

# **Veteran Health Identification Card (VHIC 4.24)**

## **User Guide**



**Volume 5 – Card Replacement User**

**VHA Enrollment Services**

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# Revision History

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# 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 *Google Chrome or Microsoft Edge* 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
	<b>NOTE:</b> 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
<b>For Provisioning Issues</b>	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
<b>For Proofing Issues</b>	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
<b>For All Other VHIC System Issues</b>	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1  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. VHA 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 VHA Enrollment System and be directed to VHIC. Their VHIC role of Card Replacement User provides access to features in the VHIC application for VES Users use only.

REDACTED

**Figure 3-1: VHIC VES 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 VES users (Card Replacement Role), the Veteran Card Details page serves as their Home page for the application.

Home
Logged in as:

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

#### Veteran Card Details

**Veteran Identity**

Full Name	VETERAN M FOURTEEN
Date of Birth	
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22706

**Card Details**

Card ID	7713
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Destroyed
Current MVI Status	Unlinked
Current Print Status	Cancelled
Card Request Date	9/14/2018
Date of Mailing	
Expiration Date	9/14/2028
Mailing Address	33 SULLY CIRCLE TEST1 ARCADIA, CA 91077 USA

#### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
6017	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M)	9/14/2020	VIC
6096	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6201	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6213	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	2/5/2018	USERONE
6215	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	10/31/2018	USERONE
6216	Destroyed	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M)	10/24/2019	USERONE
10824	Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C)	8/3/2020	USERONE

Figure 3-2: VHIC VES 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 VHA 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

The screenshot shows the 'Veteran Card Details' section of the Veteran Health Identification Card (VHIC) system. The page has a dark blue header with 'Veteran Health Identification Card (VHIC)' on the left, 'Skip to Content' on the right, and 'Home' and 'Logged in as:' in the middle. Below the header is a white box titled 'Veteran Card Details'. Inside this box, there is a section titled 'Veteran Identity' which contains a table of personal information. The table has two columns: a label column and a value column. The values are displayed in grey boxes.

Veteran Identity	
Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

Figure 3-3: Veteran Identity Section

**NOTE:** If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in *Figure 3-4. Veteran Identity Section with Preferred Name.*

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there is a dark blue header with 'Veteran Health Identification Card (VHIC)' on the left and 'Skip to Content' on the right. Below the header, there is a 'Home' link and a 'Logged in as:' field. The main content area is titled 'Veteran Card Details'. A red box highlights the 'Veteran Identity' section, which contains the following information:

Veteran Identity	
Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

A red arrow points to the preferred name in parentheses in the Full Name field.

**Figure 3-4. Veteran Identity Section with Preferred Name**

## 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	VAPATIENT, ONE
Date of Birth	4/22/1953
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22542

Card Details	
Card ID	7526
VISN	B
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 3-5: 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

#### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

**Figure 3-6: 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.

Home
Logged in as: [REDACTED]

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

#### Veteran Card Details

**Veteran Identity**

Full Name	VETERAN M FOURTEEN
Date of Birth	
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22706

**Card Details**

Card ID	7713
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Destroyed
Current MVI Status	Unlinked
Current Print Status	Cancelled
Card Request Date	9/14/2018
Date of Mailing	
Expiration Date	9/14/2028
Mailing Address	83 SULLEY CIRCLE TEST1 ARCADIA, CA 91077 USA

Get Replacement Card

#### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
6017	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M)	9/14/2020	VIC
6096	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6201	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6213	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	2/5/2018	USERONE
6215	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	10/31/2018	USERONE
6216	Destroyed	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M)	10/24/2019	USERONE
10824	Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C)	8/3/2020	USERONE

**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.

Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

### Veteran Card Details

**Veteran Identity**

Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

**Card Details**

Card ID	14631
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	2/22/2023
Date of Mailing	02/28/2023
Expiration Date	9/26/2028
Mailing Address	123 SESAME STREET FRONT ROYAL, VA 22630 USA

### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

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

## 4.2. Requesting a Replacement Card

This section will give the VES 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 VHA 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.

Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

### Veteran Card Details

**Veteran Identity**

Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

**Card Details**

Card ID	14631
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	2/22/2023
Date of Mailing	02/28/2023
Expiration Date	9/26/2028
Mailing Address	123 SESAME STREET FRONT ROYAL, VA 22630 USA

### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

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 VHA Enrollment System (VES) 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**

**NOTE:** If the Veteran has a Preferred Name on file it will appear in the Veteran Identity Attribute section as seen in *Figure 4-5. Veteran Identity Attributes with Preferred Name.*

Logged in as:

**Step 1**  
Enter Search Terms

**Step 2**  
Select Veteran

**Step 3**  
Capture Veteran Image

**Step 4**  
Select Mailing Address

**Step 5**  
Save Card Request

### Veteran Identity Confirmation

**Status**

Card Request Status Replacement

Replacement Reason Lost

---

**Veteran Identity Attributes**

First Name FOUR

Last Name MVIPATIENT

Preferred Name PREFERREDNAME

Date of Birth 8/22/1985

**Figure 4-5. Veteran Identity Attributes with Preferred Name**

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.

**Step 1**  
Enter Search Terms

**Step 2**  
Select Veteran

**Step 3**  
Capture Image

**Step 4**  
Select Mailing Address

**Step 5**  
Save Card Request

### Veteran Identity Confirmation

**Status**

Card Request Status Replacement

Replacement Reason Lost

NOT SELECTED  
 Damaged  
 Expired  
 Incorrect Information  
 Lost  
 Poor Quality  
 Stolen

---

**Veteran Identity Attributes**

First Name FOUR

Last Name MVIPATIENT

Preferred Name PREFERREDNAME

**Figure 4-6: Select Replacement Reason**

**Figure 4-7: 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 If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out as seen in *Figure 4-8: Select Next Button*
- 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 VES, 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 VES, 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 VES 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 information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as:

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image **Step 4 Select Mailing Address** Step 5 Save Card Request

Bad requesting facility address for Facility ID 508 - no address available  
Bad preferred facility address for Facility ID 983 - no address available

**Veteran Identity Confirmation**

Status  
Card Request Status New

Veteran Identity Attributes  
First Name VGTSTHIRTYNIN  
Last Name TESTFOURTYNINE  
Preferred Name THIRTY  
Date of Birth 11/16/1960

Requesting Facility Address  
Facility Name  
Facility Address

Address  
Mail card to:  
 Address received from Enrollment Services  
 Address received from MV  
 Requesting facility  
 Preferred facility

Recipient VGTSTHIRTYNIN TESTFOURTYNINE  
Street 1 10043 S AVENUE M  
Street 2  
Street 3  
City CHICAGO  
State IL  
Zip Code 60617-5911  
Province  
Postal Code  
Country USA

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

Back Next

Figure 4-8: Select Next Button

You will be directed to the Save Card Request page (*Figure 4-11: 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 VHA Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.

**NOTES:**

- 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.
- The Preferred Name listed on the preview screen will not be printed on the card. It is only housed in the VHIC system.

The screenshot shows a multi-step process for creating a Veteran Health Identification Card (VHIC). The steps are: Step 1: Enter Search Terms, Step 2: Select Veteran, Step 3: Capture Veteran Image, Step 4: Select Mailing Address, and Step 5: Save Card Request. The current screen is 'Veteran Card Details' for a veteran named VGTESTONE T TESTTHIRTEEN. It displays a preview of the card with a barcode and a photo. The card details include: Service Connected (N), Medal of Honor (N), Purple Heart (N), Prisoner of War (N), Card Number, Member ID (2107398875), ICN (1012896256V941508), Plan ID (7346-243-588), VISN (7), Facility (508), and Date of Birth (8/8/1950). The address is 10030 F STREET, RESTON, VA 20191 USA. The replacement reason is 'Not a replacement card'. A dropdown menu for 'Branch Of Service' is open, showing options: United States Public Health Service (USPHS), Coast Guard, Merchant Seamen, Space Force, Navy, Army, Air Force, Marine Corps, and Veteran Declines Branch of Service Logo (selected). A red arrow points from the address field to the dropdown menu. There are 'Back' and 'Submit' buttons at the bottom right.

Field	Value
Service Connected	N
Medal of Honor	N
Purple Heart	N
Prisoner of War	N
Card Number	
Member ID	2107398875
ICN	1012896256V941508
Plan ID	7346-243-588
VISN	7
Facility	508
Date of Birth	8/8/1950


**Branch Of Service**

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

**Figure 4-9: Branch of Service Selection**

**NOTE:** If the Veteran has a Preferred Name on file, it will appear as seen in *Figure 4-10. Branch of Service Selection Preferred Name Highlighted* Though Preferred Name appears in the system; it does NOT appear on the VHIC card at this time.

**Veteran Card Details**



**Name as it will appear on card:**  
VGTESTONE T TESTTHIRTEEN

**Preferred name:**  
THIRTEEN ←

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398875
Purple Heart	N	ICN	1012896256V941508
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/8/1950

**Figure 4-10. Branch of Service Selection Preferred Name Highlighted**

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

**Step 1** Enter Search Terms


**Step 2** Select Veteran

**Step 3** Capture Veteran Image

**Step 4** Select Mailing Address

**Step 5** Save Card Request

### Veteran Card Details



**Name as it will appear on card:**  
VGTESTONE T TESTTHIRTEEN

**Preferred name:**  
THIRTEEN

**Address card will be mailed to:**  
VGTESTONE THIR TESTTHIRTEEN  
10030 F STREET  
RESTON, VA 20191 USA

**Replacement Reason:**  
Lost

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398875
Purple Heart	N	ICN	1012896256V941508
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/8/1950

**Card Status Pending**

**Card Request Date**

Branch Of Service

Air Force  
 Marine Corps  
 Veteran Declines Branch of Service Logo

**Reason for Hold:**  
Bad data

Back Submit

**Figure 4-11: Save Card Request**

#### 4.2.1.2. Photograph Verification

After reviewing and approving the card details the VHIC user will click the **[Submit]** button. A pop-up box will appear requiring the clerk to acknowledge that they have approved the final picture that will be submitted for card printing. Selecting ok will allow the process to continue and submitting the request possible.

REDACTED

**Figure 4-12: Validate Veteran Photo**

Should a new photograph be needed, the user selects **[Cancel]** and will need to refer the veteran to the VHIC office for a new photo and replacement card.

REDACTED

**Figure 4-13: Photo Does Not Meet VHIC Standards**



**NOTE:** Greyscale pictures are not permitted to appear on the VHIC card.

Should the Veteran photo be Black and White or Greyscale, the VES User should select the **[Cancel]** And refer the veteran to the VHIC office.

The screenshot shows a web interface for a Veteran Health Identification Card (VHIC) replacement. On the left, there is a preview of the card with a placeholder photo of a man with glasses. Below the preview, the name 'VGTESTONE T TESTTHIRTEEN' is displayed. To the right, a table lists various service-related fields: Service Connected (N), Medal of Honor (N), Purple Heart (N), Prisoner of War (N), Card Number, Member ID (2107398875), ICN (1012896256V), Plan ID (7346-243-588), VISN (7), Facility (508), and Date of Birth (8/8/1950). Below the name, the preferred name 'THIRTEEN' is shown. The address '10030 F STREET, RESTON, VA 20191 USA' is listed. A 'Validate Veteran Photo' dialog box is overlaid in the center, containing the text 'I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features' and two buttons: 'OK' and 'Cancel'. The 'Cancel' button is highlighted with a red rectangle. At the bottom, there are fields for 'Replacement Reason:' and 'Branch Of Service:'.

**Figure 4-14: Cancel Black and White Photo**


Once veteran photo has been approved and the **[Submit]** button selected the request will now show a Submitted status.

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.

<b>Step 1</b> Enter Search Terms	<b>Step 2</b> Select Veteran	<b>Step 3</b> Capture Veteran Image	<b>Step 4</b> Select Mailing Address	<b>Step 5</b> Save Card Request
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**Veteran Card Details**

	Service Connected	Y	Card Number	14657
	Medal of Honor	N	Member ID	2110317517
	Purple Heart	N	ICN	1013629589V434443
	Prisoner of War	N	Plan ID	7346-243-588
			VISN	7
			Facility	508
			Date of Birth	12/26/1955
			Expiration Date	1/30/2033

**Name as it will appear on card:**  
VGTESTFIFTYONE TESTSIXTYTHREE

**Preferred name:**

**Address card will be mailed to:**  
VGTESTFIFTYONE TESTSIXTYTHREE  
10078 D STREET  
RESTON, VA 20191 USA

**Replacement Reason:**  
*Not a replacement card*

**Card Status Submitted**

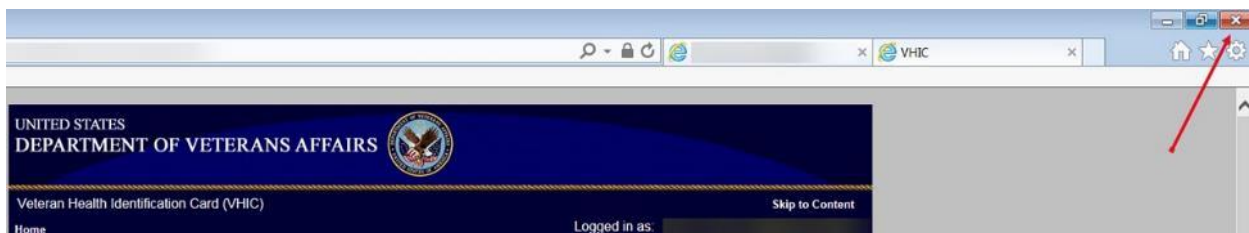
**Card Request Date 03/06/2023**

Veteran Declines Branch of Service Logo

**Reason for Hold:**  
*Not Applicable*

**Figure 4-15: Card Request Submitted**

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



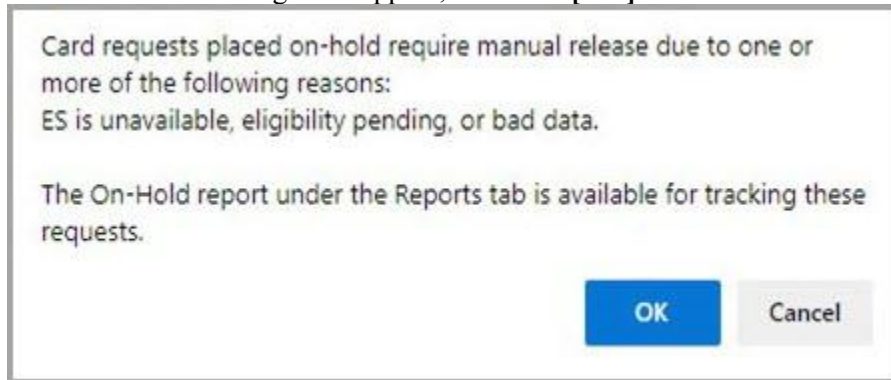
**Figure 4-16: Close Browser Window**

**NOTE:** If the veteran does not have an EDIPI number, the card request will be marked as Pending and saved for thirty (30) days and a request will be generated for HC IdM remediation once you select the hold button.

REDACTED

**Figure 4-17: Pending Request No EDIPI**

A Confirmation message will appear, select the [OK] button.



**Figure 4-18: On Hold Request Confirmation Box**

The request number will be displayed in a message that can be used for tracking purposes in the Tool Kit. Should anything prevent the card hold from resolving in 30 days an email will be generated to the VHIC Team for additional action.

REDACTED

**Figure 4-19: HC IdM Request Confirmation**

If a second request is generated before the thirty (30) days the user will get a message indicating that a request is open in the system.

The screenshot shows a five-step process bar at the top. Step 5, 'Save Card Request', is highlighted with a yellow arrow. Below the progress bar is a red-bordered message box containing the text: 'A service request for EDIPI generation already exists - please allow time for completion.' Below this is the 'Veteran Card Details' section, which includes a preview of the VA card and a table of attributes.

Veteran Card Details			
Service Connected	N	Card Number	12273
Medal of Honor	N	Member ID	
Purple Heart	N	ICN	1012991008V153263
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	4/4/1987
		Expiration Date	9/26/2028


Below the table, the name as it will appear on the card is listed as: SIX F MPIPATIENT.

**Figure 4-20: Active Request Exists in System Message**

**NOTE:** If the VA received an imprecise Date of Birth, such as Month/year instead of Month/Date/Year. A request needs to be created for HC IdM remediation. Select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for thirty (30) days and generate the remediation request for HC IdM.

Step 1 Enter Search Terms    Step 2 Select Veteran    Step 3 Capture Veteran Image    Step 4 Select Mailing Address    Step 5 Save Card Request

### Veteran Card Details



**Name as it will appear on card:**  
THREE M MPIPATIENT

**Address card will be mailed to:**  
MISS THREE MIDDLE MPIPATIENT  
123 SESAME STREET  
RIVERTON, VA 22630 USA

**Replacement Reason:**  
*Not a replacement card*

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107710011
Purple Heart	N	ICN	1013020501V903479
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	

**Card Status Pending**  
**Card Request Date**

No Branch of Service is available

**Reason for Hold:**

Eligibility Pending

Invalid Date of Birth

Bad data

**Figure 4-21: Reason for Hold: No EDIPI**

A Confirmation request message will appear, select the **[OK]** button.

Card requests placed on-hold require manual release due to one or more of the following reasons:  
ES is unavailable, eligibility pending, or bad data.

The On-Hold report under the Reports tab is available for tracking these requests.

**Figure 4-22: On Hold Request Confirmation Request**

The screen will change showing that the Card Request Status has been updated and saved.



**Veteran Card Details**

 <p><b>Name as it will appear on card:</b> THREE M MPIPATIENT</p> <p><b>Address card will be mailed to:</b> MISS THREE MIDDLE MPIPATIENT 123 SESAME STREET RIVERTON, VA 22630 USA</p> <p><b>Replacement Reason:</b> <i>Not a replacement card</i></p>	<table border="0"> <tr><td>Service Connected</td><td>N</td><td>Card Number</td><td>11943</td></tr> <tr><td>Medal of Honor</td><td>N</td><td>Member ID</td><td>2107710011</td></tr> <tr><td>Purple Heart</td><td>N</td><td>ICN</td><td>1013020501V903479</td></tr> <tr><td>Prisoner of War</td><td>N</td><td>Plan ID</td><td>7346-243-588</td></tr> <tr><td></td><td></td><td>VISN</td><td>7</td></tr> <tr><td></td><td></td><td>Facility</td><td>508</td></tr> <tr><td></td><td></td><td>Date of Birth</td><td></td></tr> <tr><td></td><td></td><td>Expiration Date</td><td></td></tr> </table>	Service Connected	N	Card Number	11943	Medal of Honor	N	Member ID	2107710011	Purple Heart	N	ICN	1013020501V903479	Prisoner of War	N	Plan ID	7346-243-588			VISN	7			Facility	508			Date of Birth				Expiration Date		<table border="1" style="background-color: #FFD700;"> <tr> <td><b>Card Status</b></td> <td><b>Saved On Hold</b></td> </tr> <tr> <td><b>Card Request Date</b></td> <td><b>03/04/2021</b></td> </tr> </table> <p>No Branch of Service is available</p> <p><b>Reason for Hold:</b> Eligibility Pending Invalid Date of Birth</p>	<b>Card Status</b>	<b>Saved On Hold</b>	<b>Card Request Date</b>	<b>03/04/2021</b>
Service Connected	N	Card Number	11943																																			
Medal of Honor	N	Member ID	2107710011																																			
Purple Heart	N	ICN	1013020501V903479																																			
Prisoner of War	N	Plan ID	7346-243-588																																			
		VISN	7																																			
		Facility	508																																			
		Date of Birth																																				
		Expiration Date																																				
<b>Card Status</b>	<b>Saved On Hold</b>																																					
<b>Card Request Date</b>	<b>03/04/2021</b>																																					

**Figure 4-23: Saved on Hold**