

**Department of Veterans Affairs (VA)**

**Veteran Health Identification Card (VHIC)**

**VHIC 4.4  
Release Notes**



**January 2015**

## Revision History

Date	Version	Description	Author
1/15/2015	1.0	Initial Version	Jason Boire and David Willis

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# 1. Overview

The 4.4 Release of the Veterans Health Identification Card (VHIC) web application provides enhancements to the application as outlined below:

- On Hold Card Requests
- Address Handling Improvements
- Image Upload

# 2. Defect Fixes with Remedy Tickets

No defect fixes with Remedy Tickets were included in this release.

# 3. Enhancements

The following section is an overview of the enhancements for VHIC users that have been added in the VHIC 4.4 release.

## 3.1 *On Hold Card Requests*

### **Issue**

The VHIC Application card issuance workflow has been modified to streamline the card request processing time and ensure system availability to successfully issue a card by adding an On Hold feature.

### **Solution**

- If Enrollment Services and/or Identity Proofing are unavailable, VHIC will allow the card request process to continue.
- Partially completed requests will be placed on hold, allowing a clerk to continue the process later.
- The partially complete card request that was placed on hold shall be retrievable to users authorized to create a VHIC card request (VHIC Associate, VHIC Supervisor, and VHIC Administrator).
- Card requests for Veterans with an Eligibility Status of Pending or Unverified can be completed, but the card request will be placed on hold by the system.
- If the Veteran's status becomes Eligible within 30 days of the request, the card request will be automatically processed. After 30 days, card requests will be automatically canceled.
- Users can also place requests on hold at their discretion to be continued later.

## 3.2 *Address Handling Improvements*

### **Issue**

VHIC Address Selection functionality has been enhanced, providing additional mailing options for the card.

## **Solution**

Users will now be able to select to have a card mailed to the following:

- Veteran's address as recorded in Enrollment Services
- Veteran's address as recorded in the Master Veteran Index
- Mailing address of the Requesting VA Facility

If a Bad Address Indicator flag is set in Enrollment Services, only the requesting Facility address will be selectable.

### **3.3 *Image Upload***

#### **Issue**

The VHIC System has been enhanced to allow for images to be imported from external sources to accommodate Veterans who are unable to come to a VHIC location to be photographed.

#### **Solution**

Users will be able to upload an image or reuse the existing image in the VHIC database (as long as it is less than 9 years old).

## **4. Related Documents**

The [VA software Documentation Library \(VDL\) website](#) will contain the VHIC 4.4 Release Notes and the updated VHIC User Guide. This website is usually updated within 1–3 days of the patch release date.