Veteran Health Identification Card (VHIC 4.23)

User Guide

Volume 5 – Card Replacement User

VHA Enrollment Services

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Table of Contents

Table of Figures

Table of Tables

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
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 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.
For Proofing Issues	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.
For All Other VHIC System Issues	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 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.

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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 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 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:

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

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.*

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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

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.

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 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 (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.*

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.

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 VHA 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

i   **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.

i   **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.

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 Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.

ℹ **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.

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.

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.

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.

Figure 4:12: Card Request Submitted

This action has been completed. To exit the application, click the [**X**] button to close this browser window.
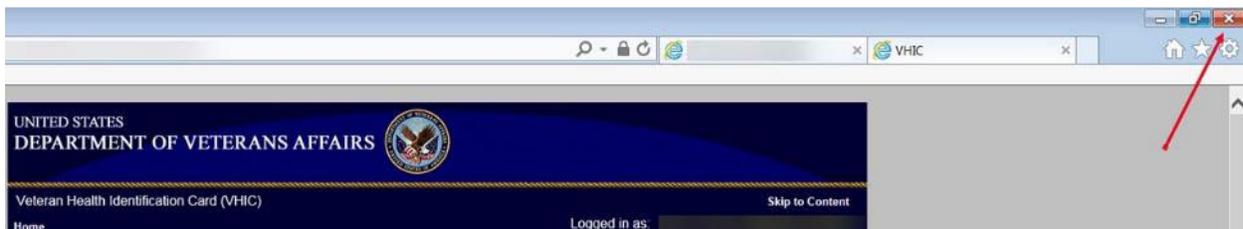
Figure 4:13: Close Browser Window

ⓘ **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.

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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.

OK   Cancel

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.

Figure 4:17: 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.

Figure 4:18: Reason for Hold: No EDIPI

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

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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.

OK   Cancel

Figure 4:19: On Hold Request Confirmation Request

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

Figure 4:20: Saved on Hold