# Veteran Health Identification Card (VHIC 4.11)

# User Guide

**Volume 5 – Card Replacement User**

**Enrollment Services**

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# Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

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# Table of Contents


**1. Introduction ..... 4**

1.1. Purpose ..... 4

1.2. Document Orientation ..... 4

1.2.1. Organization of the Manual ..... 4

1.2.2. Assumptions ..... 5

1.2.3. Disclaimers ..... 5

1.2.3.1. Software Disclaimer ..... 5

1.2.3.2. Documentation Disclaimer ..... 5

1.2.4. Documentation Conventions ..... 5

1.3. Enterprise Service Desk and Organizational Contacts ..... 6

**2. Veteran Health Identification Card – What is it? ..... 7**

2.1. Proper Navigation of the VHIC Application ..... 7

2.2. Roles Within VHIC ..... 7

**3. Getting Started ..... 8**

3.1. Logging On ..... 8

3.2. Enrollment System Link to VHIC ..... 9

3.3. VHIC Home Screen ..... 10

3.3.1. Veteran Card Details Page ..... 11

**4. Requesting a Replacement VHIC Card ..... 14**

4.1. Card Replacement Eligibility ..... 14

4.2. Requesting a Replacement Card ..... 16

4.2.1. VHIC Card Replacement Request ..... 16

4.2.1.1. Branch of Service ..... 22

# Table of Figures

**Figure 2:1: Example of what the VHIC looks like ..... 7**
**Figure 3:1: VHIC ES Hyperlink ..... 9**
**Figure 3:2: VHIC ES User Home Page ..... 10**
**Figure 3:3: Veteran Identity Section ..... 11**
**Figure 3:4: Card Detail Section ..... 12**
**Figure 3:5: Veteran Card History Section ..... 13**
**Figure 4:1: Card Not Eligible for Replacement ..... 14**
**Figure 4:2: Card Eligible for Replacement ..... 15**
**Figure 4:3: Select the Get Replacement Card Button ..... 16**
**Figure 4:4: Veteran Identity Confirmation Page ..... 17**
**Figure 4:5: Select Replacement Reason ..... 18**
**Figure 4:6: Select Mailing Address ..... 19**
**Figure 4:7: Select Next Button ..... 21**
**Figure 4:8: Branch of Service Selection ..... 23**
**Figure 4:9: Save Card Request ..... 24**
**Figure 4:10: Card Request Submitted ..... 25**
**Figure 4:11: Close Browser Window ..... 25**

# Table of Tables

**Table 1: Documentation Symbols and Descriptions ..... 6**
**Table 2: Enterprise Service Desk Contact Information ..... 6**

# 1. Introduction

## 1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating a Veteran Health Identification Card replacement request using the VHIC application.

## 1.2. Document Orientation

### 1.2.1. Organization of the Manual

This User Guide is divided into sections to allow you to obtain quickly the information you need.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA

**NOTE:** The Level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The second and third sections will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The fourth section will give the user step-by-step details of how to complete the Replacement Card Request. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the correct address is used and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

## 1.2.2. Assumptions

This guide has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Internet Explorer* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

## 1.2.3. Disclaimers

### 1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

### 1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

## 1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

**Table 1: Documentation Symbols and Descriptions**

| Symbol | Description |
|---|---|
| i | **NOTE:** Used to inform the reader of general information including references to additional reading material |

- Descriptive text is presented in a proportional font (as represented by this font).
- "Screenshots" of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

## 1.3. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein is intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

**Table 2: Enterprise Service Desk Contact Information**

| Issue | Contact Info |
|---|---|
| For Provisioning Issues | Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1.<br>When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address. |
| For Proofing Issues | Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1.<br>When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB. |
| For All Other VHIC System Issues | Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1<br><br>When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB. |

# 2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC Associates use to issue VHICs to enrolled Veterans.

**Figure 2:1: Example of what the VHIC looks like**

## 2.1. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the *Back* button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.

## 2.2. Roles Within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

For a complete list of Roles and Access levels please refer to the **VHIC Roles and Access** document.

# 3. Getting Started

## 3.1. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to the **VHIC Roles and Access** document.

- VHIC Associate
- VHIC Supervisor
- VHIC Administrator
- VHIC Technical Administrator (Tier 3)
- VHIC Auditor
- VHIC Read-Only User
- VHIC Card Replacement User

## 3.2. Enrollment System Link to VHIC

Once users are logged into the Enrollment System, an eligible user will be able to click on a hyperlink in the Enrollment System and be directed to VHIC. Their VHIC role of Card Replacement User provides access to features in the VHIC application for ES Users use only.

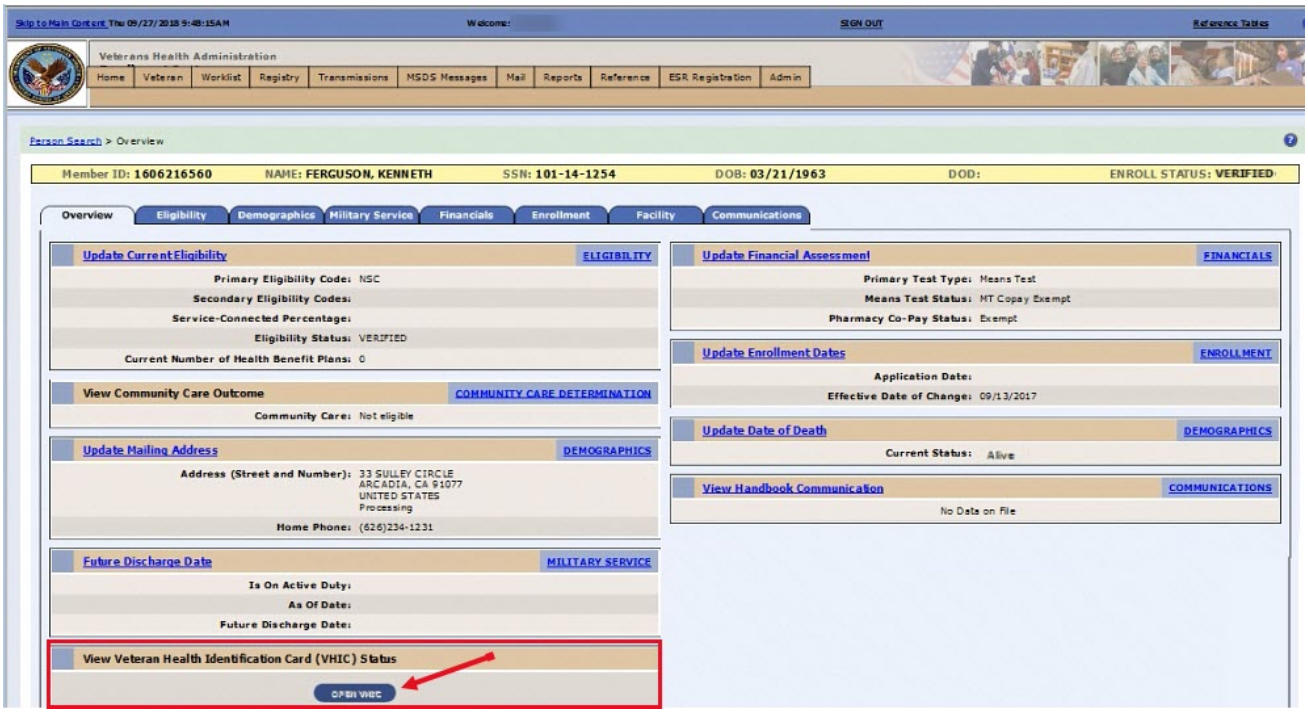


**Figure 3:1: VHIC ES Hyperlink**

## 3.3. VHIC Home Screen

After the hyperlink has been selected, a second browser tab will be opened and VHIC Users will be directed to the Home screen assigned to their roles. To the eligible HEC ES users (Card Replacement Role), the Veteran Card Details page serves as their Home page for the application.

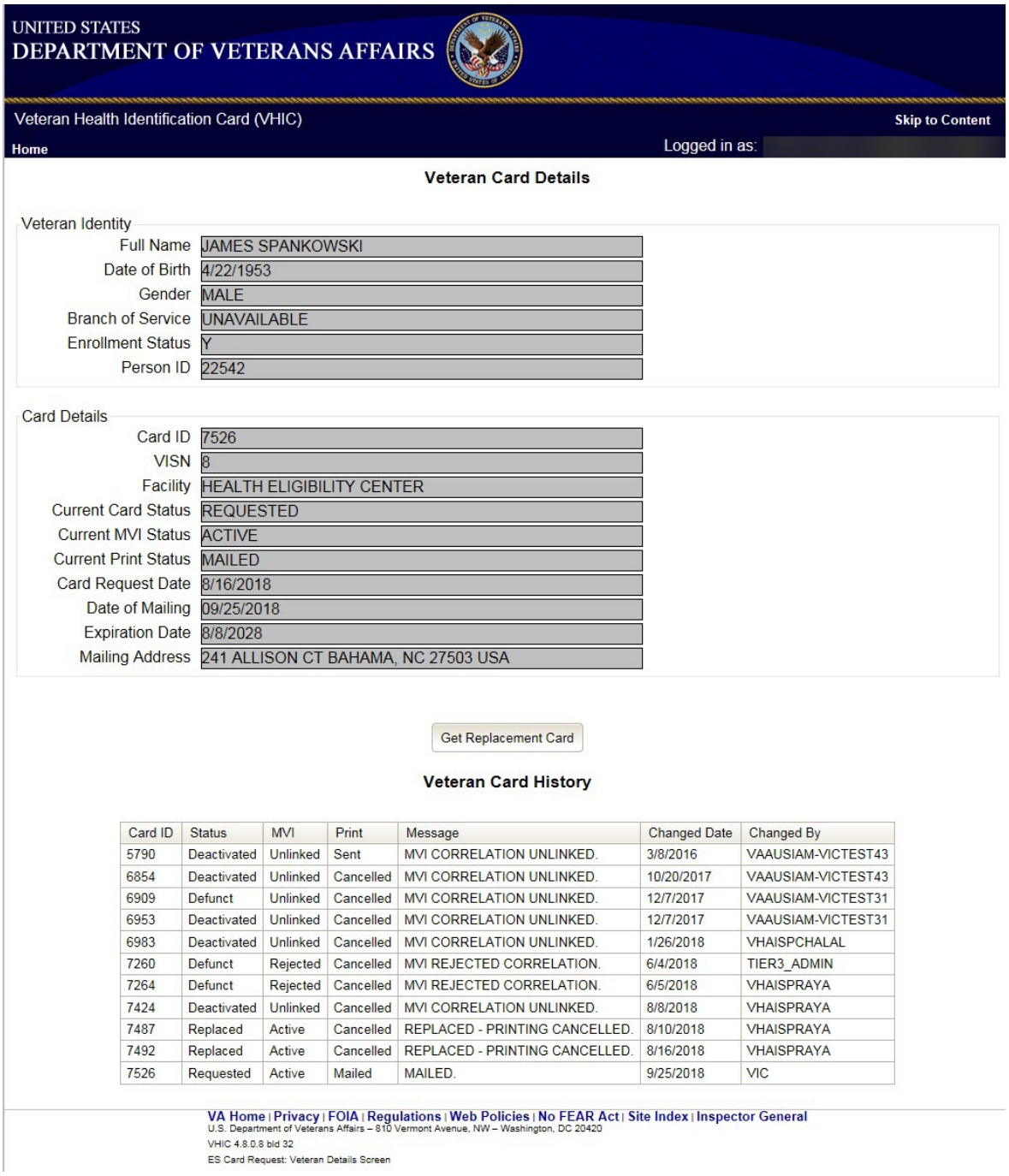


**Figure 3:2: VHIC ES User Home Page**

### 3.3.1. Veteran Card Details Page

The Veteran Card Details page provides the latest Card Status information based on the card ID received from the Enrollment System and provides capability to request a replacement VHIC card based on the business rules for card replacement.

The Veteran Card Details page is broken into three sections.

1. **Veteran Identity Information**

   This section provides the Veteran Identity Information including:

   - Veteran's Full Name
   - Date of Birth
   - Gender
   - Branch of Service
   - Enrollment Status
   - Person ID

**Figure 3:3: Veteran Identity Section**

2. **Veteran Card Details**

   This section provides the Veteran Identity Information including:

- Card ID
- VISN
- Facility
- Current Card Status
- Current MVI Status
- Current Print Status
- Card Request Date
- Date of Mailing
- Expiration Date
- Mailing Address

Veteran Identity

| | |
|---|---|
| Full Name | JAMES SPANKOWSKI |
| Date of Birth | 4/22/1953 |
| Gender | MALE |
| Branch of Service | UNAVAILABLE |
| Enrollment Status | Y |
| Person ID | 22542 |

Card Details

| | |
|---|---|
| Card ID | 7526 |
| VISN | 8 |
| Facility | HEALTH ELIGIBILITY CENTER |
| Current Card Status | REQUESTED |
| Current MVI Status | ACTIVE |
| Current Print Status | MAILED |
| Card Request Date | 8/16/2018 |
| Date of Mailing | 09/25/2018 |
| Expiration Date | 8/8/2028 |
| Mailing Address | 241 ALLISON CT BAHAMA, NC 27503 USA |

**Figure 3:4: Card Detail Section**

### 3. Veteran Card History

This section provides the Veteran Card Information including:

- Card ID
- Card Status
- MVI Status
- Print Status
- Print Message
- Card Status
- Change Date
- ID of User that facilitated last Card Status change

| | |
|---|---|
| Date of Mailing | 09/25/2018 |
| Expiration Date | 8/8/2028 |
| Mailing Address | 241 ALLISON CT BAHAMA, NC 27503 USA |

Get Replacement Card

**Veteran Card History**

| Card ID | Status | MVI | Print | Message | Changed Date | Changed By |
|---|---|---|---|---|---|---|
| 5790 | Deactivated | Unlinked | Sent | MVI CORRELATION UNLINKED. | 3/8/2016 | VAAUSIAM-VICTEST43 |
| 6854 | Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 10/20/2017 | VAAUSIAM-VICTEST43 |
| 6909 | Defunct | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 12/7/2017 | VAAUSIAM-VICTEST31 |
| 6953 | Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 12/7/2017 | VAAUSIAM-VICTEST31 |
| 6983 | Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 1/26/2018 | VHAISPCHALAL |
| 7260 | Defunct | Rejected | Cancelled | MVI REJECTED CORRELATION. | 6/4/2018 | TIER3_ADMIN |
| 7264 | Defunct | Rejected | Cancelled | MVI REJECTED CORRELATION. | 6/5/2018 | VHAISPRAYA |
| 7424 | Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 8/8/2018 | VHAISPRAYA |
| 7487 | Replaced | Active | Cancelled | REPLACED - PRINTING CANCELLED. | 8/10/2018 | VHAISPRAYA |
| 7492 | Replaced | Active | Cancelled | REPLACED - PRINTING CANCELLED. | 8/16/2018 | VHAISPRAYA |
| 7526 | Requested | Active | Mailed | MAILED. | 9/25/2018 | VIC |

**Figure 3:5: Veteran Card History Section**

# 4. Requesting a Replacement VHIC Card

## 4.1. Card Replacement Eligibility

The Card Replacement option is only available to veterans with an active VHIC card.

A card replacement request may not be made within 10 days of the submission of a previous card request.

If the replacement requirements are not met, the user will see a notification at the top of the page, and the [**Get Replacement Card**] button will be shown but greyed out and not available.

**Figure 4:1: Card Not Eligible for Replacement**

If the card is Eligible for Replacement, the [**Get Replacement Card**] button can be seen and selected.

**Figure 4:2: Card Eligible for Replacement**

## 4.2. Requesting a Replacement Card

This section will give the ES user the step-by-step details of the process to replace a card in VHIC.

### 4.2.1. VHIC Card Replacement Request

Once you have been transferred from the Enrollment system to the VHIC system, review and verify all information found on the Veteran Card Details Page. When all details have been verified, click on the [**Get Replacement Card**] button.

**Figure 4:3: Select the Get Replacement Card Button**

After clicking the [**Get Replacement Card**] button, you will be directed to the Veteran Identity Confirmation page. This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to verify the displayed information, select the reason for replacement, and to determine where the Veteran's card should be mailed.

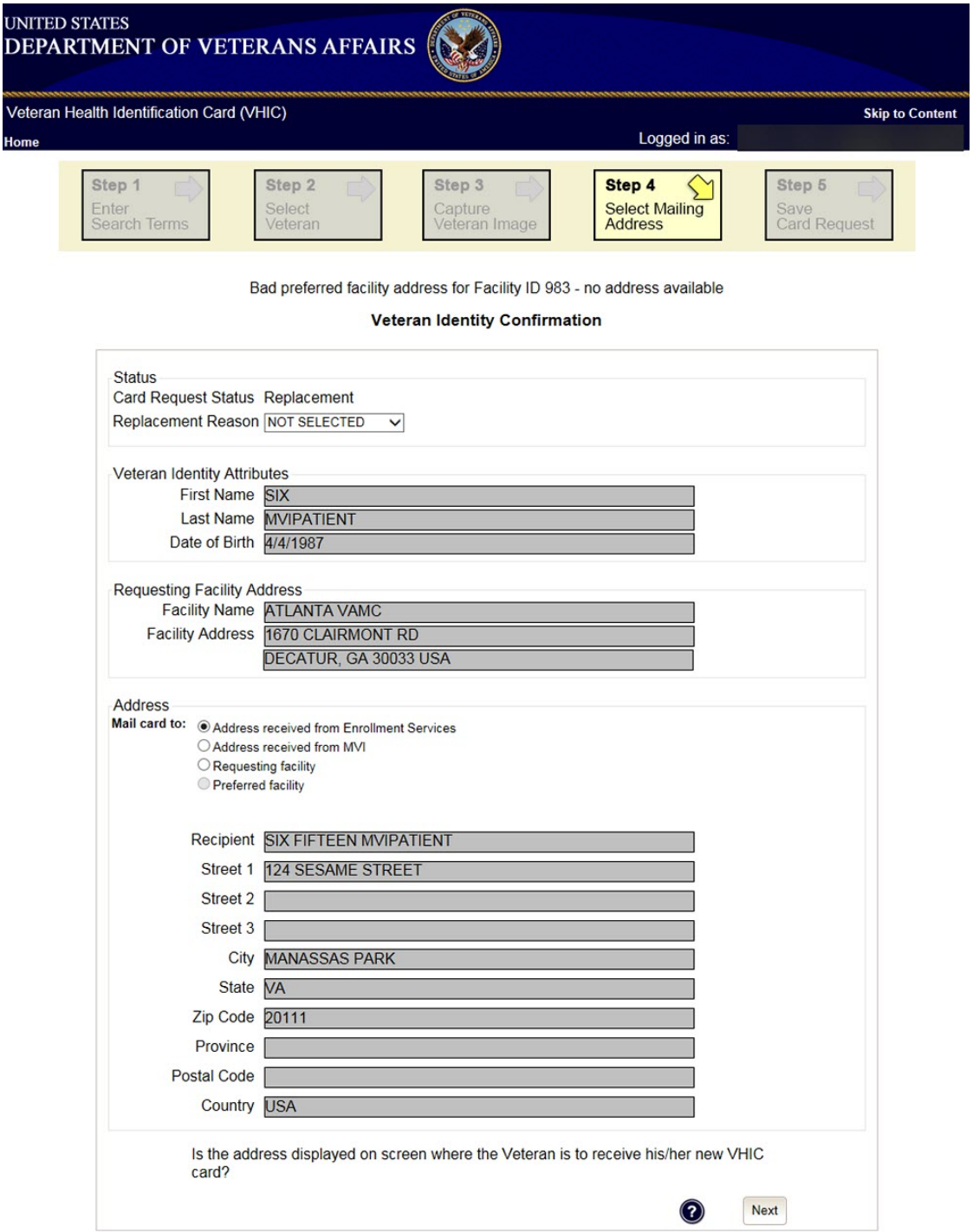


**Figure 4:4: Veteran Identity Confirmation Page**

Select the reason for replacement from the drop-down menu. Confirm the Veteran and Facility information and move down to the Address section of the screen to select where the replacement card will be delivered.

**Figure 4:5: Select Replacement Reason**

Requesting Facility Address

Facility Name: ATLANTA VAMC

Facility Address: 1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Address

Mail card to:
- (●) Address received from Enrollment Services
- ( ) Address received from MVI
- ( ) Requesting facility
- ( ) Preferred facility

| | |
|---|---|
| Recipient | SIX FIFTEEN MVIPATIENT |
| Street 1 | 124 SESAME STREET |
| Street 2 | |
| Street 3 | |
| City | MANASSAS PARK |
| State | VA |
| Zip Code | 20111 |
| Province | |
| Postal Code | |
| Country | USA |

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

Next

**Figure 4:6: Select Mailing Address**

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility
- Mail to the preferred facility

**NOTE:** If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with ES, the Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

**NOTE:** If MVI has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MVI or ES, the Associate MUST choose one of the remaining viable address options for mailing the card in order to

proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

**NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then the VHIC user would need to request help with correcting the address by contacting the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

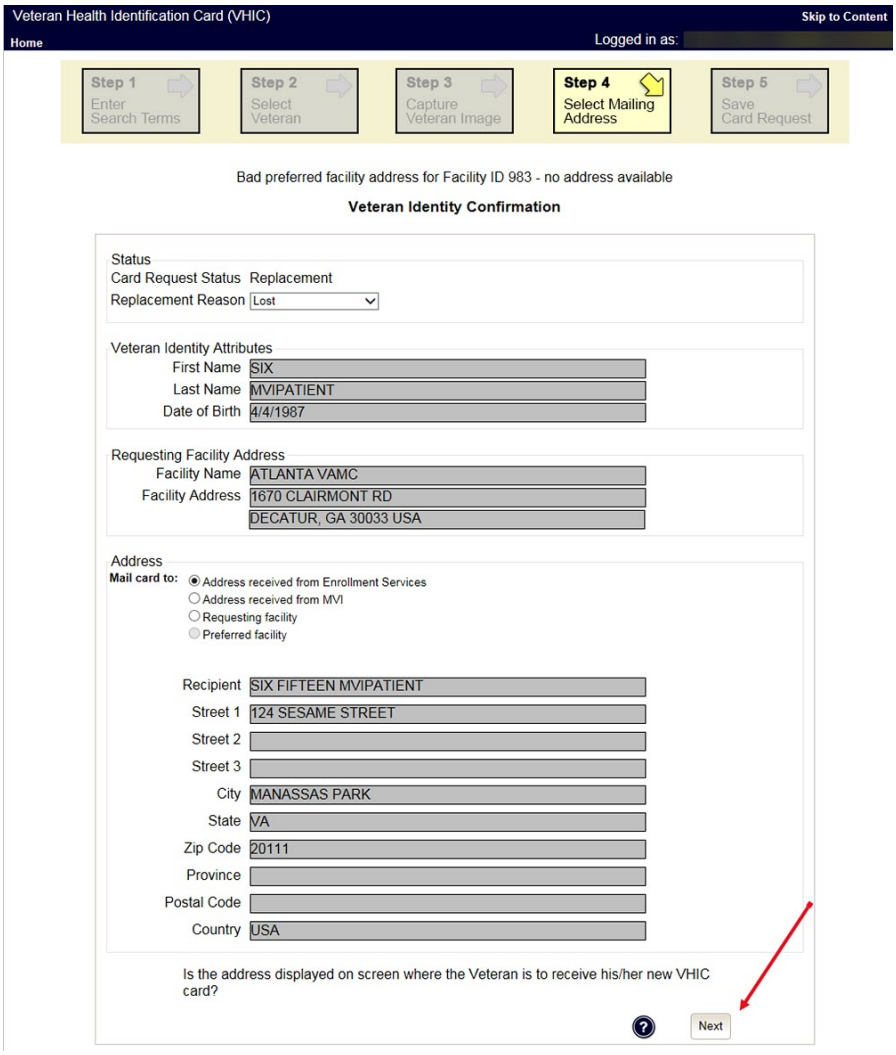


**Figure 4:7: Select Next Button**

You will be directed to the Save Card Request page (*Figure 4:9: Save Card Request*) which gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status

- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

#### 4.2.1.1. Branch of Service

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*decline is the default option*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.

**NOTE:** Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one or decline to show any logo.

**Figure 4:8: Branch of Service Selection**

After the card and information have been confirmed, click the *Submit* button at the bottom of the page to advance the request.

**Figure 4:9: Save Card Request**

Upon submission, a Card Number will be generated as well as an Expiration Date and Card Request Date. The colored field will change from yellow to green and the corresponding Card Status will change from Pending to Submitted as seen below.

**Figure 4:10: Card Request Submitted**

This action has been completed. To exit the application, click the [**X**] button to close this browser window.

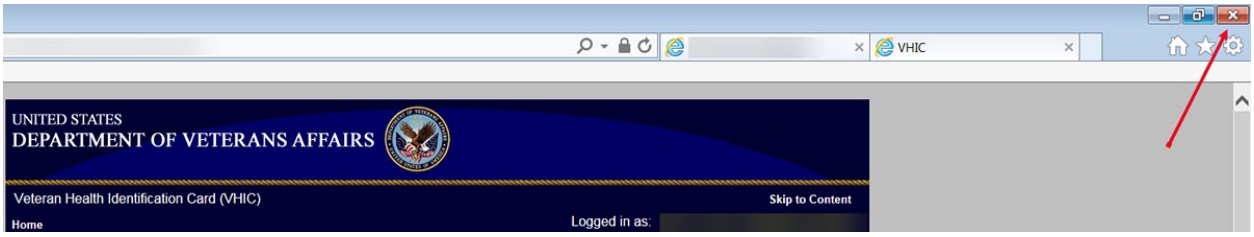


**Figure 4:11: Close Browser Window**