt:** Mobile phone with VA Health and Benefits mobile app home screen.

**Videos:** Embed VA Health and Benefits mobile app videos in blog

You can now watch short instructional videos about how to use the [VA Health and Benefits mobile app’s](https://mobile.va.gov/app/va-health-and-benefits) most popular features, in [VA’s Feature Highlights: VA Health and Benefits Mobile App playlist](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutube.com%2Fplaylist%3Flist%3DPLt_058CfeU2qEdmWeJ3c-4VwVQTfyR8Y7%26si%3DrFx52hH9bwtNRo2T&data=05%7C01%7C%7C8c7366b3ccd644505dd608dbc9ce1890%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638325659232456632%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ECxgCsXe3eCkUli1aUJy9%2Ft0Gq%2FRVwj%2FnduYkH6b%2Byc%3D&reserved=0), including:

* Claims and Appeals
* Prescriptions
* Secure Messaging

The videos also include insights from other Veterans sharing how they’re using the mobile app to help them manage their VA health care and benefits— anywhere, anytime!

The flagship [mobile app](https://mobile.va.gov/app/va-health-and-benefits) is VA’s official all-in-one, on-the-go, easy-to-use, accessible, on-demand app, enabling you to manage your VA health care and benefits services at your fingertips.

About two million Veterans are already accessing their benefits and services safely and securely, wherever and whenever they need them.

**What can you do with the Health and Benefits mobile app?**

You can [access and refill refillable VA-dispensed prescriptions](https://youtube.com/shorts/WOpHODY20GI?feature=share), view your claims and appeals status, securely message your health care team, view and cancel health care appointments, upload documentation to VA, get your vaccine records, locate VA facilities, access the Veterans Crisis Line, show retailers your Veteran status, and more!

“Overall, I highly recommend the VA app to any Veteran who wants to simplify their health care and benefits management. It’s easy to use, reliable, and provides all the information I need to stay on top of my health and wellness. Thank you, VA, for creating such an excellent app for Veterans,” shared one Veteran and VA Health and Benefits mobile app user.

And for the first time ever, Veterans who are blind can read their decision letter by themselves within the VA Health and Benefits mobile app.

"One of the biggest things that Veterans get is their rating decision. No blind Veteran can read it. It’s paper. It’s a huge document sent to you, someone has to read it to you. I don't know what you did but you can read rating decisions now in the app. OMG this is awesome! It was beautiful, I can now read it!” explained Claudia Baldwin, a U.S. Air Force Veteran.

**Veteran designed and approved**

VA designed and developed the mobile app with Veterans' feedback, so it’s an easy, streamlined, and secure digital platform that allows you to complete everyday VA tasks from an IOS or Android smartphone and other mobile device such as an iPad. It offers a more personalized experience, allowing you to quickly and easily connect with VA to manage your health care and benefits needs.

VA will continue to use findings from Veteran research, quantitative user data, and benefit utilization to validate the design and features before we roll them out to all Veterans.

The VA Health and Benefits mobile app has quickly risen on the Apple App Store, receiving a 4.8-star rating, and on the Google Play Store, receiving a 4.6-star rating. The app lets Veterans access the resources they need, wherever they are, whenever they need them. Adoption of the app continues to grow.

Since its launch in 2021, there has been continued growth of the VA Health and Benefits Mobile App usage. In addition to more than two million unique user downloads, the app has more than 880,000 active monthly users, more than 200,000 monthly prescription refills, more than 970,000 monthly medical appointment detail views, over 380,000 monthly benefit letters downloaded, and more than 290,000 monthly secure messages sent.

**Upcoming features**

VA regularly releases new mobile app features.

Upcoming VA Health and Benefits mobile app features planned for release in the next year will allow Veterans to:

* View lab and test results
* Receive travel pay reimbursement
* Receive additional push notifications
* Schedule appointments

The app’s features will continue to expand and evolve based on Veteran needs.

**Downloading the app is free, fast, and easy! Here’s how**

To access the [VA Health and Benefits mobile app](https://mobile.va.gov/app/va-health-and-benefits), go to the Apple App Store or Google Play Store on your mobile device and simply search “VA” and download the VA: Health and Benefits mobile app.

By VA Office of Information and Technology