

VA Health and Benefits Mobile App – May App Store Reviews

Positive Feedback:

(99 reviews, 59%)

General Praise:

- Thank you so much for developing this application. I use it all the time.
- This app helps me navigate my VA experience and has been great being able to talk to my Care Team, check my appointments or refill my prescriptions. This is one of the best things the VA came out with bar none this app has made my VA experience better.
- Glad I started using the app. Much better than logging in on the interwebs. Most anything I need to do or see is readily available from the Home Screen. Love the app, well done.
- This is an excellent upgrade from the website and it will be great when each and every feature that supported on the website is available through the app, such as blue dot, downloading health records, and linked access to all the other incredible information available through my healthy vet.gov. Once again, this is the best healthcare I've received in or out of the military ever.
- I receive great care at JWC
- I use the app a lot, and I think it is well designed and a time saver.
- This app is easy to use and very beneficial!!

Communication and Messaging:

- The app allows me to get messages to my doctor and health care team.
- This app is awesome. I'm able to check and send messages to my doctor. also able to order my prescriptions. I give this app 10 stars out of 5.
- The system of communication is good. Easy to use.
- I love that I can message my provider and refill my meds with just a few touches on the screen.
- Communicating with my Primary Care team is easy using the messaging system.
- This app makes keeping track of everything VA related easier and it's very convenient. I can check my appointments, my current claims, message my healthcare providers, and go into my medical files and see what's in them. I highly recommend it if you are a Veteran and enrolled in the VA.
- Everything is streamlined, from myHealthvet messaging to claims submissions. You can do everything on the web on the app. Highly recommend it for veterans needing service.

- I like this app a lot! When I open the app it now hides my rating at the amount I'm paid. I really like the messaging feature. I can talk to different teams and not have to wait on the phone or leave a message. They are very good at calling back the same day.

Ease of Use:

- New system is great, easier to traverse. Glad they kept some of the same functionality in the apps like Rx refills, appointments, and secure emails.
- easy access
- Easy to use
- Excellent app. Useful updates added and good choice to add show buttons for the compensation and disability displays. Appreciate the effort. The messaging is very helpful.
- Just downloaded this app and I LOVE IT!
- Easy to use once you get logged in.
- It's so easy to track appointments and communicate with my physician. I love this app.
- This app is very helpful instead of having to go to the website and go through signing in it's nice to have an app where you can easily access what you need.
- easy to use and navigate and helps keep organized!!
- So far I've had a decent experience. Time will tell.
- The VA link is easy to use and secure. I really like signing in with a finger. I'm glad that the VA is keeping up with technology.
- va tool is a lifesaver. so quick and easy with everything you need.
- it's a great option
- Great app to get verification letters wherever and whenever you need them!
- Getting better - Bravo
- This app is super helpful. Makes it a lot easier to get things done without driving to the VA.
- Great
- Very satisfied
- Great application. everything in one spot
- easy to navigate
- Clear and easy to navigate.
- simply great and easy to use.

Functionality / Ease of Use:

- works great!
- App is great, except that for the last month EVERY time I go to look at it, I have to fully sign in. Even though I have it set to open with biometrics.
- I like the app but please go back to showing what the total compensation is at the current rating, not just the last month's payment.
- I love seeing everything in one window.
- This app is very helpful instead of having to go to the website and go through signing in it's nice to have an app where you can easily access what you need.
- very conservative and discrete
- By far, the best military app I've EVER used. easy to access and navigate
- Getting better - Bravo
- Your message part of this will not allow me to get the person I need to get in contact with.
- It works well so far.
- Quick, easy to use!
- excellent site
- Very happy with my care.
- It's so easy to track appointments and communicate with my physician. I love this app.
- Quick & easy process
- This is the way to go. My prescription is always on time and in the mail. Awesome
- So Easy to Use, everything right there at your fingertips and easy to follow. From Meds to benefits.
- This app is super helpful. Makes it a lot easier to get things done without driving to the VA.
- great app so easy to use
- great well done fantastic
- The VA definitely hit a homerun with this app! Great job!!!
- Great app, make access my account much easier.
- Great tool.
- Easy to use.
- quick and easy to contact VA.
- Great communication link.

- very easy to navigate
- This is the way to go. My prescription is always on time and in the mail. Awesome
- It took me two minutes to get to my benefit letter and download it. That was the fastest I've ever gotten through any VA online matter.
- The sign in process is a breeze. Thanks for that.
- very good
- recently updates and support from VA

Service Quality:

- I have experienced nothing but exceptional care since being with the St Augustine and Jacksonville, FL, VA Health teams. I feel very good and confident about the care I receive, and truly appreciate everyone for all of their hard work and efforts!
- My Experience At My VA Appointment, Were Nothing Less Than Stellar, Love My Dr. And Staff, The People at The VA Are Great, Thank You All
- The VA has exceeded my expectations for both timeliness and care quality
- Great service from The Ann Arbor VA! They always send me new sleep equipment and take care of my medical needs. Thank You!
- Great app for Veterans
- Quick & easy process
- I have received great service from the Northwest clinic.
- I'm very grateful for the VA's Healthcare processes.
- Army Veteran Vietnam Disability $\delta\tilde{Y}\dagger^0\delta\tilde{Y}\dagger^2\delta\tilde{Y}^a-\delta\tilde{Y}^{\prime\prime}\text{?}$
- Austin VA Outpatient Clinic outstanding patient care!!
- ok Service

General Comments:

- they have good doctors at vamc Ann Arbor
- nice to have
- very efficient service.
- every time I use the app it saves me time and effort
- The VA Pharmacy keeps me up to date on all of my medicine.

- I liked it better when the main VA page and the My healthy Vet were on separate sites.
- This is the first time I used this website and I find it easy and very helpful/
- Army Veteran Vietnam Disability 😊
- Semper Fi
- thank you so much
- The app is reliable and seems to have a high level of security. It is an efficient way to communicate with your doctors. I almost always get a response in less than 24 hours.
- when it works, it works great
- great app
- helpful app
- world as intended
- General service

Gratitude:

- I can't thank the VA for helping me through this agent orange diagnosis. It's had enough to deal with the medicine, but when I need help the VA has been there. I'm proud to of served my country
- Excellent medical care and I am always treated with respect. I feel good going to Salisbury VA knowing they CARE
- thank you VA for the care and support

Suggestions for Improvement:

(42 reviews, 25%)

Communication Issues:

- Unable to send messages directly.
- Most of my medical team in Tennessee Valley Healthcare System doesn't provide for communication through the app.
- Getting better with every update. .the app is simple and getting easier to retrieve information. Appointment information could be more clarifying with accurate provider info, clinic info, locations and reason for appt.

- This app is a great place to do most of your va communications and see documents. Need to add travel reimbursement button to the appointment so veterans can more easily file claims to many different systems to use with va. Add telahealth phone number

Payment Issues:

- Unable to make payments from the app. Will not accept bank information. Nor does it give a reason for not accepting
- Recommend split disbursement capability for VA disability payments.
- Love this new app! Would be 5 stars if we could file travel reimbursement claims thru the app as well.
- What I would really like to see added is the ability to file for travel reimbursement.

Pharmacy and Prescription Issues:

- I have absolutely no faith that the pharmacy will fill my prescription. I've had problems with them for months now. I submitted a refill of a prescription almost two weeks ago and the filled it on May 23rd , I haven't yet received, it's a roll of the dice. I can't deal with these people any longer, if I get my prescriptions fine if I don't oh well. Because of their incompetence I'm thinking about going back to Medicare and get my prescriptions filled right.
- I enjoy the fact that I don't have to sign on to the website to get access to messages, appointments, and medication information. I will say that I do wish that there was more information about appointments.

Privacy and Security:

- The initial page of the app discloses my monthly stipend for my disability benefits. Anyone glancing at my phone when the app opens can clearly see that total. That information should be buried somewhere else, possibly somewhere under benefit information. Please address this!!

Technical Issues:

- Make your coders use an older device with poor connectivity to test the use ability of the app. Not all VETERANS have T1 fiber optic backbone connections to use this app on.
- App is great, except that for the last month EVERY time I go to look at it, I have to fully sign in. Even though I have it set to open with biometrics.
- Going through sign-in multiple times
- Make your coders use an older device with poor connectivity to test the use ability of the app. Not all VETERANS have T1 fiber optic backbone connections to use this app on.
- The new and improved VA app is worse than ever

- The government actually requisitioned a functional application. Now hire these people for the rest of the federal systems.

Medical Records and Information:

- Add medical documents included within each appointment. Doctors refuse to give me copies to create a claim. They ALL claim i'll be accessible on this app. I's been 1 1/2 years and I have yet to see a single X-ray included. CREATE A LINK WITHIN THE APPOINTMENT SECTION TO SHOW US WHAT ACTUALLY HAPPENED DURING EACH APPOINTMENT! I shouldn't have to call and track down my records. INCLUDE MY DOCUMENTS!!!!
- It would be great if we could see lab results and order equipment like filters, cpap, hearing aid etc etc
- The initial page of the app discloses my monthly stipend for my disability benefits. Anyone glancing at my phone when the app opens can clearly see that total. That information should be buried somewhere else, possibly somewhere under benefit information. Please address this!!
- Needs to include lab results and access to other records.

Appointment Information:

- The app is nice it would be great if you put what the appointment was for. (primary, pulmonary, ent etc.)
- Listing only the clinic name ie. Saturn, does not describe the reason for the appointment and how to prepare for it, leaving me with questions. Some clinics have five or more clinics under one name. I have six different appointments in the Saturn clinic ranging from eye exams, cardiac, podiatry, physical therapy, or prosthetics. Old system worked better.
- The departments need to be more defined. Ie, eye clinic, physical therapy, primary care providers.
- I would find it helpful to know what upcoming appointment is for.
- Medical appointment information is always incomplete. The clinic or medical area as well as the doctors needs to be included.
- I will say that I do wish that there was more information about appointments.
- Medical appointment information is always incomplete.
- Getting better with every update. The app is simple and getting easier to retrieve information. Appointment information could be more clarifying with accurate provider info, clinic info, locations, and reason for appt.
- Medical appointment information is always incomplete.
- Medical appointment information needs improvement.

General Suggestions:

- Needs work
- This is an excellent upgrade from the website and it will be great when each and every feature that supported on the website is available through the app, such as blue dot, downloading health records, and linked access to all the other incredible information available through my healthy vet.gov. Once again, this is the best healthcare I've received in or out of the military ever.
- This is an awesome App, specially if we as Disabled Veterans use it to our full advantage. I remember it when it was a baby project, and worked for The VA. The only negative is, Veterans don't use it enough, and then get mad at not been able to have access to resources available to us all.
- The app works well. However being the federal government site that it is. You have some issues. Anyway you should not be p1\$\$d off, cause well The US Federal Government has lots of people to serve. Thank You for your time. / Just so you know, the app works great.
- This is an awesome App, specially if we as Disabled Veterans use it to our full advantage. I remember it when it was a baby project, and worked for The VA. The only negative is, Veterans don't use it enough, and then get mad at not been able to have access to resources available to us all.
- I like the app but please go back to showing what the total compensation is at the current rating, not just the last month's payment.
- Make more improvements.
- Update the app for better performance.

Miscellaneous:

- I do not have a Work number yet this program asked for one. I am retired from Mil and a private company.
- Would recommend this app if you been in the military.

Negative Feedback:

(25 reviews, 15%)

Login Issues:

- Haven't been able to log on in over month. App Continues to tell me account suspended even after changing password
- Really poor design to sent me to the VA.gov webpage to log into the app. It's redundant and lacks functionality. update it doesn't even log in any more
- Just like the VA, wont grant access and log in and tells me no

- The “new look” methods for logging into VA is really garbage. It takes longer to get anything done, such as Rx refill, because of so many added steps. It is annoying to have to deal with the added “security measures” for either IDMe or VA.gov. I wonder how many vets who have poor tech skills just give up and come into the hospital to do things that were so easy to accomplish using the old VA format?
- Access require too many passwords!!! Also, login.giv, ID.me is too confusing. I want to use one access point & on passcode (number). Passwords character is too long!
- Fix this and I’ll change to 5 stars
- Access methods never function properly !!!
- cannot log into the app using the Brave Browser.
- Had to uninstall then reinstall the app.
- Sometimes the app just goes round and round in circles.
- Had to re-log in.
- Stops working.

Messaging and Communication:

- Why even have a message board if no one answers just don’t have one if messages can’t be answered so we don’t waste our time typing messages
- Chat options are confusing and unclear.

Payment Issues:

- Was not paid now for two months because of the unusual service of the va

Navigation and Usability:

- I liked it better when the main VA page and the My healthy Vet were on separate sites.
- The VA has improved over the years but it can be very frustrating.
- The VA might be frustrating.
- Disapproves of new features of the application, causing reluctance to use.

Browser Compatibility:

- cannot log into the app using the Brave Browser.
- Cannot log into the app using the Brave Browser (does not accept the SMS code input. gives error message).

Technical Issues:

- Disqualifies email.

- Update won't download
- I was on a video conference with Cardiology. We had hooked up & after @ 5 minutes or so, my screen went black! It was impossible to return to the conference. My determination was to exchange my 6 year old I- 12, for a new: 16-e. I hope this resolves the issue!

General Dissatisfaction:

- Disgusting people feel like quitting.

Mixed Feedback:

(3 reviews, 2%)

- Very handy app, but lots of room for improvement.
- Seems like your trying to disgust people so much they will quit the va!!!
- Mixed feelings on the app.