Veterans Health Administration (VHA) Enrollment System (VES) 6.5

Quick Start User Guide

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Revision History

Date	Revision	Description	Author

4/22/2023	43.0	**VES V6.5** added the following:
		• Project References updated, pg. 2
		• Extend Combat Veteran Eligibility End Date
		  ○ Person Search Tabs → Military Service pgs. 10-12
		• Add Agent Orange and Ionizing Radiation Exposure Locations in VES
		  ○ Person Search Tabs → Eligibility → Current Eligibility pg. 12
		  ○ Person Search Tabs → Eligibility → Eligibility History pgs. 12-13
		  ○ Person Search Tabs → Eligibility → Current Eligibility → Edit Current Eligibility pgs. 13-16
		  ○ Person Search Tabs → Eligibility → Current Eligibility → Edit Current Eligibility (Add a Person) pgs. 16-18
		  ○ Person Search Tabs → Eligibility → Eligibility Edit pgs. 18-20
		  ○ Person Search Tabs → Military Service pgs. 20-23
		  ○ Person Search Tabs → Enrollment → Current Enrollment pgs. 23-25
		  ○ Person Search Tabs → Military Service pgs. 25-26
			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 Health*e*Vet) 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 6.5 Release Notes
- VES 6.5 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.

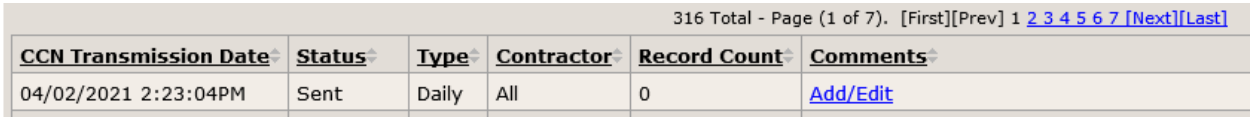


Figure 5: Sorting Columns

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".*

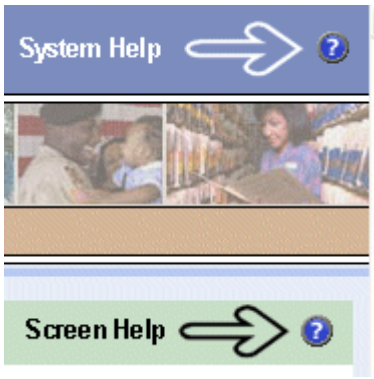


Figure 6**: System Help and Screen Help**

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.

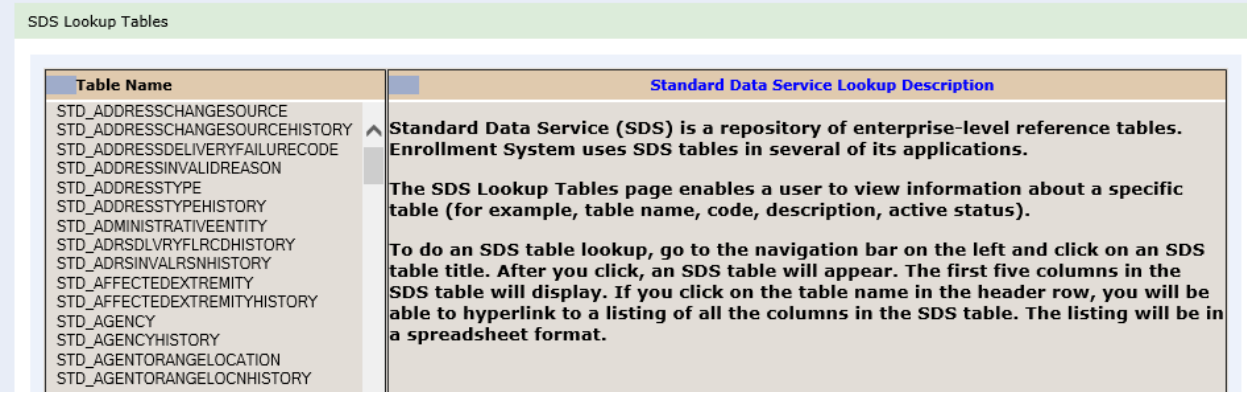


Figure 7: SDS Lookup Table

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 6.5

Please refer to VES 6.5 additions below in the Online Help.

4.1. Extend Combat Veteran Eligibility End Date

4.1.1. Person Search Tabs → Military Service

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 **Military Service** section.
3	Confirm the updated **Military Service** screen shot is correct and accurate. The Service Separation Date has been updated from 11/11/98 to 09/30/2013.

Step	Action

IF

The *Service Separation Date* (SSD) is precise AND greater than 09/30/2013, **AND** The *Combat End Date* is greater than 11/11/1998 and the *Combat Location* is **Yugoslavia** OR **Somalia** OR **Gulf War** OR **Persian Gulf War** OR **Other**

OR

the *OEF Start Date* is precise and on or after 9/01/2001 **AND** the *End Date* is precise **AND** greater than or equal to 09/11/2001

OR

the *OIF Start Date* is precise and on or after 3/01/2003 **AND** the *OIF End Date* is precise **AND** is greater than or equal to 03/19/2003

OR

the *OEF/OIF UNK Start Date* is on or after 9/1/01 **AND** the *OEF/OIF UNK End Date* is precise **AND** is greater than or equal to 09/11/2001

OR

the *CONFLICT UNSPECIFIED Start Date* is on or after 11/1/1998 **AND** the *CONFLICT UNSPECIFIED End Date* is precise **AND** is greater than 11/11/1998

THEN

The Veteran is considered CV Eligible.

Figure 8: Service Separation Date (Military Service)

Confirm that the updated requirements text in the **Combat Veteran Eligibility End Date** section is accurate and correct. This text has been added to further detail the requirements for each priority group for the Combat Veteran Eligible population.

For Combat Veteran Eligibility (CVE) population, VES automatically sets the CVE End Date as the most recent of SSD/Combat End Date plus 10 years minus 1 day.

All current Combat Veteran Eligible records with either active or expired CVE End Dates will have VES recalcuate their CVE End Date to receive 10-year extensions.

Population of records satisfying the following conditions are assigned CVE End Date of 10/01/2023. If they qualify for a higher priority group based on other criteria, they will not be assigned PG 6.
Note: If a Veteran does not qualify for a higher priority group and has an unexpired Combat Vet Eligibility End date, then they will be assigned PG 6.

Group 1: New Enrollment

1. Service Separation Date (SSD) is precise AND greater than 09/10/2001 AND less than 10/01/2013
2. Combat To Date is greater than 11/11/98
3. CVE End Date is less than 09/30/2018 (equals SSD plus 5 years minus 1 day)

Group 2: Existing Record - Enrolled / 7, 8a, 8b, 8c, 8d

1. Service Separation Date (SSD) is precise AND greater than 09/10/2001 AND less than 10/01/2013
2. Combat To Date is greater than 11/11/98
3. Enrollment Date is greater than SSD plus 5 years minus 1 day
4. Enrollment Date is less than 10/01/2023

Group 3: Existing Record - Rejected / 8e, or 8g

1. Service Separation Date (SSD) is precise AND greater than 09/10/2001 AND less than 10/01/2013
2. Combat To Date is greater than 11/11/98
3. Test Effective Date is greater than 09/30/2022 AND less than 10/02/2023

Group 4: New Enrollment – Canceled/Declined/Closed

1. Service Separation Date (SSD) is precise AND greater than 09/10/2001 AND less than 10/01/2013
2. Combat To Date is greater than 11/11/98
3. CVE End Date is less than 09/30/2018 (equals SSD plus 5 years minus 1 day)
4. Canceled/Declined/Closed indicator removed

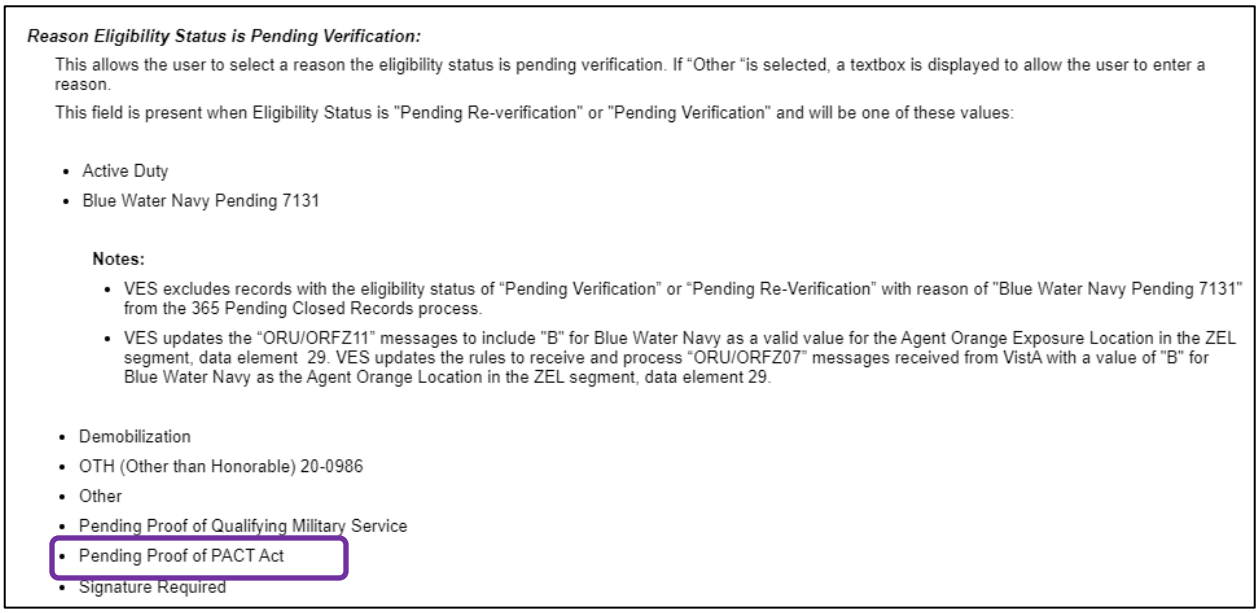
Figure 9: Updated Combat Veteran Eligibility End Date Help Text

4.2. Add Agent Orange and Ionizing Radiation Exposure Locations in VES

4.2.1. Person Search Tabs → Eligibility → Current Eligibility

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 **Eligibility** section.
3	Scroll down to the **Reason Eligibility Status is Pending Verification** information and verify that the included information is correct.



Reason Eligibility Status is Pending Verification:

This allows the user to select a reason the eligibility status is pending verification. If "Other "is selected, a textbox is displayed to allow the user to enter a reason.

This field is present when Eligibility Status is "Pending Re-verification" or "Pending Verification" and will be one of these values:

- Active Duty
- Blue Water Navy Pending 7131

Notes:

- VES excludes records with the eligibility status of "Pending Verification" or "Pending Re-Verification" with reason of "Blue Water Navy Pending 7131" from the 365 Pending Closed Records process.
- VES updates the "ORU/ORFZ11" messages to include "B" for Blue Water Navy as a valid value for the Agent Orange Exposure Location in the ZEL segment, data element 29. VES updates the rules to receive and process "ORU/ORFZ07" messages received from VistA with a value of "B" for Blue Water Navy as the Agent Orange Location in the ZEL segment, data element 29.

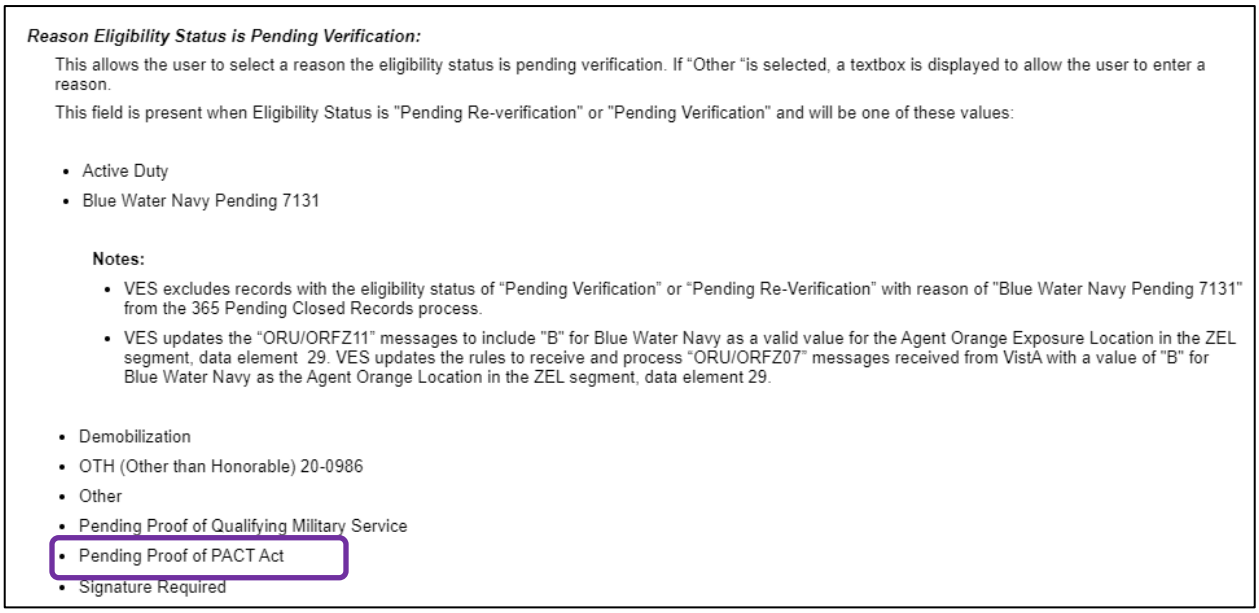
- Demobilization
- OTH (Other than Honorable) 20-0986
- Other
- Pending Proof of Qualifying Military Service
- Pending Proof of PACT Act
- Signature Required

Figure 10: Reason Eligibility Status is Pending Verification

4.2.2. Person Search Tabs → Eligibility → Eligibility History

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 **Eligibility** section.
3	Click the **Eligibility History** section.
4	Scroll down to the **Reason Eligibility Status is Pending Verification** information and verify that the included information is correct.

Step	Action
	

Reason Eligibility Status is Pending Verification:

This allows the user to select a reason the eligibility status is pending verification. If "Other "is selected, a textbox is displayed to allow the user to enter a reason.

This field is present when Eligibility Status is "Pending Re-verification" or "Pending Verification" and will be one of these values:

- Active Duty
- Blue Water Navy Pending 7131

Notes:

- VES excludes records with the eligibility status of "Pending Verification" or "Pending Re-Verification" with reason of "Blue Water Navy Pending 7131" from the 365 Pending Closed Records process.
- VES updates the "ORU/ORFZ11" messages to include "B" for Blue Water Navy as a valid value for the Agent Orange Exposure Location in the ZEL segment, data element 29. VES updates the rules to receive and process "ORU/ORFZ07" messages received from VistA with a value of "B" for Blue Water Navy as the Agent Orange Location in the ZEL segment, data element 29.

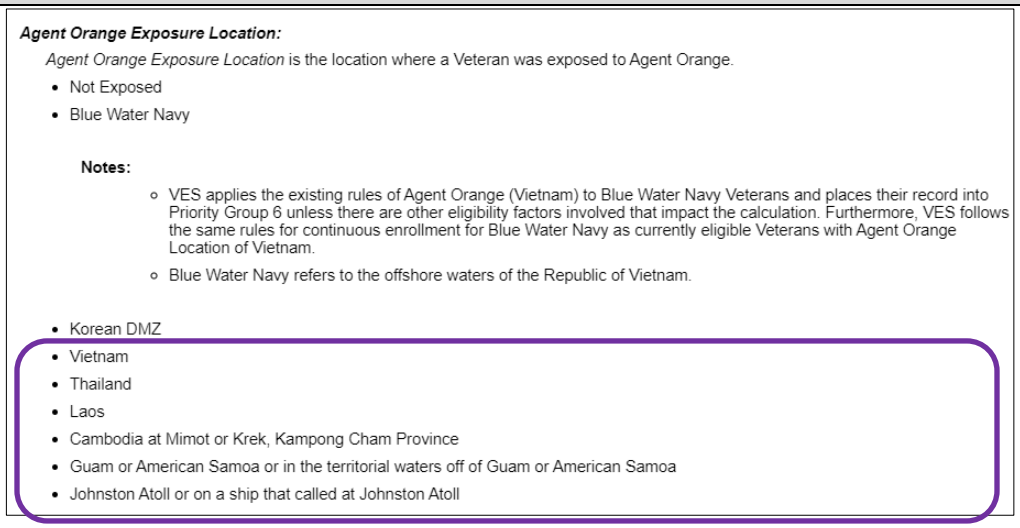
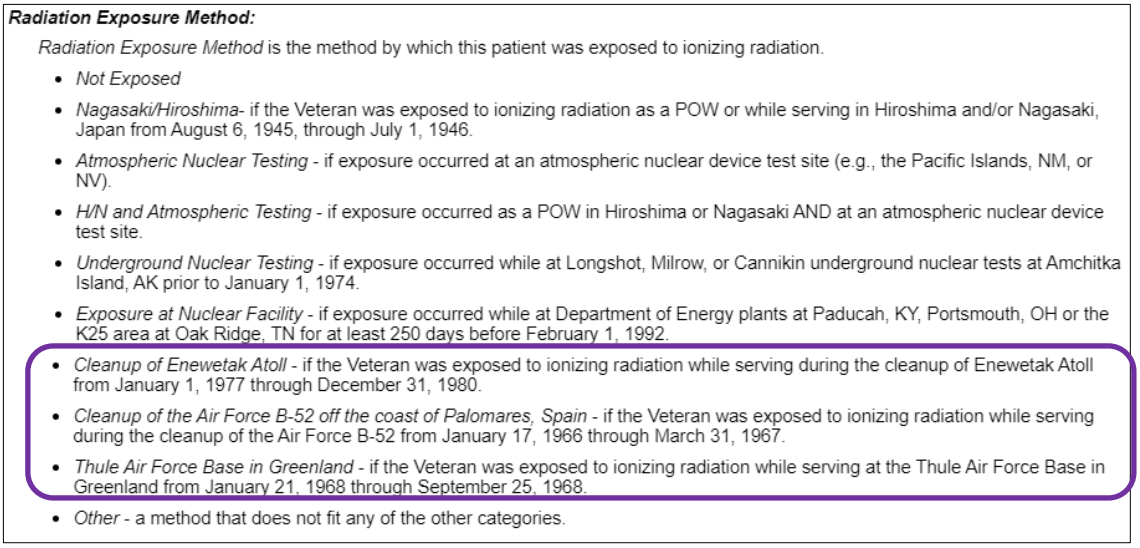
- Demobilization
- OTH (Other than Honorable) 20-0986
- Other
- Pending Proof of Qualifying Military Service
- Pending Proof of PACT Act
- Signature Required

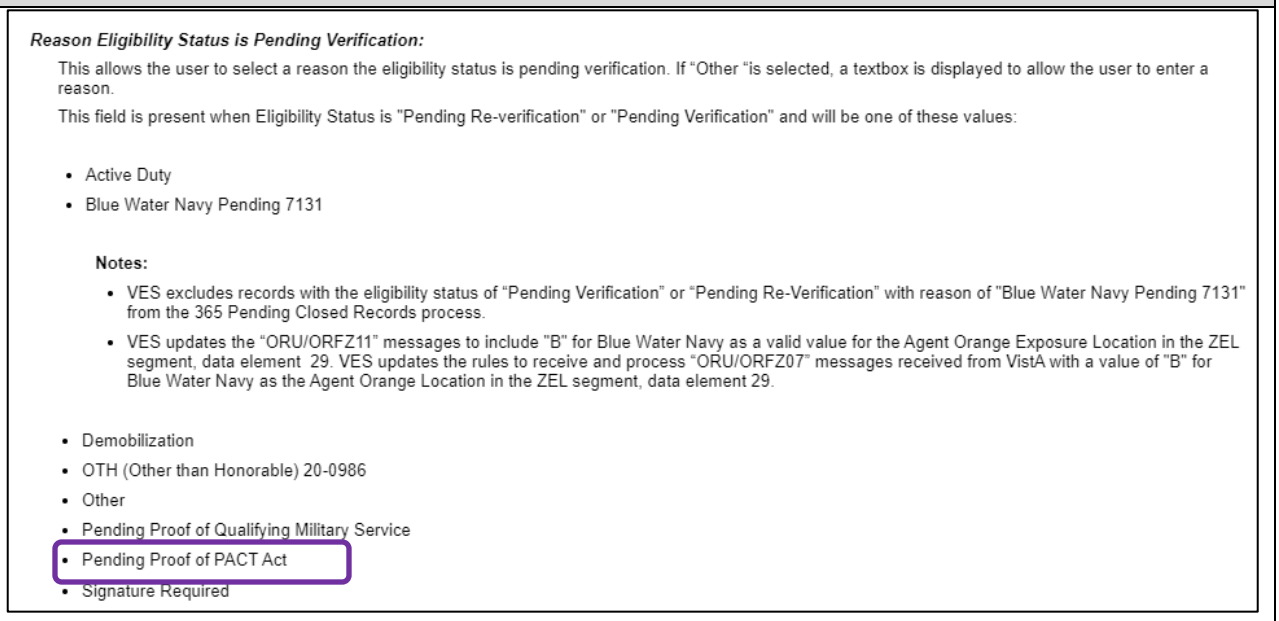
Figure 11: Reason Eligibility Status is Pending Verification

4.2.3. Person Search Tabs → Eligibility → Current Eligibility → Edit Current Eligibility

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 **Eligibility** section.
3	Click the **Current Eligibility** section.
4	Click the **Edit Current Eligibility** section.
5	Scroll down to the **Agent Orange Exposure Location** definition and information and then to the **Radiation Exposure Method** definition and information directly below.
6	Confirm the added **Agent Orange Exposure Location** information and the added **Radiation Exposure Method** information and screen shots are correct and accurate.

Step	Action
	 **Figure 12: Agent Orange Exposure Location List**  **Figure 13: Radiation Exposure Method List**
7	Scroll down to the **Reason Eligibility Status is Pending Verification** information and verify that the included information is correct.

Step	Action
	 ***Reason Eligibility Status is Pending Verification:*** This allows the user to select a reason the eligibility status is pending verification. If "Other "is selected, a textbox is displayed to allow the user to enter a reason. This field is present when Eligibility Status is "Pending Re-verification" or "Pending Verification" and will be one of these values: • Active Duty • Blue Water Navy Pending 7131 **Notes:** • VES excludes records with the eligibility status of "Pending Verification" or "Pending Re-Verification" with reason of "Blue Water Navy Pending 7131" from the 365 Pending Closed Records process. • VES updates the "ORU/ORFZ11" messages to include "B" for Blue Water Navy as a valid value for the Agent Orange Exposure Location in the ZEL segment, data element 29. VES updates the rules to receive and process "ORU/ORFZ07" messages received from VistA with a value of "B" for Blue Water Navy as the Agent Orange Location in the ZEL segment, data element 29. • Demobilization • OTH (Other than Honorable) 20-0986 • Other • Pending Proof of Qualifying Military Service • Pending Proof of PACT Act • Signature Required **Figure 14: Reason Eligibility Status is Pending Verification**
8	Scroll down to the **Eligibility Reason Status Codes** table and verify that the included information is correct.

Step	Action
	Table: Eligibility Reason Status Codes

CODE	NAME	STATUS REASON CODE	DESCRIPTION
BW	Blue Water Navy Pending 7131	7	Blue Water Navy Pending 7131
OH	OTH (Other Than Honorable) Pending 20-0986	1	OTH (Other Than Honorable) Pending 20-0986
SR	Signature required	2	Signature required
PP	Pending Proof of Qualifying Military Service	3	Pending Proof of Qualifying Military Service
DM	Demobilization	4	Demobilization
AD	Active Duty	5	Active Duty
PA	Pending Proof of PACT Act	8	Pending Proof of PACT Act
OT	Other	6	Other

Figure 15: Eligibility Reason Status Codes

4.2.4. Person Search Tabs → Eligibility → Current Eligibility → Edit Currently Eligibility (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 **Eligibility** section.
3	Click the **Current Eligibility** section.
4	Click the **Edit Current Eligibility (Add a Person)** section.
5	Scroll down to the **Agent Orange Exposure Location** definition and information and then to the **Radiation Exposure Method** definition and information directly below.
6	Confirm the added **Agent Orange Exposure Location** information and the added **Radiation Exposure Method** information and screen shots are correct and accurate.

Step	Action
	Agent Orange Exposure Location: *Agent Orange Exposure Location* is the location where a Veteran was exposed to Agent Orange. • Not Exposed • Blue Water Navy **Notes:** ○ VES applies the existing rules of Agent Orange (Vietnam) to Blue Water Navy Veterans and places their record into Priority Group 6 unless there are other eligibility factors involved that impact the calculation. Furthermore, VES follows the same rules for continuous enrollment for Blue Water Navy as currently eligible Veterans with Agent Orange Location of Vietnam. ○ Blue Water Navy refers to the offshore waters of the Republic of Vietnam. • Korean DMZ • Vietnam • Thailand • Laos • Cambodia at Mimot or Krek, Kampong Cham Province • Guam or American Samoa or in the territorial waters off of Guam or American Samoa • Johnston Atoll or on a ship that called at Johnston Atoll

Figure 16: Agent Orange Exposure Location List

Radiation Exposure Method:

Radiation Exposure Method is the method by which this patient was exposed to ionizing radiation.

- *Not Exposed*
- *Nagasaki/Hiroshima*- if the Veteran was exposed to ionizing radiation as a POW or while serving in Hiroshima and/or Nagasaki, Japan from August 6, 1945, through July 1, 1946.
- *Atmospheric Nuclear Testing* - if exposure occurred at an atmospheric nuclear device test site (e.g., the Pacific Islands, NM, or NV).
- *H/N and Atmospheric Testing* - if exposure occurred as a POW in Hiroshima or Nagasaki AND at an atmospheric nuclear device test site.
- *Underground Nuclear Testing* - if exposure occurred while at Longshot, Milrow, or Cannikin underground nuclear tests at Amchitka Island, AK prior to January 1, 1974.
- *Exposure at Nuclear Facility* - if exposure occurred while at Department of Energy plants at Paducah, KY, Portsmouth, OH or the K25 area at Oak Ridge, TN for at least 250 days before February 1, 1992.
- *Cleanup of Enewetak Atoll* - if the Veteran was exposed to ionizing radiation while serving during the cleanup of Enewetak Atoll from January 1, 1977 through December 31, 1980.
- *Cleanup of the Air Force B-52 off the coast of Palomares, Spain* - if the Veteran was exposed to ionizing radiation while serving during the cleanup of the Air Force B-52 from January 17, 1966 through March 31, 1967.
- *Thule Air Force Base in Greenland* - if the Veteran was exposed to ionizing radiation while serving at the Thule Air Force Base in Greenland from January 21, 1968 through September 25, 1968.
- *Other* - a method that does not fit any of the other categories.

Figure 17: Radiation Exposure Method List

7	Scroll down to the **Eligibility Reason Status Codes** table and verify that the included information is correct.

Step	Action
	Table: Eligibility Reason Status Codes

CODE	NAME	STATUS REASON CODE	DESCRIPTION
BW	Blue Water Navy Pending 7131	7	Blue Water Navy Pending 7131
OH	OTH (Other Than Honorable) Pending 20-0986	1	OTH (Other Than Honorable) Pending 20-0986
SR	Signature required	2	Signature required
PP	Pending Proof of Qualifying Military Service	3	Pending Proof of Qualifying Military Service
DM	Demobilization	4	Demobilization
AD	Active Duty	5	Active Duty
PA	Pending Proof of PACT Act	8	Pending Proof of PACT Act
OT	Other	6	Other

Figure 18: Eligibility Reason Status Codes

4.2.5. Person Search Tabs → Eligibility → Edit Eligibility

Confirm the following Online Help updates.

Step	Action
1	Click the **Person Search** option in the VHA Enrollment System (VES).
2	Click the **Eligibility** tab.
3	Click the **Edit Eligibility** tab.
4	Scroll down and click **Other Eligibility Factors.**
5	Click the dropdown menu for **Agent Orange Exposure Location.**
6	Confirm the added **Agent Orange Exposure Locations** are correct and confirm the updated **Agent Orange Exposure Location** screen shot is accurate.

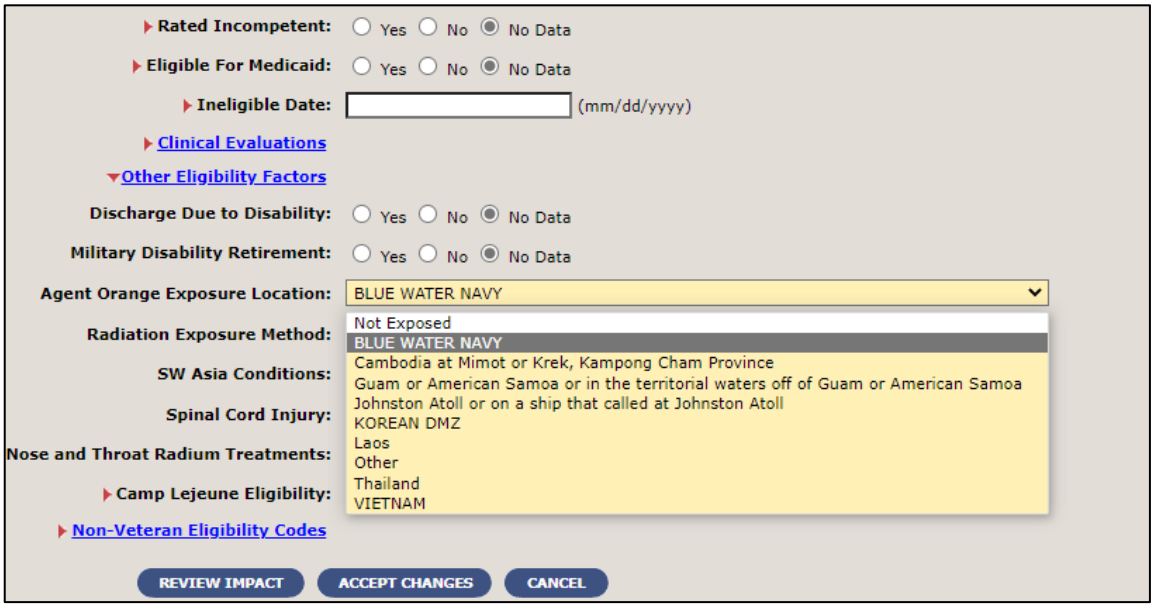
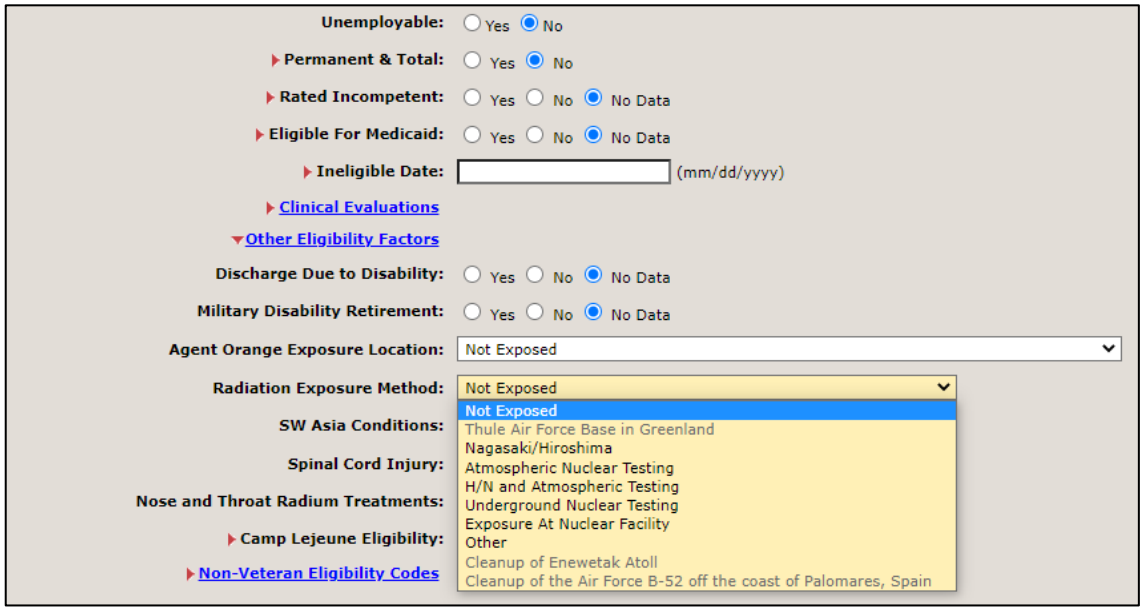
Step	Action
	

Figure 19: Agent Orange Exposure Location Drop-Down Menu (Edit Eligibility)

Step	Action
1	Click the **Person Search** option in the VHA Enrollment System (VES).
2	Click the **Eligibility** tab.
3	Click the **Edit Eligibility** tab.
4	Scroll down and click **Other Eligibility Factors.**
5	Click the dropdown menu for **Radiation Exposure Method.**
6	Confirm the added **Radiation Exposure Methods** are correct and confirm the updated **Radiation Exposure Method** screen shot is accurate.

Step	Action
	 **Figure 20: Radiation Exposure Method Drop-Down Menu (Edit Eligibility)**

4.2.6. Person Search Tabs → Military Service

Confirm the following Online Help updates.

Step	Action
1	Click the **Person Search** option in the VHA Enrollment System (VES).
2	Click the **Military Service** tab.
3	Scroll down to the **Agent Orange Exposure Location.**
4	Confirm the added **Agent Orange Exposure Locations** and confirm the updated **Agent Orange Exposure Location** screen shot is accurate.

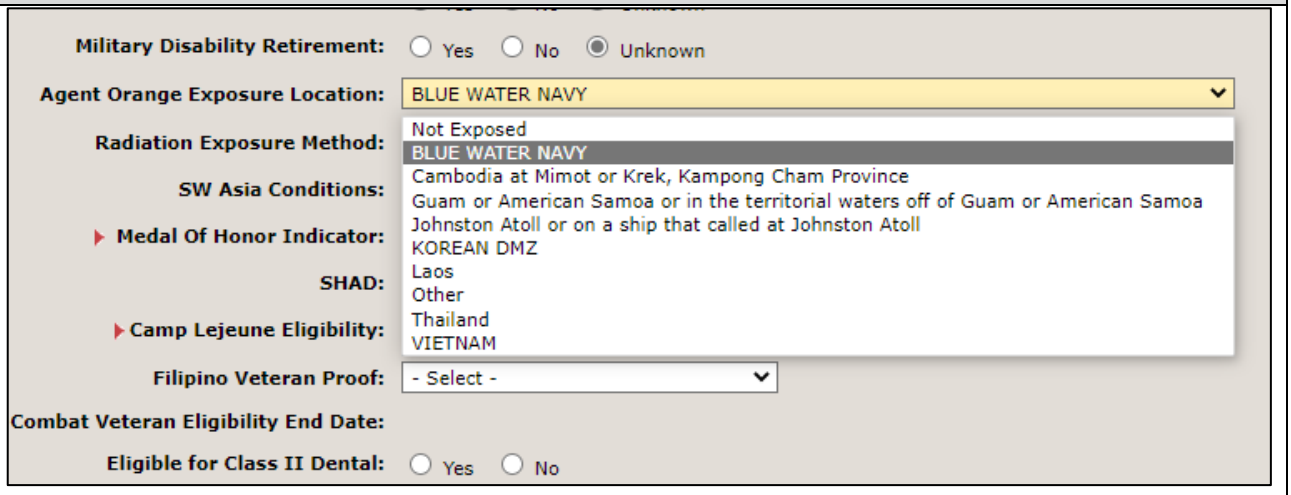
Step	Action
	

Figure 21: Agent Orange Exposure Location Drop-Down Menu (Military Service)

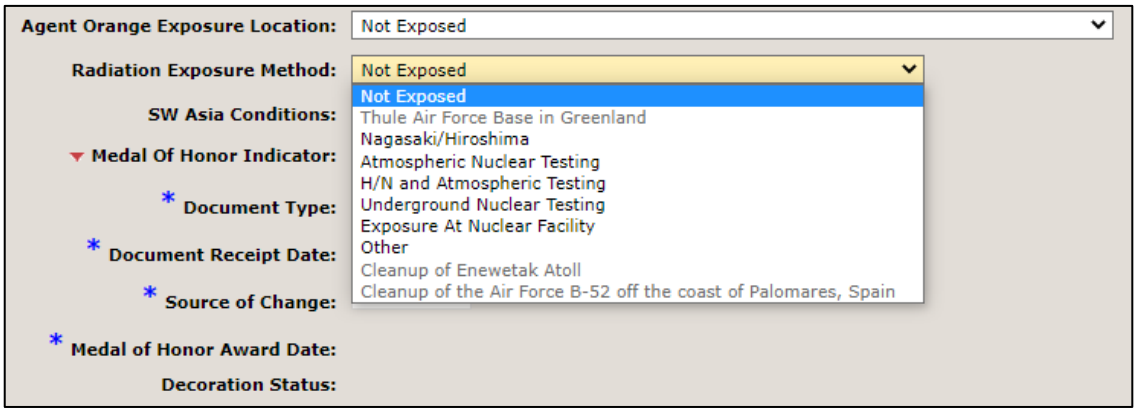
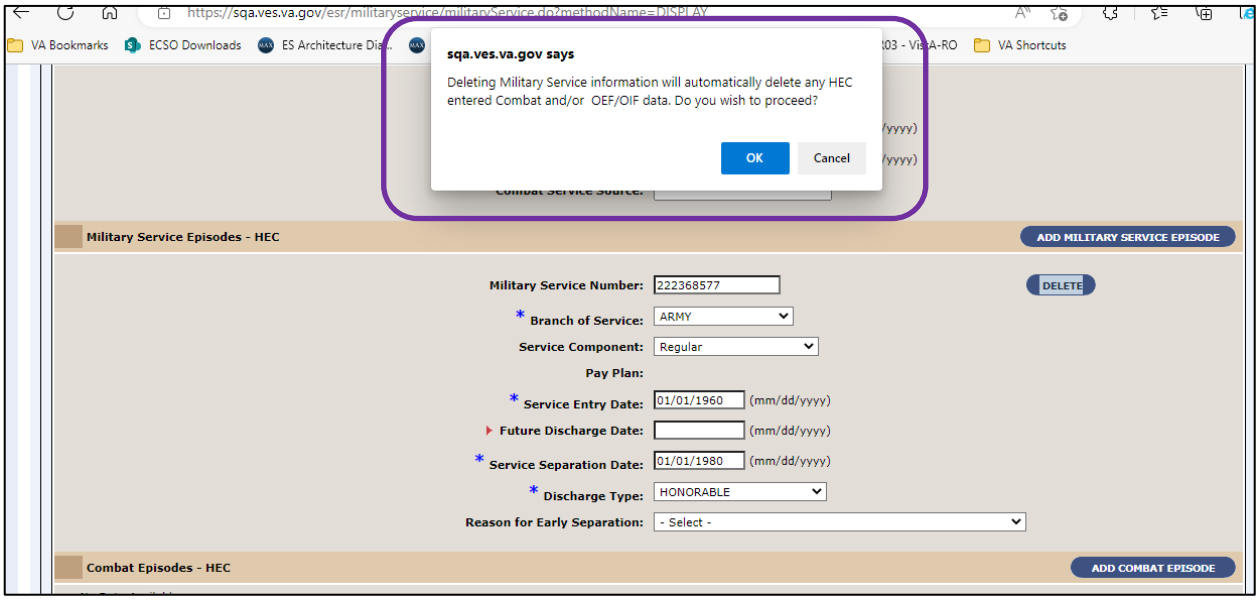
Step	Action
1	Click the **Person Search** option in the VHA Enrollment System (VES).
2	Click the **Military Service** tab.
3	Scroll down to the **Radiation Exposure Method.**
4	Confirm the added **Radiation Exposure Methods** and confirm the updated **Radiation Exposure Methods** screen shot is accurate. 

Figure 22: Radiation Exposure Method Drop-Down Menu (Military Service)

Confirm the following Online Help updates.

Step	Action
1	Click the **Person Search** option in the VHA Enrollment System (VES).

Step	Action
2	Click the **Military Service** tab.
3	Scroll down to the **Military Service Episodes – HEC.**
4	Click “Delete” which will prompt the following pop-up:  **Figure 23: MSE Information Deletion Pop-Up**
5	Click “OK” on the pop-up and then scroll down to the bottom and click the “Update” option. Confirm that the following pop-up will now appear:

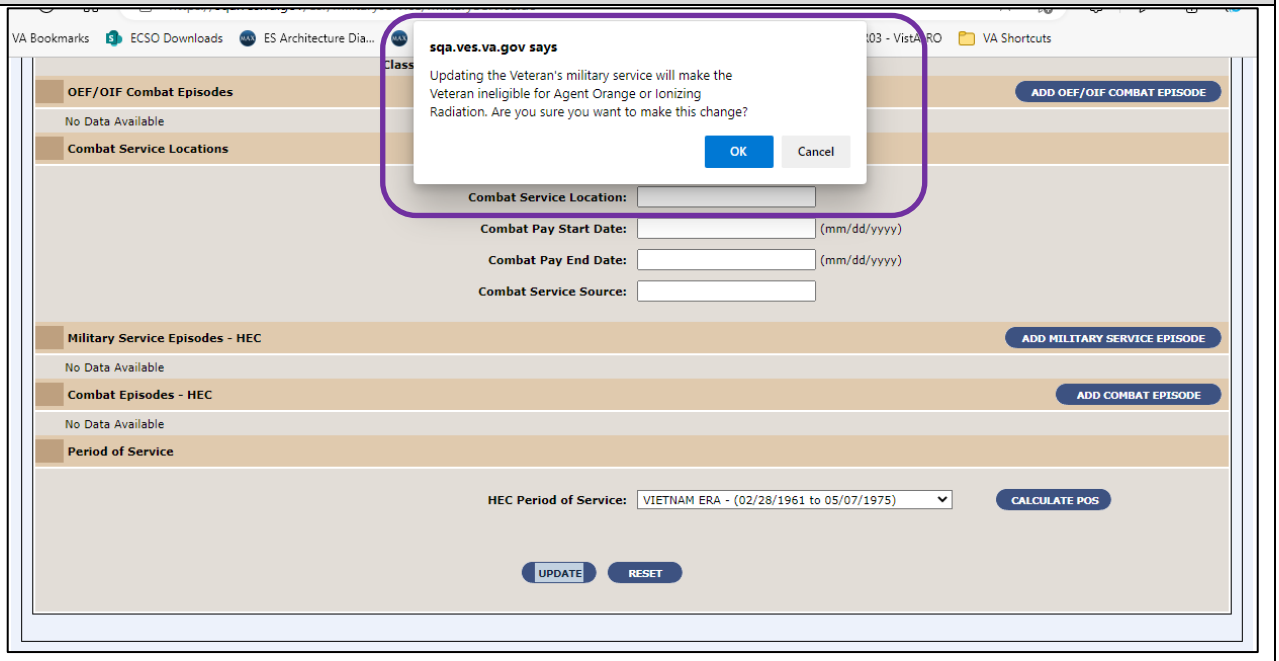
Step	Action
	

Figure 24: MSE Information Deletion and Update Pop-Up

4.2.7. Person Search Tabs → Enrollment → Current Enrollment

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 **Enrollment** tab.
3	Click the **Current Enrollment** tab.
4	Scroll down to the **Source of Enrollment** section.
5	Confirm the added **Source of Enrollment** information and screen shot are correct and accurate.

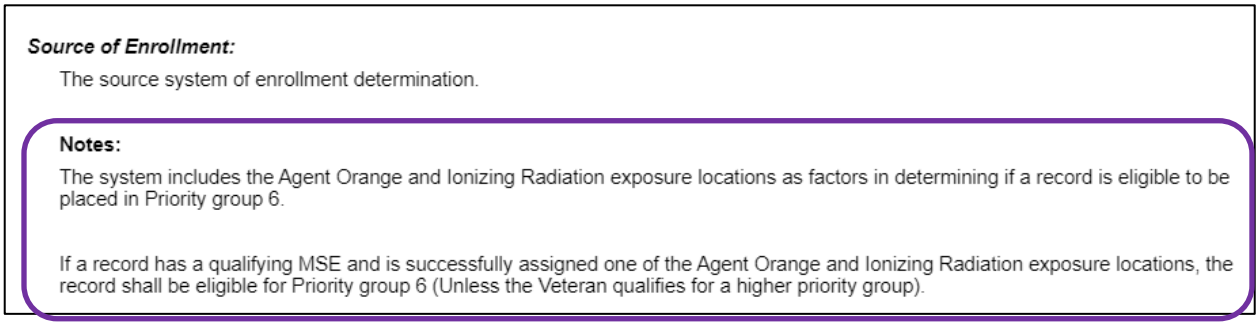
Step	Action
	

Figure 25: Agent Orange and Ionizing Radiation Factors (Source of Enrollment)

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 **Enrollment** tab.
3	Click the **Current Enrollment** tab.
4	Scroll down to the **Enrollment Statuses** section.
5	Confirm the added **Pending; Proof of PACT Act** information added to the Enrollment Status table and the provided screen shot are correct and accurate.

Not Eligible; Refused to Pay Copay	Not Enrolled	Assigned by VistA or a HEC user when a compensable 0% SC Veteran without special eligibility has refused to pay VA copays for health care.	None
Pending; Eligibility Status is Unverified	In Process	VES assigns this status when the Veteran's records do not contain verified eligibility information	Facility staff can verify the eligibility and upload the support document using VES Document Management.
Pending; Means Test Required	In Process	This status is assigned by VES when a non-compensable 0% SC or NSC Veteran without special eligibility does not have a current means test on file.	The enrollment status will be updated when the requirements for a current means test is met.
Pending; Proof of PACT Act	In Process	This status is assigned by VES when the Veteran's records do not contain the proof of PACT Act.	The enrollment status will be updated when the requirements for the proof of PACT Act are met.
Pending; Other	In Process	VES assigns this status when there is insufficient information to complete processing of the enrollment record.	HEC staff will review and resolve the issues preventing completion of the enrollment process.
Pending; Purple Heart Unconfirmed	In Process	This status is assigned by VES when the patient's record does not contain enough information to confirm Purple Heart. This status remains on a record for 14 days.	HEC receives a list from the VBA and this workload is for HEC Legal Administrative Specialist to confirm Purple Heart. If the Veteran claims Purple Heart on their VOA (Veteran's Online Application), this status is assigned until HEC has verified Purple Heart.

Figure 26: Pending; Proof of PACT Act (Enrollment Statuses Table)

4.2.8. Person Search Tabs → Military Service

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 **Military Service** tab.
3	Scroll down to the **Agent Orange** & **Radiation Exposure Method** sections.
4	Confirm the added **Agent Orange** & **Radiation Exposure Method** information is correct and accurate.

Step	Action

Notes:

- VES applies the existing rules of Agent Orange (Vietnam) to Blue Water Navy Veterans and places their record into Priority Group 6 unless there are other eligibility factors involved that impact the calculation. Furthermore, VES follows the same rules for continuous enrollment for Blue Water Navy as currently eligible Veterans with Agent Orange Location of Vietnam.
- Blue Water Navy refers to the offshore waters of the Republic of Vietnam.
- VES updates the "ORU/ORFZ11" messages to include "B" for Blue Water Navy as a valid value for the Agent Orange Exposure Location in the ZEL segment, data element 29. VES updates the rules to receive and process "ORU/ORFZ07" messages received from VistA with a value of "B" for Blue Water Navy as the Agent Orange Location in the ZEL segment, data element 29.
- Korean DMZ
- Vietnam
- Thailand
- Laos
- Cambodia at Mimot or Krek, Kampong Cham Province
- Guam or American Samoa or in the territorial waters off of Guam or American Samoa
- Johnston Atoll or on a ship that called at Johnston Atoll
- Other

Figure 27: Agent Orange Exposure Location List (Military Service)

Menu items include:

- Not Exposed
- Other
- Exposure at Nuclear Facility - if exposure occurred while at Department of Energy plants at Paducah, KY, Portsmouth, OH or the K25 area at Oak Ridge, TN for at least 250 days before February 1, 1992
- Underground Nuclear Testing - if exposure occurred while at Longshot, Milrow, or Cannikin underground nuclear tests at Amchitka Island, AK prior to January 1, 1974
- H/N and Atmospheric Testing - if exposure occurred as a POW in Hiroshima or Nagasaki AND at an atmospheric nuclear device test site
- Atmospheric Nuclear Testing - if exposure occurred at an atmospheric nuclear device test site (e.g., the Pacific Islands, NM, or NV)
- Nagasaki/Hiroshima - if the Veteran was exposed to ionizing radiation as a POW or while serving in Hiroshima and/or Nagasaki, Japan from August 6, 1945, through July 1, 1946
- Cleanup of Enewetak Atoll - if the Veteran was exposed to ionizing radiation while serving during the cleanup of Enewetak Atoll from January 1, 1977 through December 31, 1980.
- Cleanup of the Air Force B-52 off the coast of Palomares, Spain - if the Veteran was exposed to ionizing radiation while serving during the cleanup of the Air Force B-52 from January 17, 1966 through March 31, 1967.
- Thule Air Force Base in Greenland - if the Veteran was exposed to ionizing radiation while serving at the Thule Air Force Base in Greenland from January 21, 1968 through September 25, 1968.

Figure 28: Radiation Exposure Method List (Military Service)

5. Troubleshooting

5.1. National Service Desk and Other Contacts

Table 2: Support Contact Information

Name	Org	Contact Info
OIT National Service Desk	OIT	• 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.*