



Meet the Veteran Health Identification Card

Frequently Asked Questions

Must I be enrolled in the VA Health Care System to receive a Veteran Health Identification Card (VHIC)?

Yes. Only enrolled Veterans receive a VHIC.

What if I am NOT enrolled?

If you are not enrolled with the VA for your health care, we encourage you to apply for enrollment online at <https://www.vets.gov/health-care/apply/> or by calling 1-877-222-VETS (8387). You also can apply for enrollment in person at your local VA medical facility. Once your enrollment is verified, your picture can be taken at your local VA medical center so that a VHIC can be created and mailed to you. To ensure your identity, you must provide one primary approved document. Expired identification is not acceptable. The chart below lists the forms of acceptable proof of identification.



Primary Identification
Present ONE form of Primary Identification (Unexpired)
Driver's license
U.S. Passport or U.S. Passport Card
Other Government ID This ID can be issued by federal, state or local government agencies provided it contains a photograph, name, date of birth and address. If the address is not on the proofing document, the Veteran can provide separate documentation to confirm the address information in the proofing task. Acceptable address documents include: <ul style="list-style-type: none"> • Electric bill • Cable bill • Other mailing document • Voters Registration card

I have the old Veteran Identification Card (VIC). Is this the same as the new Veteran ID Card?

The original ID card issued to Veterans enrolled in VA health care was the Veteran Identification Card (VIC). That card was replaced with the VHIC and the old card was discontinued. The new Veteran ID Card (VIC) is available to Veterans who do not have a VHIC, a retirement card issued by DoD or a driver's license with a Veteran designation. It is not a VA health care identification card and cannot be used to access VA health care.

If I have the old VIC, do I need to go to the VA to have a photo taken for the VHIC?

Yes. If you did not automatically receive a VHIC by November 30, 2014, you will need to go to a VA medical facility to be identity proofed (using one primary ID), to have a photo taken and to have a new VHIC ordered for you.

Can I use my old VIC until I receive my VHIC?

Yes. Please remember the old VIC includes your Social Security number in the bar code and magnetic stripe. It is important to safeguard your old VIC just as you would a credit card to prevent unauthorized access to your identity information.

What should I do with my VIC?

When you receive your VHIC, you should destroy your old VIC by cutting it up or shredding it.

I served in more than one branch of the military. Can I have all of my military service emblems displayed on my VHIC?

No. Due to space limitations, only one branch of service can be displayed on your card.

Why is my branch of service, POW or service connection status not on my new VHIC?

When your card was requested, the enrollment system may not yet have received an update with your new service connection, POW status, branch of service or Purple Heart status. You may need to take documentation to your medical facility to update the enrollment system. You can request a new card once the VHIC clerk confirms that the information can be seen on the VHIC application.

What do I do if I lose my new VHIC?

Some Veterans who lose their VHIC will need to visit their nearest VA medical center to apply for a replacement card, while others will be able to apply for a new card over the phone. The difference depends on the circumstances by which the initial card was issued and the age of the photo on the lost card. Veterans who lose their VHIC should call their nearest VA medical center or VA toll free at 1-877-222-VETS (8387) to determine what steps are needed to apply for a replacement card.

I have questions ... who can I call?

For more information, call VA toll free at 1-877-222-VETS (8387) between 8 a.m. and 8 p.m. Eastern, Monday through Friday.