

**Veterans Health Administration (VHA) Enrollment
System (VES) 6.4
Quick Start User Guide**



**February 2023
Department of Veterans Affairs
Office of Information and Technology (OIT)**

Revision History

Date	Revision	Description	Author
2/04/2023	42.0	VES V6.4 added the following: <ul style="list-style-type: none"> • Project References updated, pg. 2 • Preferred Language Updates <ul style="list-style-type: none"> ○ Demographics → Personal, pgs. 10-12 ○ Demographics → Personal (Add a Person) pg. 13-15 • Disable Date of Death <ul style="list-style-type: none"> ○ Demographics → Personal, pgs. 15-16 ○ Demographics → Personal (Add a Person) pg. 16-17 	BAHTW

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the Quick Start User Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A Quick Start User Guide is a technical communication document intended to give assistance to people using a particular system, such as the Veterans Health Administration (VHA) Enrollment System (VES). Technical writers generally compose, update, and maintain the Quick Start User Guide; however, programmers, product and project managers, or other technical staff can also compose, update, and maintain the Quick Start User Guide. Most quick start guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The Quick Start User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

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1. Introduction

The Veterans Health Administration (VHA) Enrollment System (VES) is the primary Veterans Affairs (VA) system used to manage VA health benefits.

VES allows staff at the Health Eligibility Center (HEC), located in Atlanta, Georgia, to work more efficiently and determine patient eligibility in a timelier manner. Messaging with the VAMC (Department of Veterans Affairs Medical Center) allows for the adding and updating of beneficiary records to the enterprise enrollment system to be shared with the field.

VES is one component of the "system of systems" needed to implement the Vista/GUI Hybrids (formerly HealthVet) REE (Registration, Eligibility & Enrollment) environment.

VES's two main functions are:

- Expert System (Messaging) provides a seamless bi-directional interface with external Veterans Health Administration (VHA) and non-VHA systems for data exchange of Veterans' information.
- Workflow (Case Management) that provides authorized VHA case representatives at the HEC and VAMC with a web interface to easily track, maintain, and manage cases associated with Veteran benefits. HEC and VAMC staff utilize VES to manage these "cases" to completion so that verified Eligibility & Enrollment can be determined.

1.1. Purpose

The purpose of this user guide is to familiarize users with important features and navigational elements of the VES application.

1.2. Overview

President George W. Bush established a task force for returning Global War on Terror (GWOT) heroes who resulted in enhancements that improved delivery of Federal services and benefits to GWOT service members and Veterans. Among recommendations associated with task force was to focus on enhancing delivery of services and information to GWOT service members and Veterans within existing authority and resource levels.

1.2.1. Release Updates and Enhancements

Click the [link](#) to view current and past VES release updates and enhancements on the Online Help.

1.2.2. Organization of the Manual

This Quick Start User Guide contains the following:

- Introduction
- System Summary
- Getting Started

- Significant Additions and Updates to VES Version
- Troubleshooting

1.2.3. Assumptions

This quick start was written with the following assumed experience/skills of the audience:

- User has basic knowledge of VES (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles, menus, and security keys required for VES.
- User is using VES to do their job.
- User has validated access to VES.
- User has completed any prerequisite training.

1.2.4. Installation, Maintenance, & Monitoring

Installation, maintenance, and monitoring of VES updates are performed at the Austin Information Technology Center (AITC) on the third Saturday of each month.

1.2.5. 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 if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.6. User Guide Disclaimer

The appearance of external hyperlink references in this User Guide does not constitute endorsement by 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.

1.2.7. Project References

Refer to the following VES references:

- VES 6.4 Release Notes
- VES 6.4 Online Help

2. System Summary

NOTE: *Users require group membership to access SharePoint and Teams' links. To request access, contact the E&E Program Management Office (PMO) or use the request access option at the SharePoint site and specify group membership.*

2.1. System Design Document

Please refer the System Design Document (SDD). Please submit a [ServiceNow](#) ticket to the NTL MNT EDB/ESR group for access to the SDD.

2.2. User Access Levels

See the **Buttons/Admin** section where **User Accounts, Profiles, Roles and Capability Sets** explain the different user access levels of the VES.

2.3. ESM Application Information System Contingency Plan

The Enrollment System Modernization (ESM) Application Information System Contingency Plan is stored in eMASS and is available upon request. Please submit a [ServiceNow](#) ticket to the NTL MNT EDB/ESR group for access.

2.4. ESM Project Artifacts (VDL)

Click the following [link](#) to access the ESM Project Artifacts located in the VA Software Document Library (VDL). Scroll down to VA Enrollment System (VES) to access VES artifacts.

3. Getting Started

3.1. VES Layout

VES displays a beneficiary's record data. The "Menu Bar" and the "Person Search Tabs" provide access to various screens for viewing, updating, adding, and deleting information on VES.

Menu Bar

Menu Bar is where utility buttons for VES are located.

From the Menu Bar, users view Worklists, perform Veteran Merges, perform Health Level 7 (HL7), Community Care Network (CCN), Third-Party Administrator (TPA) and Military Service Data Sharing (MSDS) Message Searches, Load Registries, do an Undeliverable Mail Search, Generate/View Reports, Reference Thresholds/Enrollment Group Threshold (EGT) Settings, view Veterans Online Application (VOA) Re-submissions, Search and Add a New Person, and perform general Administrative functions such as enable or disable Veterans Community Care Eligibility (VCE) parameters.

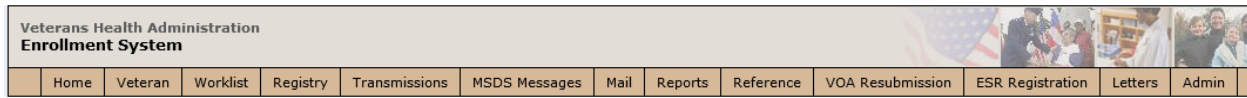


Figure 1: Menu Bar

Summary

The Summary displays the beneficiary's Name, social security number (SSN), date of birth (DOB), date of death (DOD), Enrollment Status, Member ID (if available), and any other important information such as Open Work Items, Pending Merges, Sensitive Records, etc.

Sensitive Record information, if disclosed to the individual, may have serious adverse effects on the individual's mental or physical health. Such information may require explanation or interpretation by an intermediary or assistance in the information's acceptance and assimilation in order to preclude adverse impacts on the individual's mental or physical health.

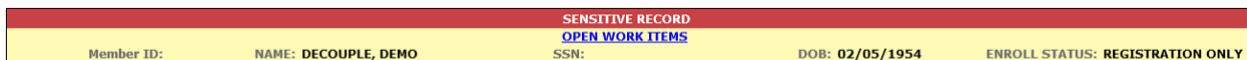


Figure 2: Summary with a Sensitive Record

Person Search Tabs

Person Search Tabs are the area of the screen where the user may access the various kinds of information on record for the beneficiary to aid in determining his or her eligibility for enrollment in the VA healthcare system.



Figure 3: Person Search Tabs

NOTE: *The terms Veteran, beneficiary, patient, and applicant are used interchangeably throughout VES. While not all applicants are Veterans or patients, not all applicants are beneficiaries either. Whether they are a Veteran, patient or beneficiary is determined AFTER the application for benefits is received and processed.*

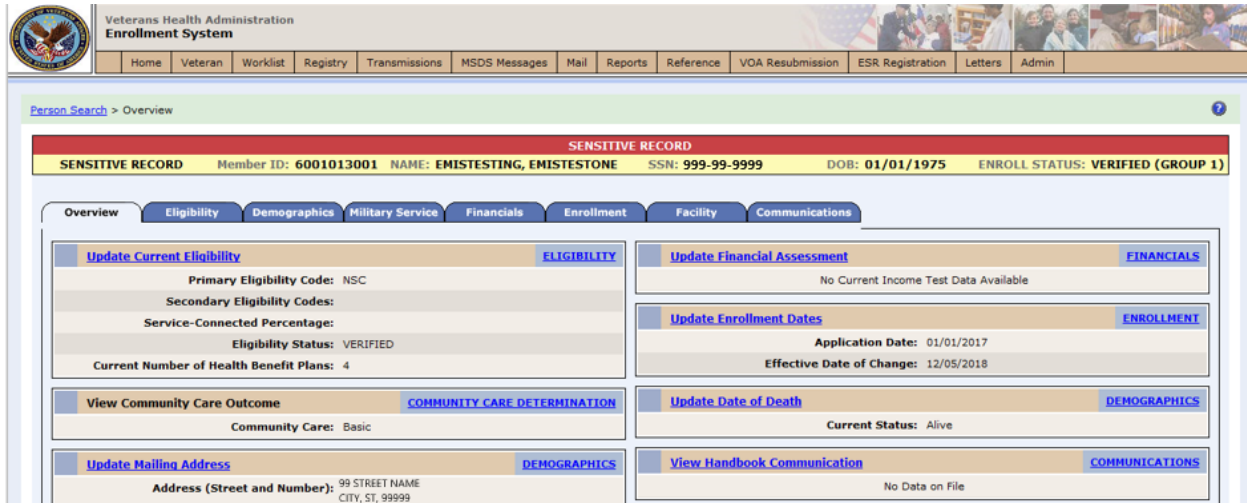



Figure 4: Summary and Main Screen on VES

Sorting Columns


For screens that contain listed data, ascending and descending sorting may be performed for any category by clicking on the category name or on the symbol . Re-clicking the category name or symbol re-sorts the previous sort.

316 Total - Page (1 of 7). [First][Prev] 1 2 3 4 5 6 7 [Next][Last]					
CCN Transmission Date	Status	Type	Contractor	Record Count	Comments
04/02/2021 2:23:04PM	Sent	Daily	All	0	Add/Edit


Figure 5: Sorting Columns

VES Online Help is an Online Help system built in Adobe RoboHelp, an authoring and publishing tool. The VES Online Help delivers an output to VES users when clicking the context-sensitive help buttons, **System Help** or **Screen Help**.


3.2. VES Online Help

In VES, you can obtain information about windows or dialogs clicking the context-sensitive help button  available VES in the upper right-hand corner of the “System Help” and “Screen Help”.

System Help:

System Help is the top upper-right context-sensitive help button .

Screen Help:

Screen Help is the lower upper-right context-sensitive help button .

NOTE: *If you roll over the Help icons in VES, screen tips will appear distinguishing between “System Help” and “Screen Help”.*

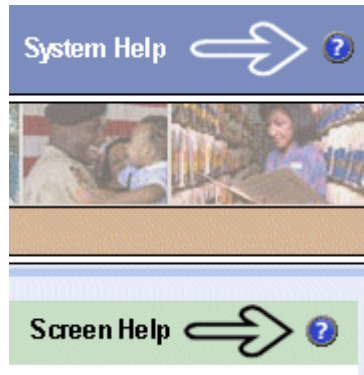






Figure 6: System Help and Screen Help

VES Online Help Tool Bar

To the left of the VES Online Help, above the table of contents pane, a tool bar contains *Contents*, *Index*, *Search* and *Glossary* links.

Table of Contents:

Contents displays an expanded table of contents.

- Collapse / Expand ( , )
- Topics () are categories of information in the VES Online Help. Clicking  , you can view the contents of topic in the main screen located to the right.

Index:

Index displays a multi-level list of keywords and keyword phrases. These terms are associated with topics in the VES Online Help, and the keywords are intended to direct you to specific topics within the VES Online Help. Click the keyword to launch a topic from the TOC to the main screen. If the keyword is used with more than one topic, a list of topics displays under the keyword or keyword phrase in which the keyword or keyword phrase appears.

Search:

Search provides a way to explore the content of the VES Online Help and find matches to VES-defined words. Unlike Index that lists author-defined keywords such as terms, synonyms, and cross-references, Search lists words used within the content of topics. To find a topic in which the word appears, click the letter link to display the words that begin with the letter being

searched for. Words that appear once are in bold. Words that appear in multiple topics are listed with numbers. Click on a number to display the topic in the right-hand pane in which the word appears.

Glossary:

Glossary provides a list of terms and definitions related to the subject-matter in VES. Click a letter in the top pane and see corresponding definitions that begin with the letter clicked in the lower pane.

The VES Online Help uses Adobe RoboHelp's 2017 WebHelp as its output and is 508-compliant. The Online Help opens in your web browser as a new window.

Other buttons and functions

Hide/Show the left pane

Provides a larger viewing area of the open topic and hides the left pane.

1. Click the **Hide** link in the upper left side of the right pane to hide the left pane.
2. Click the **Show** link in the upper left side of the pane to show the left pane.

Browser Toolbar

Since there is not a browser toolbar at the top of the VES Online Help window, right-click within VES Online Help window and select either **Back** or **Forward** to go back and forward through the history of visited topics, print a topic, or perform other tasks available within the Windows context-sensitive commands.

NOTE: *The **Forward** command is only available if the **Back** command has been used first. At that point the **Forward** command becomes available.*


The TOC on the left side of the VES Online Help can also be used to navigate throughout the VES Online Help.

WebHelp Build Date

Click the **Systems Parameters** topic to view the WebHelp Build Date. The build date is next to the topic title.

Adjusting the main screen and TOC size


Adjust the width and height of the main screen window by dragging the edges of the window in or out.


Adjust the width of the table of contents pane by pointing to the right edge of the left pane until the mouse pointer turns into a line with arrows on each end:  Drag the pane to the right or left with the left mouse button held down.


Navigating Help Topics


NOTE: *The following navigational techniques generally refer to the Online Help, where indicated, and not the written documentation:*

Links (Online Help)

 symbol indicates a required field in the Online Help.

 symbol indicates a required field in the user guide.




 symbol is displayed when a submitted field has an error.

 symbol ("data changed") is displayed when a type of data has changed on the *History*, *Veteran Merge*, and user-related confirmation windows.

NOTE: *Indicates a note or item of special interest.*

3.3. 508 Compliance & Accessibility

With every release, the Department of Veterans Affairs strives to improve accessibility in VES through the World Wide Web Consortium (W3C)'s Web Content Accessibility Guidelines (WCAG) 2.0, Levels A and AA.

It's important to mention that because Adobe RoboHelp displays a leveled hierarchy of contents through expanded and collapsed icons. VES users must click the collapsed  icon to display contents  for that section and re-click the expanded  icon to close the contents of that section.

Simple interface patterns that allow you to expand and collapse content can be helpful accessibility aids as they give users the choice of revealing content to read it, or bypassing the content, making page navigation more efficient for screen-reader users and people using the keyboard or alternative input devices.

3.3.1. Accessibility Software

The table below lists accessibility software used to assist disabled users with VES.

Table 1: Accessibility Software

Accessibility Software	Description	Keyboard Shortcuts
Jaws (Job Access with Speech)	Assists blind and visually impaired Veterans with reading screens on VES either with a text-to-speech output or a Braille display.	JAWS Keystrokes
ZoomText Magnifier / Reader	Magnifies VES screens to varying levels and assists Veterans with screen reading.	ZoomText Tutorial
Dragon Naturally Speaking	Through dictating VES functions, assists disabled Veterans with VES document downloads and exports.	Dragon NaturallySpeaking User Documentation

If you have questions or comments regarding Adobe RoboHelp 2017 accessibility, please contact the [Adobe Accessibility Team](#) and provide feedback on their feedback form. For further information on Adobe accessibility, please refer to the following link:

<https://www.adobe.com/accessibility/508standards.html>

3.4. Standard Data Service (SDS) Lookup Tables

The SDS is a repository of enterprise-level reference tables. The SDS Lookup Tables contain information needed to define requirements and research the E&E process. The SDS Lookup Tables page enables a user to view information about a specific table (for example, table name, code, description, active status, date when a code became inactive). VES uses SDS tables in several of its applications.

Users access the SDS Lookup Tables screen by clicking the Reference Tables link at the top right of any VES screen.

To display the SDS Lookup Tables:

1. Click the Reference Tables link and the SDS Lookup Tables page displays. SDS table and SDS History table names are listed in alphabetical order in the Navigation Bar.
2. Select an SDS table name from the navigation bar. The right panel displays the first five columns in the selected table and the Table Name contains a link for downloading the whole table as an Excel spreadsheet. The Excel spreadsheet will display all the columns in the table.

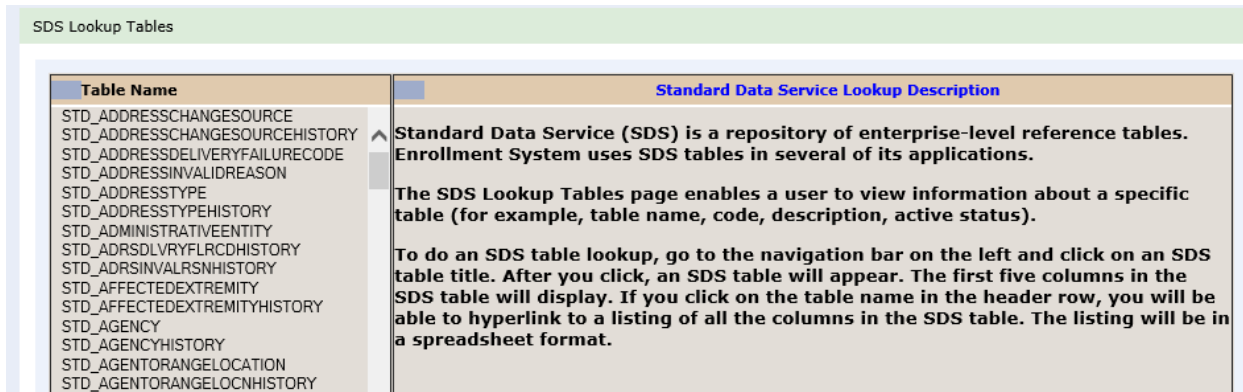


Figure 7: SDS Lookup Table

No data found for the selected table displays if there is no data in an SDS Lookup Table.

3.5. Exiting VES

To exit VES, click on the **Sign Out** link at the top of any page.

3.6. Caveats and Exceptions

None.

4. Significant Additions and Updates to VES Version 6.4

Please refer to VES 6.4 additions below in the Online Help.

4.1. Preferred Language Updates Screens

4.1.1. Demographics → Personal

Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section on the table of contents on the Online Help
2	Click the Demographics section.
3	Click the Personal section.
4	Confirm the updated Personal screen shot with the removed Language Entry Date and check box are correct and accurate.

Step	Action
------	--------

Required fields are indicated with an asterisk/star *

Sensitivity Flag: Yes No

Sensitivity Flag Change Source: HEC

Sensitivity Flag Change Site: HEALTH ELIGIBILITY CENTER

Degree: [Text Field]

Alias Names:

Alias SSNs:

Date of Death: [Text Field] (mm/dd/yyyy)

Death Notification Source: [Dropdown]

Supporting Document Short Name: - Select -

Death Notification Site: - Select -

Date of Death Report Date: [Dropdown]

*** Preferred Facility:** - Select - ESR

*** Preferred Language:** English

Claim Folder Number: [Text Field] SAME AS SSN

Claim Folder Location: - Select -

Emergency Response: Pandemic

User Enrollee Valid Through:

User Enrollee Site:

Appointment Request Date:

Appointment Request Response: No CHANGE TO YES

Benefit Applied For: - Select -

Indian: Yes No No Data

Attestation Date: [Text Field] (mm/dd/yyyy)

Start Date: 11/10/2021 (mm/dd/yyyy)

Marital Status: - Select -

Religion: - Select -

Father's Name:

Mother's Name:

Employment Status: - Select -

Employer Name: [Text Field]

Occupation: [Text Field]

Employer Address:

Employer Phone Number: [Text Field]

Date of Retirement: [Text Field] (mm/dd/yyyy)

[UPDATE] [CANCEL]

Figure 8: Personal History Screen

5	<p>Confirm the Language Entry Date information has been removed:</p> <p>Removed “Language Entry Date” information:</p> <p>Language Entry Date:</p> <p>This is the date the Veteran’s Preferred Language data was entered. The date can be entered manually or automatically.</p>
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Step	Action
	<p data-bbox="289 281 386 310">More...</p> <p data-bbox="289 365 1045 394">The initial value for the Language Entry Date field is blank.</p> <p data-bbox="289 449 737 478">Language Entry Date scenarios:</p> <p data-bbox="289 533 1451 562">If no date is entered, then the value defaults to the current date upon a successful update.</p> <p data-bbox="289 617 1533 743">If the user selects a value from the Preferred Language drop-down list, then the Language Entry Date field is blank, but can be edited. For example, if a Veteran enters his/her preferred language on a 10-10EZ form, the VES user should enter the date of the 10-10EZ form into the Language Entry Date field.</p> <p data-bbox="289 840 396 869">Rules...</p> <p data-bbox="289 924 941 953">The Language Entry Date cannot be a future date.</p> <p data-bbox="289 1008 1484 1066">The Language Entry Date can be a date in the past. However, the date cannot be before the Veteran's date of birth.</p>

4.1.2. Demographics → Personal (Add a Person)

Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section on the table of contents on the Online Help
2	Click the Demographics section.
3	Click the Personal (Add a Person) section.
4	Confirm the updated Personal (Add a Person) screen shot with the removed Language Entry Date and check box are correct and accurate.

Step	Action
	<p>The screenshot displays the 'Personal' section of a web application. It features a navigation bar at the top with tabs for Overview, Eligibility, VFMP Eligibility, Demographics, Military Service, Financials, Enrollment, Facility, Communications, and Document Management. Below this, there are sub-tabs for Overview, Identity Traits, Personal, Addresses, Associates, and Insurance. The main content area is titled 'Personal' and includes a note: 'Required fields are indicated with an asterisk/star *'. The form contains numerous fields, many of which are dropdown menus or text boxes. A red box highlights the 'Attestation Date' field, which is currently empty. Other fields include 'Sensitivity Flag' (radio buttons for Yes/No), 'Sensitivity Flag Change Source' (dropdown), 'Sensitivity Flag Change Site' (dropdown), 'Degree' (text box), 'Alias Names' and 'Alias SSNs' (text boxes), 'Date of Death' (text box with format mm/dd/yyyy), 'Death Notification Source' (dropdown), 'Supporting Document Short Name' (dropdown), 'Death Notification Site' (dropdown), 'Date of Death Report Date' (dropdown), '* Preferred Facility' (dropdown with ESR dropdown), '* Preferred Language' (dropdown), 'Claim Folder Number' (text box with 'SAME AS SSN' button), 'Claim Folder Location' (dropdown), 'Emergency Response' (checkbox for Pandemic), 'User Enrollee Valid Through' (text box), 'User Enrollee Site' (dropdown), 'Appointment Request Date' (text box), 'Appointment Request Response' (radio buttons for No/Yes with 'CHANGE TO YES' button), 'Benefit Applied For' (dropdown), 'Indian' (radio buttons for Yes/No/No Data), 'Attestation Date' (text box with format mm/dd/yyyy), 'Start Date' (text box with format mm/dd/yyyy), 'Marital Status' (dropdown), 'Religion' (dropdown), 'Father's Name' (text box), 'Mother's Name' (text box), 'Employment Status' (dropdown), 'Employer Name' (text box), 'Occupation' (text box), 'Employer Address' (text box), 'Employer Phone Number' (text box), and 'Date of Retirement' (text box with format mm/dd/yyyy). At the bottom of the form are 'UPDATE' and 'CANCEL' buttons.</p>
	<p align="center">Figure 9: Personal History Screen</p>
5	<p>Confirm the Language Entry Date information has been removed:</p> <p>Removed “Language Entry Date” information:</p> <p>Language Entry Date:</p> <p>This is the date the Veteran’s Preferred Language data was entered. The date can be entered manually or automatically.</p>

Step	Action
	<p>More...</p> <p>The initial value for the Language Entry Date field is blank.</p> <p>Language Entry Date scenarios:</p> <p>If no date is entered, then the value defaults to the current date upon a successful update.</p> <p>If the user selects a value from the Preferred Language drop-down list, then the Language Entry Date field is blank, but can be edited. For example, if a Veteran enters his/her preferred language on a 10-10EZ form, the VES user should enter the date of the 10-10EZ form into the Language Entry Date field.</p> <p>Rules...</p> <p>The Language Entry Date cannot be a future date.</p> <p>The Language Entry Date can be a date in the past. However, the date cannot be before the Veteran's date of birth.</p>

4.2. Disable Date of Death

4.2.1. Demographics → Personal

Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section on the table of contents on the Online Help
2	Click the Demographics section.
3	Click the Personal section.
4	Scroll down to the Date of Death definition and information.
5	Confirm the added Date of Death information and screen shots are correct and accurate.

Step	Action
	<p>Date of Death: <i>Date of Death</i> is defined as the official deceased date for the individual.</p> <p>Note: If the Date of Death is deleted, then VES automatically NULLS out the Death Notification Source, Supporting Document Short Name, Date of Death Entered By, and the Date on which Date of Death was entered. The Date of Death Update Date should be set to the current date.</p> <p>If Date of Death was set to null, the Lazarus Date will be populated with the date on which the Date of Death was deleted. (The Lazarus Date is not visible to the user.) VES will automatically null out the Death Notification Source, Entered By/Updated By and the Entered Date/Date Last Updated fields.</p> <p>Note: VES does not allow removal of the Date of Death once it has been entered. If the Date of Death field is populated, and a user does not have the "Modify Date of Death" capability, VES disables the following fields:</p> <ul style="list-style-type: none"> • Date of Death • Supporting Document Short Name • Death Notification Site <p>If a user does have the "Modify Date of Death" capability, the fields shall be displayed and remain editable to the user.</p> <p style="text-align: center;">Figure 10: Modify Date of Death Help Text</p> <p>Rules...</p> <ul style="list-style-type: none"> • <i>Date of Death</i> must be a precise date (mm/dd/yyyy) for the VES to save the record. However, VES will accept an imprecise Date of Death that was sent by MVI. Imprecise Date of Death does not apply to HL7 • <i>Date of Death</i> cannot be a future date or a date prior to the <i>Date of Birth</i>. • If <i>Date of Death</i> is populated, the <i>Death Notification Source</i> is required information. • If VES receives Date of Death notification for a Veteran (from MVI), VES retrieves the Date of Death, Entered Date/Date Last Updated, Entered By/Updated By, Death Notification Site and Source of Notification via the Retrieve Primary View traits from MVI. • VES will not interpret the source of notification as "Death Certificate on File." • If the Date of Death is deleted, then VES automatically NULLS out the Death Notification Source, Supporting Document Short Name, Date of Death Entered By, and the Date on which Date of Death was entered. The Date of Death Update Date should be set to the current date. • If Date of Death was set to null, the Lazarus Date will be populated with the date on which the Date of Death was deleted. (The Lazarus Date is not visible to the user.) VES will automatically null out the Death Notification Source, Entered By/Updated By and the Entered Date/Date Last Updated fields. • VES does not allow removal of the Date of Death once it has been entered. • The Date of Death Update Date is set to the current date. • VES will accept imprecise date for Date of Death from MVI. <p style="text-align: center;">Figure 11: Date of Death Rules Text</p>

4.2.2. Demographics → Personal (Add a Person)

Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section on the table of contents on the Online Help
2	Click the Demographics section.
3	Click the Personal (Add a Person) section.
4	Scroll down to the Date of Death definition and information.
5	Confirm the added Date of Death information and screen shots are correct and accurate.

Step	Action
	<p>Date of Death: Date of Death is defined as the official deceased date for the individual.</p> <p>Note: If the Date of Death is deleted, then VES automatically NULLS out the Death Notification Source, Supporting Document Short Name, Date of Death Entered By, and the Date on which Date of Death was entered. The Date of Death Update Date should be set to the current date.</p> <p>If Date of Death was set to null, the Lazarus Date will be populated with the date on which the Date of Death was deleted. (The Lazarus Date is not visible to the user.) VES will automatically null out the Death Notification Source, Entered By/Updated By and the Entered Date/Date Last Updated fields.</p> <p>Note: VES does not allow removal of the Date of Death once it has been entered. If the Date of Death field is populated, and a user does not have the "Modify Date of Death" capability, VES disables the following fields:</p> <ul style="list-style-type: none"> • Date of Death • Supporting Document Short Name • Death Notification Site <p>If a user does have the "Modify Date of Death" capability, the fields shall be displayed and remain editable to the user.</p> <p style="text-align: center;">Figure 12: Modify Date of Death Help Text</p> <p>Rules...</p> <ul style="list-style-type: none"> • Date of Death must be a precise date (mm/dd/yyyy) for the VES to save the record. However, VES will accept an imprecise Date of Death that was sent by MVI. Imprecise Date of Death does not apply to HL7 • Date of Death cannot be a future date or a date prior to the Date of Birth. • If Date of Death is populated, the Death Notification Source is required information. • If VES receives Date of Death notification for a Veteran (from MVI), VES retrieves the Date of Death, Entered Date/Date Last Updated, Entered By/Updated By, Death Notification Site and Source of Notification via the Retrieve Primary View traits from MVI. • VES will not interpret the source of notification as "Death Certificate on File." • If the Date of Death is deleted, then VES automatically NULLS out the Death Notification Source, Supporting Document Short Name, Date of Death Entered By, and the Date on which Date of Death was entered. The Date of Death Update Date should be set to the current date. • If Date of Death was set to null, the Lazarus Date will be populated with the date on which the Date of Death was deleted. (The Lazarus Date is not visible to the user.) VES will automatically null out the Death Notification Source, Entered By/Updated By and the Entered Date/Date Last Updated fields. • VES does not allow removal of the Date of Death once it has been entered. • The Date of Death Update Date is set to the current date. • VES will accept imprecise date for Date of Death from MVI. <p style="text-align: center;">Figure 13: Date of Death Rules Text</p>

5. Troubleshooting

5.1. National Service Desk and Other Contacts

Table 2: Support Contact Information

Name	Org	Contact Info
OIT National Service Desk	OIT	<ul style="list-style-type: none"> • Agent Live Chat: Click the "Chat with us now" button in the lower right corner of the yourIT Service portal to launch Abel the Chatbot and type "chat with agent" • Self-Service: Create Incident • Phone: 855-673-4357 • TTY (hearing-impaired only): 844-224-6186
Vista Patch Maintenance	OIT	Use the yourIT Service portal – A ServiceNOW (SNOW) ticket is entered and the ticket assigned to "PLM.HEALTH.HEALTHCAREADMIN".

5.2. Browser & Operating System Compatibility

VES is functional through Windows using Chrome or Edge.

NOTE: *Internet Explorer (IE) and Firefox are not supported browsers. Users who have permission to have Firefox should not be using it to access VES.*
