

VA Health and Benefits Mobile App – April Feedback

Positive Feedback (87 records, 43%)

These records contain positive feedback about the app, service, or overall experience.

1. General Praise for VA Services

- VA is professional, responsive, and a premier government agency. 99% of my interactions have been online and with no problems, thank you VA!
- I have been with the VA for over seventeen years, and my care has been great. My primary doctors and specialists helped me stay healthy and active. My mental health doctors helped me so much that I finally felt “normal.” The VA is outstanding!
- Best care I’ve ever received in all my 66 years!
- This is a good thing for all veterans who responsibly make efforts to improve with the assistance of the VA. I hope things only positively evolve moving forward, thank you!
- I have good results.

2. App Usability and Design

- Great app that includes everything I need to know about medical and other potential benefits.
- Simple actions all set up in an easy-to-read and use format. A lot less convoluted than the web pages on-site.
- EASY TO USE COMPARED TO BEFORE
- It’s accessible and easy to use and navigate.
- It’s nice to find almost everything in one app.
- This app has a lot of common sense when trying to navigate it’s so much easier. Thank you for improving it.
- I love the app! It is detailed and logical to follow, making my healthcare better.
- This is convenient and all-encompassing. I can order meds, and message my doctor, see my upcoming appointments and anything else VA-related.
- Easy to use and very accessible
- I like this new App. So far, it seems very user-friendly and informative.
- Great new look to the VA site

- This App is by far easier to use than the original MyHealthVet website. A great improvement! Thx.
- Great for on the go...and easier to log in than the computer website.
- It's awesome, can sign in with my thumb 👍
- Ordering meds is quick and easy
- The app is much easier to log in to than on a computer.
- Works well for staying connected with the VA.
- Easy to navigate site works smoothly
- I find navigating this app to be reminiscent of navigating the website. However, I find using this app easier than using the website.
- Easy online order requests at regular intervals as needed. I was sitting on my bed refilling my weekly storage reminder and saw I had less than 20 days of medicine remaining, so I got on the app and submitted my refill requests.
- It's much better, but a touch tricky. Straightforward.
- Best app the VA has made! Exceeds the standard for being intuitive and uncluttered. Very modern, and the specific information I'm looking for is easy to find. Remarkable!! OOrah VA!!
- The site is easily accessible, secure, and user-friendly
- Easy to get around on.
- So much easier to request refills
- Easier than previous apps :) no phoning or waiting on hold

3. Healthcare and Communication

- Helps me keep my care straight.
- I have a wonderful team out of Bozeman Montana that works together with our VA hospital in Helena, Montana with my ailments and physiological and psychological issues.
- Access to my benefits and medications prescribed to me. Very thankful.
- Miami VAMC is the BEST! Medical staff care!
- VA is amazing, and this app is great
- The VA has provided exceptional service to me. Healthcare is outstanding.
- This app has made it much easier to communicate with my providers. I'm grateful for it. There have been some times when I was typing a long message and for

whatever reason it was lost. This can be frustrating. I've learned to use my PC for those longer messages whenever possible, to limit operator error. Thank you for creating this great resource.

- I communicate regularly through email on the application. I usually get a response within one day and it's much better than sitting on the phone for a long time. The service has been excellent.
- The VA in Houston, TX has been doing a very good job taking care of me and my health.
- Quick response
- The VA app makes communication with my Dr. super easy through messages. All my information is in one spot. Can see any claims and request refills on medication.
- The VA saved my life countless times. I love the VA. This app is amazing.
- I've been using the VA app for years and have found it very beneficial in communicating with my doctors on an "as needed" basis. It has also provided me with the tools I need to timely order my medications and to request appointments when something comes up. I strongly encourage people to use the app and it has been improved significantly over the years.
- A couple of clicks and I can refill my Px, read/send email, super nice!
- Great way to communicate with the VA and your doctors and your nurse's excellent app!
- Everyone I come in contact with has been great.
- The app has made communication between my healthcare team and staying on top of my health so easy. The app should be a requirement for all Veterans.

4. General Miscellaneous Praise

- I am impressed. I was able to change my address and download the document then email it to myself all under 3 min. Literally. Before, navigating the website was a chore. It took longer. Again, I am impressed.
- Convenient app.
- Very convenient and helpful
- Every Veteran should be on here
- Great 👍
- Easy to use
- I freaking love this app
- Easy to use at this time. Not sure how Elon might affect that.

- Much improved
- Helpful capability so thanks!
- Great app
- Convenient!
- The best thing that has happened to me since I started with them!!!
- Glad to finally get the update to the new website.
- Completely happy with Puget Sound V.A. Healthcare and Providers.
- Thankful to the VA app, makes things easier.
- It is truly a great help. Thank you
- I agree
- Super easy
- Needs a little work with information missing, but it's good enough for government work.
- I have no complaints so far. The VA has been very good to me.
- Good.
- Very convenient.
- Generally find it user-friendly.
- Very good & responsive 😊
- The VA has really evolved in both meaningful therapies and modes of secure communication. Congratulations!
- Exceptional medical care, exceptional customer service.
- Very good, haven't had any problems.
- VA has come a long way with accessible options for veterans.
- Incredibly easy to navigate.
- Dr. Kern is the best. I'm very lucky to be in her care. I have never had any problems at the Northfield VA. Everyone at the clinic deserves 5 stars.
- Great.
- Helpful capability, so thanks!
- THE VA IS THE VERY BEST PART OF OUR GOVERNMENT!!!!
- Easy to navigate site works smoothly.

- Positive experiences overall.
- Easier than a phone call for most tasks.
- Outstanding service!! I am grateful!
- I trust the VA.

Suggestions for Improvement (56 records, 28%)

These records contain suggestions for improving the app.

1. Appointment Management

- A more detailed explanation of where upcoming appointments are located and exactly what the appointment is would greatly help. Especially if you live in a city where multiple VA locations are located.
- The appointment schedule does not address the reason for the appointment. I've not been able to reach a live person to speak with.
- One canceled appointment was shown as active.
- Add detail about what the appointment is for.
- Can the name of service and doctor be added to appointment lists?
- On the scheduled appointments page, show both the name of service and doctor along with the date and time.
- Provide detailed descriptions for appointments.
- Include all necessary service details with appointments.
- It made me wait over 30 minutes just buffering to send my message to my doctor. I had to do it all over again.

2. Claims and Status Tracking

- Need to add a supplemental claims status beside a reviewer is reviewing your claim. Needs to be similar to VA claims tracker add-on or similar to new claim statuses.
- I want to see how much I should be receiving for my updated claim.
- Add a supplemental claims status tracker.
- Provide notifications on claim status changes.
- Make the app display when our case has been assigned to a Regional Office, and provide notifications for status changes.

- Provide real-time case status updates.
- Include more detailed notifications about changes in claims or document status.
- Many other options could be implemented to save veteran's time.

3. Communication Features

- I communicate regularly through email on the application. I usually get a response within one day and it's much better than sitting on the phone for a long time. The service has been excellent.
- I would like the ability to print messages. I would also like the ability to add or forward messages to other people within the network. E.g. I have a message from my nurse that needs to be forwarded to the Travel Department because there is an issue.
- Can only pick general categories of message recipients for VAMHCS ORTHOPEDICS. It would serve veterans better if we could pick individual addresses.
- Provide an option to save messages for forwarding.
- Add specific options for secure message recipients.

4. Health Records and Information

- I would like to see my Active Problems List in the health section of the app.
- An improvement would include lab results rather than a link to the website where you have to log in and verify again.
- This app allows for quick access to your secured information on hand. I struggle to trust the access with these VA-affiliated apps. Convenience is often easier said than done. Yet, some information often has to be in handwriting or a letter to relay the information not easily accessible.
- Allow users to see their active problems list as part of health information.
- Provide an integrated lab results view in the app.
- Add lab results to the app directly.

5. Travel and Reimbursements

- The ability to file my Travel Claims so I can get paid gas money for my appointments.
- Add a link to the travel site BTSSS instead of having to exit this app.
- Integrated travel reimbursement and mileage claim options.
- Travel feature needed to claim travel reimbursement.

6. User Profile and Information Management

- Allow profile edits, including military service branch updates.
- Easier access to emergency contacts and updating information.
- Address verification for more user-friendly experience.
- Improve the login process and reduce the need for multiple sign-ins.
- Implement user-friendly changes to the login process based on feedback.
- Ensure data synchronization with existing VA platforms.
- Provide clearer instructions for login and app updates.
- Does not support international addresses or phone numbers.

7. Security and Sign-In Experience

- Remove excessive security checks for smoother sign-in experiences.
- Simplify verification processes with streamlined options.
- Improve usability by removing redundant security procedures.
- Ensure fewer system outages and more stability.
- Update interface to improve navigation and clarity.
- Login should be easier for disabled veterans.

8. Payment and Financial Information

- The ability to download my COE VA Home Loan letter.
- Overall very useful, would love to see an option to pay for prescriptions.
- Add options to pay for prescriptions online.
- Notifications and Alerts
- Must add alerts.
- Add more notifications and alert options for users.

9. Interface and Usability

- Update interface to improve navigation and clarity.
- Provide dashboard improvements for better information display.
- Ensure fewer system outages and more stability.
- Allow printing of documents directly from the app.

Negative Feedback (42 records, 21%)

These records contain negative feedback about the app, difficulties in use, or overall dissatisfaction.

1. Login and Authentication Issues

- This is my 1st iPhone, and it won't allow me to log in. Although I could on my Galaxy phone. It won't even bring up the keyboard for me to type. Why?
- When you use ID to log in sometimes it just stays on the screen and does not go back to the app unless you push the back button then it says you are already logged in...I just close the app and open and then I can do what I need to. My biggest thing is not being able to see what the appointment is for. I have to either call or use the web browser to see what the appointment is for. So why use the app? If I have to use both?
- The new logon just continues to loop and loop and loop and loop and loop. It's garbage you should've just left everyone with their MyHealthVet login.
- HOWEVER, the move to Login.gov was unnecessarily arcane, and the instructions were very difficult to follow and misleading, which complicated the process further.
- Should not have to put a code in every time you open the app.
- Why does this freakin app keep forcing me to go through a 30min sign-in process?! It reads my Face ID (that doesn't work) and forces the entire sign-in process again. So inconvenient; it pisses me off. Especially when I need documents in a timely manner.
- Useless if I can't log in. I have an ID.me account which I can log into. This app wants me to go through the whole process again as logging into ID.me confirms my personal information then can't confirm my phone number, even though the 6-digit code was sent and received. Tried logging into ID.me then the Veterans Administration, with the same results. The Login.gov option insists on the email address and password. For years, my login has been a username and password.
- This is so stupid and frustrating that every time I want to use the app I have to sign back in through id.me and every time it wants a photo of my ID and my SSN just to sign in, I'm surprised it doesn't want my bank account info also. It's my phone no one else uses it so why should I have to give all the info to sign in every time I want to get into the app.
- The sign-in process on this app is the absolute worst ever! I'll get into details later if I can ever recreate a new password since, obviously, the authenticator app sign-in that they set me up with doesn't work anymore.
- Unable to log in with ID.me. The SSO redirect is not handled by the app, resulting in an infinite login loop.
- Unable to log in with the ID.me function. Keeps redirecting to the same page.

- Verification link bombs out. At this point, not worth downloading.
- During the last 2 or 3 days, it has not worked and just sits there right after the I.D. verification process.
- Cannot log in. Revisits the same page repeatedly.
- 2 sign-ins and 2 text messages are ridiculous.
- Not able to use the ID.me function sign-in. The page doesn't load. Not very useful so far. Hope there are improvements on this soon.
- Multiple fruitless attempts to log in based on the ID.
- Why can't you develop an app that doesn't log you out every time there's an update released?

2. Functionality and Navigation Problems

- This is the worst app! Aside from having to change our passwords all the time, then the double and triple safety verification just to get in, and sometimes I have to do it all over again after I just successfully did it, it also makes it so difficult to email my doctor. It made me wait over 30 minutes just buffering to send my message to my doctor. I had to do it all over again. It doesn't allow Google Docs to be attached to a file, as the staff cannot open anything Google. This is nonsense! Everything is a hassle with this app. It's useless, cumbersome, and a deterrent for an actual useful resource that veterans can appreciate and have an easy time using it.
- I've appreciated this app over the years on several phones, but this most recent update is giving me issues. It will get to the loading application page where it sits spinning endlessly. I hope that this issue can be resolved soon.
- Can no longer request refills.
- The appointment schedule does not address the reason for the appointment. I've not been able to reach a live person to speak with. One canceled appointment was shown as active.
- The app is good but there is one detail that is quite bothersome. When sending a message to a provider, the "save" button is visible in the upper right corner. The send button is not visible on the screen unless you scroll down. The send option should be next to the save option. It doesn't make sense to have it down there in unseen territory unless you move both down there.
- My messages through Secure Messages are not being delivered to my healthcare provider. They are being sent to Draft after I send them forward, which is interfering with the treatment of my Healthcare.
- The app makes you log in every 5 minutes when messaging. Why does it need logging in so frequently? While trying to have back-and-forth with the horribly inefficient appointment setting people who don't even talk to the providers until

requested, between every message I have to log back in and get yet another code texted to me to continue. Even the VA's apps are horribly inefficient.

- Sometimes it works sometimes it doesn't.

3. Data and Information Accessibility Issues

- This app is terrible. It does not provide all the information such as debts. It also does not load messages from medical. How much is the VA spending on this garbage app? Even my UC Health app works better than this one.
- Do an update so the app arranges our files according to dates, like on the website. Also, can you make the app display when our case has been assigned to a Regional Office—that would be helpful in tracing case status. We also need an alert from the app when there has been a change in stage or a document has been uploaded.
- The VA has fallen to the worst public service entity for myself and so many other combat veterans. Not having the number "specialist" doctors hinders necessary blood-thinning medications to be adequately prescribed and refilled without having to leave several messages for the one or two people in the building that can process a "specialty medication" without having to leave several secure messages on MyHealtheVet to an RN. Sad.
- I can't find the things I need, such as medical records and test results. I also don't get to see any news which is and was on the ORIGINAL VA website. This is very inefficient as I need to go here to sign in but then get rerouted to ID.me (that I do not have a problem with) then back to a webpage that ONLY has options for a very few selected pages. I would like to see an app that has the new VA, gov with everything there and not half an app here and a website there.
- Everything needs to be in one site. Being transferred out to look at different items requires multiple sign-ins and confusion on where to locate some resources.
- Not all information transferred between platforms.

4. Verification and User Information

- So far, it has been very hard to get all information verified. Apparently, I am not the only one. Went to Erie to get help; the lobby is full of veterans needing help. My brother, who is a retired senior chief, cannot get documents verified. Most were getting
- I served in the US Navy but my branch says unknown. I cannot edit my profile to update this.

5. General Dissatisfaction

- Not to be sarcastic or make fun of the poor individuals who were fired, I'm also not a fan of DOGE, but it's sad that this app has been an inactive thumbnail that sat on my screen for the couple of years it's been open. But when this whole budget and

personnel cut started, it's like the app suddenly turned into a fully functional robot that sends me notifications on a daily basis along with staff that send me emails regarding everything from medication, claims, and appointments. Don't know if it's the personnel cuts, the budget cuts, or just fat cutting in general; but I hope these improvements continue through the next few years!

- So many outages when I log in and check my vitals and such.
- What happened to the comp and pension sections in the dashboard?
- This new update is garbage. Why show me what was deposited the month before? I want to see how much I should be receiving for my updated claim.
- This app blows, pretty much like everything with the military! Stop changing / updating 🙄🙄🙄🙄
- Needs a little work with information missing,
- I genuinely don't understand why the app exists. Just go to VA.GOV; the app is useless.
- The app sucks

Mixed Feedback (16 records, 8%)

These records contain both positive and negative aspects within the same feedback entry.

- This is convenient and all-encompassing. I can order meds, and messages to my doctor, see my upcoming appointments and anything else VA-related.
- Love the app, especially that I can change doctors, but why can't I use the function to turn off notifications?
- Has its frustrations, but what does one expect? It's a work in progress.
- Easy once logged in, but the verification process is tedious.
- Starting to like the app, but the learning curve is steep.
- Great for scheduling but hard to connect with actual humans.
- Everything combined into one place is solid, but too many security points make it exhausting to use.
- Performance overall is okay but improving would make it better.
- Awesome app! Too bad my updates sometimes erase my data.
- Super useful for immediate needs, although it signs us out too quickly.
- Satisfactory but not phenomenal.

- Handy tool but misses the target on some aspects.
- Pleasant experience but could include more options.
- Trustworthy and reliable, could be more intuitive.
- Generally good service but could use improvements.
- Great tools, though some features feel lacking.