VEO MyVA411 - 1-800-698-2411 **Configurations and Settings** Main Menu Begin: 1-800-698-2411 Days Open Self-Service 24-hours Call Type Counter VBA_411_MAIN_IVR.INB_EXT **Call Type Counter** ECC_VBA_411_MAIN_46962747 Hours of Operation Self-Service 24-hours **Welcome Message** Service Threshold **Call Type Counter** VBA 411 MAIN IVR.TRNREQ VCL Press Call Type Counter VA.VA411.03._VCLHLessMenu **VCL Transfer Transfer Message** No Entry or Invalid Entry Call Type Counter VBA_411_MAIN_IVR.TRNCAN_VCL Press Star Call Type Counter VBA_411_MAIN_IVR.TRNCAN_HML 411 Opt. Announcement End: External Transfer to Press Veterans Crisis Line 866-274-4459 From **NCCHV Transfer** 411 Opt. Menu Call Type Counter VBA_411_MAIN_IVR.TRN_VCL co VAMC Lookup-Call Type Counter National Call Center for From No Entry VBA 411 MAIN IVR.TRNREQ HML Press 3 ω Invalid Entry Homeless Veterans Pre 877-424-3838 End: Transfer to PACT Act MyVA 411 Main Menu Call Type Counter VBA_411_MAIN_IVR.TRN_HML Main Menu Call Type Counter **Call Type Counter** VA.VA411.04. MainMenu End: Transfer to Mission Act Main Menu Call Type Counter VBA_411_MAIN_IVR.MM_100 & Press VBA 411 MAIN IVR.TRN MISACT End: External Transfer to From 1 VHA Member Services **Transfer Message** Health Eligibility Center Press End: External Transfer to VBA 877-222-8387 National Contact Center IVR End: VAMC Lookup Call Type Counter VBA_411_MAIN_IVR.MM_200 & Call Type Counter VBA_411_MAIN_IVR.NCASM_100 Call Type Counter VBA_411_MAIN_IVR.MM_300 & VBA_411_MAIN_IVR.TRN_VAMC VBA_411_MAIN_IVR.TRN_HRC End: External Transfer to NCA Scheduling Office **NCA Options Transfer Message** 800-535-1117 Call Type Counter VBA_411_MAIN_IVR.NCASM_200 Call Type Counter VBA_411_MAIN_IVR.MM_400 & က Press VBA_411_MAIN_IVR.TRN_NCA End: External Transfer to NCA To: VBA Options Menu **Application Assistance Unit** Call Type Counter VBA_411_MAIN_IVR.MM_500 & VRA_411_MAIN_IVR.TRN_VRA 800-697-6947 Call Type Counter VBA_411_MAIN_IVR.NCASM_300 Press To: VEO Options Menu -**Call Type Counter** 0 End: Transfer to VEO 411 **Tier 1 Transfer** Assistance Skill Groups 304-260-2310 **Call Type Counter** VBA_411_MAIN_IVR.TRN_VEOT1P0

VEO MyVA411 - 1-800-698-2411 VBA Options Menu

