

# Inquiry Routing & Information System (IRIS)

**Welcome to the VA's Inquiry Routing & Information System! We are here to answer your questions.**

**Veteran Crisis Hotline:** For immediate crisis counseling please contact the Veteran Crisis Hotline. Help is available 24 hours a day.



**Medical Emergency:** If you have a medical emergency please call 911 or go to your nearest medical facility Emergency Room.



**My Healthet Vet:** For Prescription Refills, Healthy Living and Talking to Your Doctor Online.



### Locations (Find a VA Facility)



This directory provides complete information regarding the

locations of all VA Medical and Regional Office Facilities and Cemeteries.

### Toll Free Telephone Numbers



The VA provides toll-free 800 phone service for Veterans to obtain information

about benefits.

### Education Benefits



The VA provides a site specifically to handle your

Veterans Education Benefits inquiries. Also use this link for WAVE pin/password problems.

### Most Popular Answers

#### SUMMARY

- [How can I get information about my VA benefits?](#)
- [Status of a pending claim](#)
- [What is a Veteran Identification Card \(VIC\) and how do I get one?](#)
- [Change of Address](#)
- [Acceptable proof of military service: DD214](#)
- [How do I obtain a VA Home Loan Certificate of Eligibility or a duplicate of a certificate?](#)
- [How much does VA pay in compensation?](#)

### eBenefits Inquiries



eBenefits is your one-stop shop for online benefits-related tools and information. This portal is designed for Wounded Warriors, Veterans, Service Members, their families, and their caregivers. We invite you to explore eBenefits and become a registered user.

### Frequently Asked Questions



Search our Frequently Asked Questions (FAQs) and answers. Search by topic or phrases.

### Ask a Question



If you were unable to find the answer in our Frequently Asked

Questions (FAQs), then ask your question here. Use this link to ask questions, submit compliments, complaints and suggestions.

### Paperwork Reduction Act Notice

The **Paperwork Reduction Act of 1995** requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average ten (10) minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs (VA) to categorize your question, complaint, compliment, or suggestion and collect the necessary information to respond to it. Results will be used to automatically route your inquiry to the appropriate person in the VA, which will help ensure that you receive a response in a timely manner. Use of this form is voluntary and failure to participate will have no adverse effect of benefits to which you might otherwise be entitled.

OMB Number: 2900-0619  
Estimated Burden: 10 minutes

Veterans Crisis Line:  
1-800-273-8255

(Press 1)

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[U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420](#)

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