



# VA HEALTH CARE

Fact Sheet 164-4

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## Veterans Identification Card

The Department of Veterans Affairs provides eligible veterans a Veterans Identification Card (VIC) for use at VA medical facilities. The VIC 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 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 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 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

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

### 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

Veterans with the old and outdated version of the VIC (which displays the Social Security Number and the Date of Birth), must replace the card with the new card.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. Replacing the card will help protect veterans from potential identity theft. Help us protect your identity.

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

The old VIC 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 the Health Benefits Service Center 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.