



# VA HEALTH CARE

Fact Sheet 164-4

June 2010

## Veterans Identification Card

The Department of Veterans Affairs (VA) provides eligible Veterans a Veterans Identification Card (VIC) for use at VA Medical Facilities. The VIC Card protects the privacy of Veterans' sensitive information, as it no longer displays the Social Security Number or Date of Birth on the front of the card. The VIC Card will only display the Veteran's name, picture, and special eligibility indicators – Service Connected, Purple Heart and Former POW, if applicable, on the front of the card. Only Veterans who are eligible for VA medical benefits will receive the card.

### How To Receive A VIC

Once the Veteran has their picture taken for the VIC Card at the VA Medical Facility, the card will be mailed to the Veteran within 7-10 days after the Veteran's eligibility has been verified. To ensure the VIC Card is received at the appropriate address, it is important that the Veteran's address is verified and the correct address is entered in the VistA computer system. If the U.S. Postal Service cannot deliver the card, it will be returned to the facility where the Veteran requested the card.

### Purpose Of VIC

The card is only for the purpose of identification and check-in for VA appointments. The VIC 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. Veterans should safeguard their VIC Card similar to other identification cards that contain personal information.

### Security of VIC

Veterans are warned to keep their VIC Card safe and secure. Some bar code readers, including those available as applications on cell phones, can scan the bar code on the back of the card, and reveal the Veteran's name and social security number. This could make the Veteran subject to identity theft if the card is lost or stolen.

### What To Do If The Card Is Lost Or Stolen

Veterans should contact the VA Medical Facility where they took their picture to request a new card be re-issued. Since the photo is retained, there is no need for the Veteran to go to the VA to retake a picture for the card. Identifying information such as name and other information will be asked to assure proper identification of the caller.

## **Replacement Of The Old VIC**

The new VIC Card was introduced in 2004 to reduce Veteran vulnerability to identity theft and to demonstrate the VA's commitment to securing the confidential personal information of enrolled Veterans. Veterans with the old and outdated version of the VIC Card (which displays the Social Security Number and the Date of Birth), must replace the card with the new card. Veterans with the old card should report to their local VA Medical Facility to have a new card issued.

## **What To Do With The Old VIC?**

The old VIC Card should be disposed of in a secure manner by cutting up the card or shredding the card.

## **What Should The Veteran Do If They Do Not Receive The Card In The 7-10 Day Timeframe?**

The Veteran should contact the local VA Medical Facility where the card was requested or call VA at 1-877-222-VETS (8387).

## **Does The VIC Have Other Users?**

The 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.