



Department of Veterans Affairs

Information about your new Veterans Identification Card

The Department of Veterans Affairs is providing a new Veterans Identification Card (VIC) for your use at VA medical facilities. The new card protects the privacy of your sensitive information, as it will no longer show your Social Security number or date of birth on the front of the card. Only veterans who are eligible for VA medical benefits will receive the card.

How You Will Receive Your New VIC

Once you have your picture taken for the new card at the VA medical facility, the card will be mailed to you at the address you have provided within 5 to 7 days. To ensure you receive your new VIC card, please verify that VA has your correct address on file. If the U.S. Postal Service cannot deliver the card to you, it will be returned to the facility where you requested the card. If you have concerns about receipt of your new card, please contact your local VA medical center for assistance or you may contact the Health Benefits Service Center at 1-877-222-VETS (8387). They will determine the status of your card for you.

Use of Your New VIC

After you receive your new card, please remember to take it to your next appointment at the VA medical facility to ease your appointment check-in process. Please remember that this card is only for the purpose of identification and check-in for your VA appointment. This card cannot be used as a credit card or an insurance card, and it does not authorize or pay for care at non-VA facilities. Please safeguard your VIC as you would any other identification card that contains your personal information.

What to Do if Your Card is Lost or Stolen

You may contact your local VA medical facility to request a new card. You will be asked for identifying information such as your name and other information before the card is re-issued to you.

What to Do With Your Old VIC

After you have received your new VIC and used it at a VA medical facility, you can dispose of your old VIC. Please dispose of the old VIC in a secure manner – like you would a credit card - as the old VIC contains sensitive information about you.