

# **Veteran Health Identification Card (VHIC 4.22)**

## **User Guide**



**Volume 5 – Card Replacement User**

**Enrollment Services**

**September 2022**

**Department of Veterans Affairs**

**Office of Information and Technology (OI&T)**

# Revision History

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

<b>Date</b>	<b>Revision</b>	<b>Description</b>	<b>Author</b>
09/18/022	6.1	No changes in functionality updated date and version number	REDACTED
06/18/2022	6.0	Updated to reflect changes during VIP 21	REDACTED
04/18/2022	5.2	No changes in functionality updated date and version number	REDACTED
09/18/2021	5.1	No changes in functionality updated date and version number	REDACTED
06/20/2021	5.0	Updated to reflect functionality changes during VIP 17	REDACTED
03/20/2021	4.1	Updated to reflect functionality changes during VIP 16	REDACTED
12/10/2020	4.0	Updated to reflect changes during VIP 15	REDACTED
06/20/2020	3.0	Updated to reflect changes to application During VIP 13	REDACTED
02/15/2020	2.0	Updated to reflect changes to application During VIP 11	REDACTED
10/02/2018	1.0	Initial Draft	REDACTED
11/09/2018	1.0	Re-ran TOCs, ran Spelling and Grammar, fixed content/figure pagination issues in the Word document, and added Alt text to all images. Created Section 508 compliant PDF for uploading, with revised Word document, to RTC Jazz Tools as well as SharePoint. No technical content changed in editing process. Completed editing 11/09/2018 for 11/14/2018 delivery.	REDACTED
09/19/2019	2.0	Updated to reflect changes to application release of version 4.9	REDACTED

# Table of Contents

<b>1. Introduction .....</b>	<b>4</b>
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
<b>2. Veteran Health Identification Card – What is it? .....</b>	<b>7</b>
2.1. Proper Navigation of the VHIC Application .....	7
2.2. Roles Within VHIC .....	7
<b>3. Getting Started .....</b>	<b>8</b>
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
<b>4. Requesting a Replacement VHIC Card .....</b>	<b>15</b>
4.1. Card Replacement Eligibility .....	15
4.2. Requesting a Replacement Card .....	17
4.2.1. VHIC Card Replacement Request .....	17
4.2.1.1. Branch of Service .....	25

## 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 .....	13
Figure 3:5: Veteran Card History Section.....	14
Figure 4:1: Card Not Eligible for Replacement .....	15
Figure 4:2: Card Eligible for Replacement .....	16
Figure 4:3: Select the Get Replacement Card Button.....	17
Figure 4:4: Veteran Identity Confirmation Page.....	19
Figure 4:5: Select Replacement Reason .....	21
Figure 4:6: Select Mailing Address .....	22
Figure 4:7: Select Next Button .....	24
Figure 4:8: Branch of Service Selection.....	26
Figure 4:9: Save Card Request .....	28
Figure 4:10: Card Request Submitted .....	29
Figure 4:11: Close Browser Window .....	29
Figure 4:12: Pending Request No EDIPI.....	30
Figure 4:13: On Hold Request Confirmation Box .....	30
Figure 4:14: HC IdM Request Confirmation.....	31
Figure 4:15: Active Request Exists in System Message .....	31
Figure 4:16: Reason for Hold: No EDIPI .....	32
Figure 4:17: On Hold Request Confirmation Request .....	32
Figure 4:18: Saved on Hold .....	33

## 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 *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.

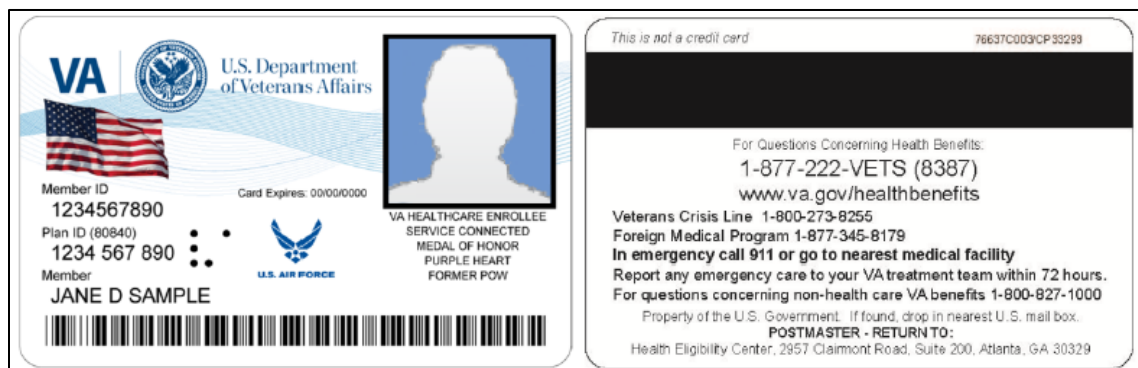


Figure 2:1: Example of what the VHIC looks like

### 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. 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.

The screenshot displays the Veterans Health Administration (VHA) Enrollment System interface. At the top, there is a navigation bar with the VHA logo and a menu of options: Home, Veterans, Worklist, Registry, Transmissions, MSDS Messages, Mail, Reports, Reference, ESR Registration, and Admin. Below this, a header section shows the user's name (VAPATIENT.ONE), SSN, DOB, DOD, and ENROLL STATUS: VERIFIED. The main content area is divided into several sections, each with a title and a corresponding button:

- Update Current Eligibility** (ELIGIBILITY): Shows Primary Eligibility Code: NSC, Secondary Eligibility Codes, Service-Connected Percentage, Eligibility Status: VERIFIED, and Current Number of Health Benefit Plans: 0.
- View Community Care Outcome** (COMMUNITY CARE DETERMINATION): Shows Community Care: Not eligible.
- Update Mailing Address** (DEMOGRAPHICS): Shows Address (Street and Number): ARCADIA, CA 91077 UNITED STATES Processing, and Home Phone: (626)234-1231.
- Future Discharge Date** (MILITARY SERVICE): Shows Is On Active Duty, As Of Date, and Future Discharge Date.
- View Veteran Health Identification Card (VHIC) Status**: This section is highlighted with a red box and contains a button labeled "CPM VHIC" with a red arrow pointing to it.
- Update Financial Assessment** (FINANCIALS): Shows Primary Test Type: Means Test, Means Test Status: MT Copay Exempt, and Pharmacy Co-Pay Status: Exempt.
- Update Enrollment Dates** (ENROLLMENT): Shows Application Date and Effective Date of Change: 09/13/2017.
- Update Date of Death** (DEMOGRAPHICS): Shows Current Status: Alive.
- View Handbook Communication** (COMMUNICATIONS): Shows No Data on File.

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.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

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	VGTESTFIFTYNINE TESTSEVENTYONE (FIFTYNINE)
Date of Birth	5/20/1950
Gender	FEMALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	23853

**Card Details**

Card ID	13667
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Pending
Card Request Date	6/13/2022
Date of Mailing	
Expiration Date	6/13/2032
Mailing Address	10085 E STREET RESTON, VA 20191 USA

[Get Replacement Card](#)

#### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
13551	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	5/13/2022	VHAISWGOPIV
13569	Deactivated	Unlinked	Mailed	MVI CORRELATION UNLINKED.	5/17/2022	VHAISWGOPIV
13576	Deactivated	Unlinked	Mailed	MVI CORRELATION UNLINKED.	5/18/2022	VHAISWGOPIV
13577	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	5/18/2022	VHIC DECEASED SVC
13580	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	5/18/2022	VHIC DECEASED SVC
13581	Deactivated	Unlinked	Sent	MVI CORRELATION UNLINKED.	6/13/2022	VHAISPCHALAL
13666	Replaced	Active	Cancelled	REPLACED - PRINTING CANCELLED.	6/13/2022	VHAISPCHALAL
13667	Requested	Active	Pending	REQUEST SUBMITTED.	6/13/2022	VHAISPCHALAL

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

The screenshot shows the top navigation bar of the Department of Veterans Affairs website. It includes the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. Below the navigation bar, there is a "Veteran Health Identification Card (VHIC)" header and a "Skip to Content" link. The main content area is titled "Veteran Card Details". The "Veteran Identity" section is highlighted with a red border and contains the following information:

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

Below the "Veteran Identity" section is the "Card Details" section, which contains the following information:

Card ID	7526
VISN	8

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 below.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

### Veteran Card Details

Veteran Identity	
Full Name	VAPATIENT, ONE (TWO)
Date of Birth	4/22/1953
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22542

**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	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 3:5: 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

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 3:6: 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.

REDACTED

**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 Card Details

#### Veteran Identity

Full Name	SIX F MVIPATIENT
Date of Birth	4/4/1987
Gender	FEMALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22994

#### Card Details

Card ID	7767
VISN	8
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	9/16/2018
Date of Mailing	10/01/2018
Expiration Date	9/26/2028
Mailing Address	124 SESAME STREET MANASSAS PARK, VA 20111 USA

[Get Replacement Card](#)

### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7767	Requested	Active	Mailed	MAILED.	10/1/2018	VIC

**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.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as: [REDACTED]

### Veteran Card Details

**Veteran Identity**

Full Name	SIX F MVIPATIENT
Date of Birth	4/4/1987
Gender	FEMALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22994

**Card Details**

Card ID	7767
VISN	8
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	9/16/2018
Date of Mailing	10/01/2018
Expiration Date	9/26/2028
Mailing Address	124 SESAME STREET MANASSAS PARK, VA 20111 USA

### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7767	Requested	Active	Mailed	MAILED.	10/1/2018	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 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.



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 preferred facility address for Facility ID 983 - no address available

### Veteran Identity Confirmation

Status

Card Request Status On Hold

Veteran Identity Attributes

First Name SIX  
Last Name MVIPATIENT  
Preferred Name  
Date of Birth 11/16/1960

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 MVIPATIENT  
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 4:4: 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 below.

**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 On Hold

Veteran Identity Attributes

First Name	VGTESTTHIRTYNIN
Last Name	TESTFOURTYNINE
Preferred Name	THIRTY
Date of Birth	11/16/1960

**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.



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

**Veteran Identity Confirmation**

Status	
Card Request Status	Replacement
Replacement Reason	<b>NOT SELECTED</b>
	Damaged
	Expired
	Incorrect Information
	Lost
	Poor Quality
	Stolen
	MV/PATIENT
Veteran Identity Attribute	
First Name	
Last Name	
Date of Birth	4/4/1987
Requesting Facility Address	
Facility Name	ATLANTA VAMC
Facility Address	1670 CLAIRMONT RD
	DECATUR, GA 30033 USA

**Figure 4:6: 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 MVI PATIENT

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?




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





**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 VGTESTTHIRTYNIN

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 VGTESTTHIRTYNIN 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 4:9: 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:

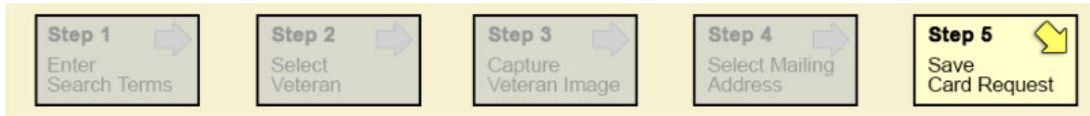
- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

#### **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.



**Veteran Card Details**

 <p><b>Name as it will appear on card:</b> VGTESTONE T TESTTHIRTEEN</p> <p><b>Preferred name:</b> THIRTEEN</p> <p><b>Address card will be mailed to:</b> VGTESTONE THIR TESTTHIRTEEN 10030 F STREET RESTON, VA 20191 USA</p> <p><b>Replacement Reason:</b> Damaged Barcode not working</p>	<p>Service Connected N</p> <p>Medal of Honor N</p> <p>Purple Heart N</p> <p>Prisoner of War N</p>	<p>Card Number</p> <p>Member ID 2107398875</p> <p>ICN 1012896256V941508</p> <p>Plan ID 7346-243-588</p> <p>VISN 7</p> <p>Facility 508</p> <p>Date of Birth 8/8/1950</p>
	<p><b>Card Status Pending</b></p> <p><b>Card Request Date</b></p>	
	<p><b>Branch Of Service</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> United States Public Health Service (USPHS)</li> <li><input type="radio"/> Coast Guard</li> <li><input type="radio"/> Merchant Seamen</li> <li><input type="radio"/> Space Force</li> <li><input type="radio"/> Navy</li> <li><input type="radio"/> Army</li> <li><input type="radio"/> Air Force</li> <li><input type="radio"/> Marine Corps</li> <li><input checked="" type="radio"/> Veteran Declines Branch of Service Logo</li> </ul>	
	<p><b>Reason for Hold:</b> Bad data <input type="checkbox"/></p>	
	<p><a href="#">Back</a> <a href="#">Submit</a></p>	

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




**NOTE:** If the Veteran has a Preferred Name on file it will appear as seen below. Though Preferred Name appears in the system, it does NOT appear on the VHIC card at this time.

<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
-------------------------------------	---------------------------------	--	---	------------------------------------

**Veteran Card Details**

 <p><b>Name as it will appear on card:</b> VGTESTONE T TESTTHIRTEEN</p> <p><b>Preferred name:</b> THIRTEEN</p>	<table border="0"> <tr> <td>Service Connected</td> <td>N</td> <td>Card Number</td> <td></td> </tr> <tr> <td>Medal of Honor</td> <td>N</td> <td>Member ID</td> <td>2107398875</td> </tr> <tr> <td>Purple Heart</td> <td>N</td> <td>ICN</td> <td>1012896256V941508</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>8/8/1950</td> </tr> </table>	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
	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																										
<table border="1"> <tr> <td><b>Card Status</b></td> <td><b>Pending</b></td> </tr> </table>	<b>Card Status</b>	<b>Pending</b>																											
<b>Card Status</b>	<b>Pending</b>																												

**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**


 <p><b>Name as it will appear on card:</b> SIX F MVIPATIENT</p> <p><b>Address card will be mailed to:</b> SIX FIFTEEN MVIPATIENT 124 SESAME STREET MANASSAS PARK, VA 20111 USA</p> <p><b>Replacement Reason:</b> Lost</p>	<table><tr><td>Service Connected</td><td>N</td><td>Card Number</td><td></td></tr><tr><td>Medal of Honor</td><td>N</td><td>Member ID</td><td></td></tr><tr><td>Purple Heart</td><td>N</td><td>ICN</td><td>1012991008V153263</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>4/4/1987</td></tr></table> <p><b>Card Status</b> Pending</p> <p><b>Card Request Date</b></p> <p>No Branch of Service is available</p> <p><b>Reason for Hold:</b> Bad data <input type="checkbox"/></p>	Service Connected	N	Card Number		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
Service Connected	N	Card Number																											
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																										

Figure 4:11: 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.

The screenshot shows the VA Department of Veterans Affairs website interface. At the top, there is a navigation bar with the VA logo and the text 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS'. Below this, there is a sub-header 'Veteran Health Identification Card (VHIC)' and a 'Skip to Content' link. A 'Home' link is also visible. A progress bar indicates five steps: 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), which is highlighted in yellow. Below the progress bar, the 'Veteran Card Details' section is displayed. It includes a preview of the card with a barcode and the text 'Name as it will appear on card: SIX F MVIPATIENT'. To the right, a table lists various details: Service Connected (N), Medal of Honor (N), Purple Heart (N), Prisoner of War (N), Card Number (7788), Member ID, ICN (1012991008V153263), Plan ID (7346-243-588), VISN (7), Facility (508), Date of Birth (4/4/1987), and Expiration Date (9/26/2028). A green box highlights the 'Card Status Submitted' and 'Card Request Date 10/02/2018'. Below this, it states 'No Branch of Service is available' and 'Reason for Hold: Not Applicable'.

Service Connected	N	Card Number	7788
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

Figure 4:12: Card Request Submitted

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

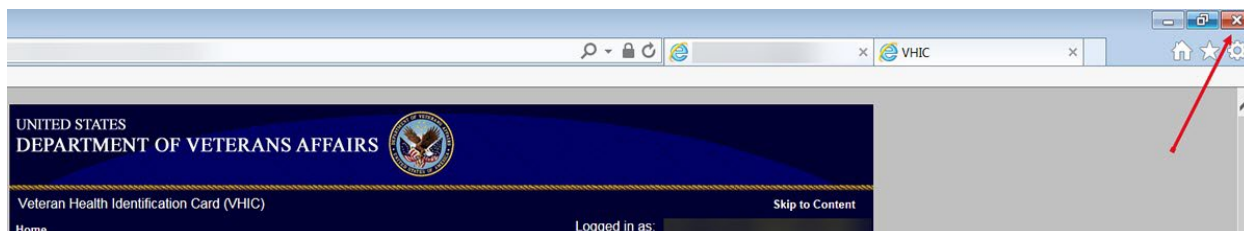


Figure 4:13: Close Browser Window

**i** **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 4:14: Pending Request No EDIPI**

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

**vic.sqa.iam.va.gov says**

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 4:15: 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 4:16: 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 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. Step 5 is highlighted with a yellow arrow. Below the steps, a red-bordered message box contains the text: "A service request for EDIPI generation already exists - please allow time for completion." Below this message is the "Veteran Card Details" section, which includes a preview of the card and a table of details.

Veteran Card Details				
<p><b>Name as it will appear on card:</b> SIX F MPIPATIENT</p>	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	


**Figure 4:17: Active Request Exists in System Message**

**i** **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.





### 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

Back Hold

**Figure 4:18: Reason for Hold: No EDIPI**

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

**vic.sqa.iam.va.gov says**

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 4:19: On Hold Request Confirmation Request**

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

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) [Site 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

### 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	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	

**Card Status** **Saved On Hold**

**Card Request Date** **03/04/2021**

No Branch of Service is available

**Reason for Hold:**

- Eligibility Pending
- Invalid Date of Birth

Figure 4:20: Saved on Hold