Veterans Health Administration (VHA) Enrollment System (VES) 6.6

Quick Start User Guide

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Revision History

Date	Revision	Description	Author

6/30/2023	44.0	**VES V6.6** added the following:
		• Project References updated, pg. 2
		• Create new COMPACT Eligibility Rules for Registration Only and Pending Records
		  ○ Person Search Tabs → Eligibility pgs. 10-11
		  ○ Person Search Tabs → Eligibility → Primary and Secondary → Eligibility Codes pgs. 11-12
		  ○ Person Search Tabs → Eligibility → Current Eligibility pgs. 12-13
		• Change Indian Capability
		  ○ Person Search Tabs → Eligibility pgs. 13-14
		  ○ Demographics → Personal → Personal (Add a Person) pgs. 14-15
		  ○ Demographics → Personal → Personal History pgs. 15-16
		• Allow "No Residential Address" Records in CC Eligibility File
		  ○ Person Search Tabs → Demographics → Addresses → Residential Address pgs. 16-17
		• VA Profile Demographics Push
		  ○ Person Search Tabs → Eligibility → VHA Profiles 17-18
		• VHAP Copay Effective Date
		  ○ Person Search Tabs → Eligibility → VHA Profiles pgs. 17-20
		  ○ Person Search Tabs → Eligibility → Edit Eligibility pg. 20
			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 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 6.6 Release Notes
- VES 6.6 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.

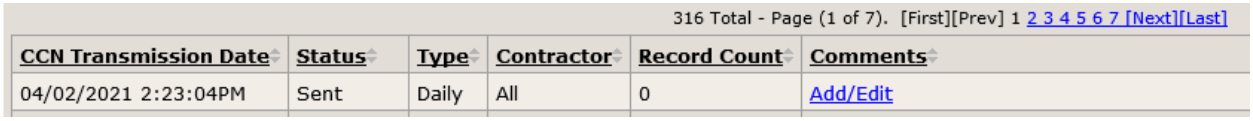


Figure 5: Sorting Columns

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".*

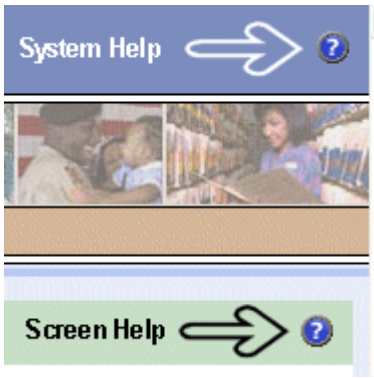


Figure 6**: System Help and Screen Help**

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.

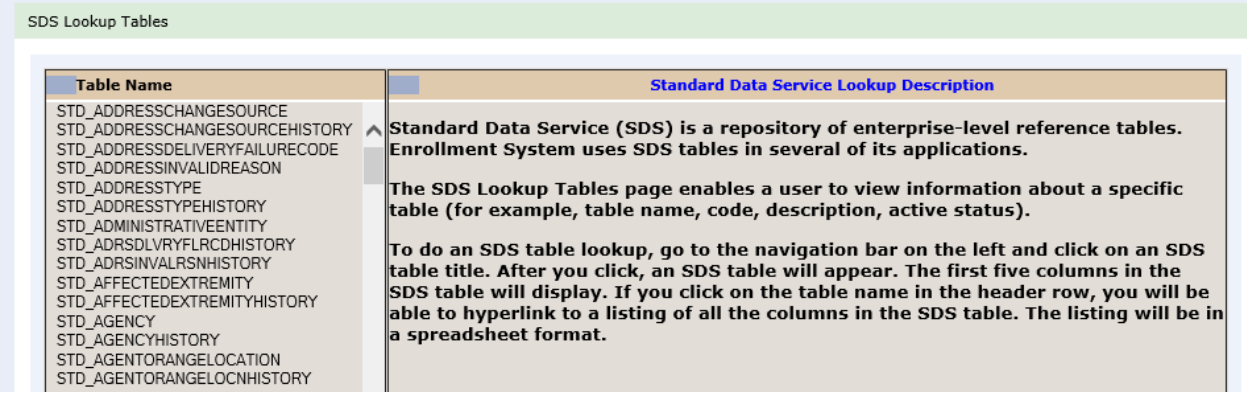


Figure 7: SDS Lookup Table

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 6.6

Please refer to VES 6.6 additions below in the Online Help.

4.1. Create new COMPACT Eligibility Rules for Registration Only and Pending Records

4.1.1. Person Search Tabs → 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 **Overview** section.
3	Confirm the updated **Overview** screen shot is correct and accurate. The COMPACT Act Eligible Indicator information has been updated.

Step	Action
	COMPACT Act Eligible Indicator: If the Veteran has an enrollment category of "Enrolled" OR has a secondary eligibility code of "COMPACT Act Eligible", then the COMPACT Act Eligible indicator displays as "Yes". If the Veteran does NOT have an enrollment category of "Enrolled" OR does NOT have a secondary eligibility code of "COMPACT Act of Eligible", then the COMPACT Act Eligible displays as "Blank". If the Veteran's record satisfies one of the following conditions, then the COMPACT Act Eligible indicator displays as "No": • Pending Reason is "OTH (Other Than Honorable) Pending 20-0986" AND OEF/OIF Combat episode does not exist. • EMERGENT MH OTH option is selected. • Ineligible dates exist. • COMPACT Act Override is set to "No".

Figure 8: COMPACT Act Eligible Indicator Rules

4.1.2. Person Search Tabs → Eligibility → Primary and Secondary Eligibility Codes

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 **Primary and Secondary Eligibility Codes** section.
4	Scroll down to the "COMPACT Act Eligible" Secondary Eligibility Rule Scenarios section and verify that the updated table is correct.

Step	Action

COMPACT Act Eligible: "COMPACT Act Eligible" is code 24, and abbreviation "COMPACT".

"COMPACT Act Eligible" Secondary Eligibility Rule Scenarios

The following "COMPACT Act Eligible" secondary eligibility rule scenarios apply to Veterans who are not enrolled, yet still eligible for COMPACT Act.

COMPACT Eligible?	Priority Group	Veteran Indicator	Eligibility Status	Pending Verification Reason	Enrollment Status	SC%	Minimum Duty Requirements (Rules under eMIS Calculations)	OEF/OIF Combat Episode	Expanded MH OTH	COMPACT Act Override	Ineligible Date	Primary or Secondary Eligibility	Notes
YES						Zero or More	Meets						
YES					Not Applicable		Meets						
YES									Extended				
YES			Pending Verification OR Pending Re-Verification	OTH (Other Than Honorable) Pending 20-0986OTH (Other Than Honorable) Pending 20-0986				Exists					
YES		Y	Verified		Cancelled Declined OR Closed Application OR Pending; Means Test Required OR Pending; Purple Heart Unconfirmed OR Not Eligible; Refused to Pay Copay								
YES	8e or 8g												
YES		Y	Pending Verification OR Pending Re-Verification	Blue Water Navy Pending 7131									
YES										YES			COMPACT Act (Override) Radio Button = Yes AND Either is Calculated True: 1. Veteran Indicator = Y, Eligibility Status = Verified, Do You Wish To Enroll = No 2. Veteran Indicator = N, Enrollment Status = Not Applicable, Do You Wish To Enroll = Null or No Data
NO									Emergent				
NO			Pending Verification OR Pending Re-Verification	OTH (Other Than Honorable) Pending 20-0986				Does not exist					
NO											Exists		

Figure 9: "COMPACT Act Eligible" Secondary Eligibility Rule Scenarios Table

4.1.3. 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	Click the **Current Eligibility** section.
4	Click the **Edit Current Eligibility** section.
5	Scroll down to the **Ineligible Reason: (Required if an Ineligible Date is entered)** information and verify that the included information is correct.

Step	Action

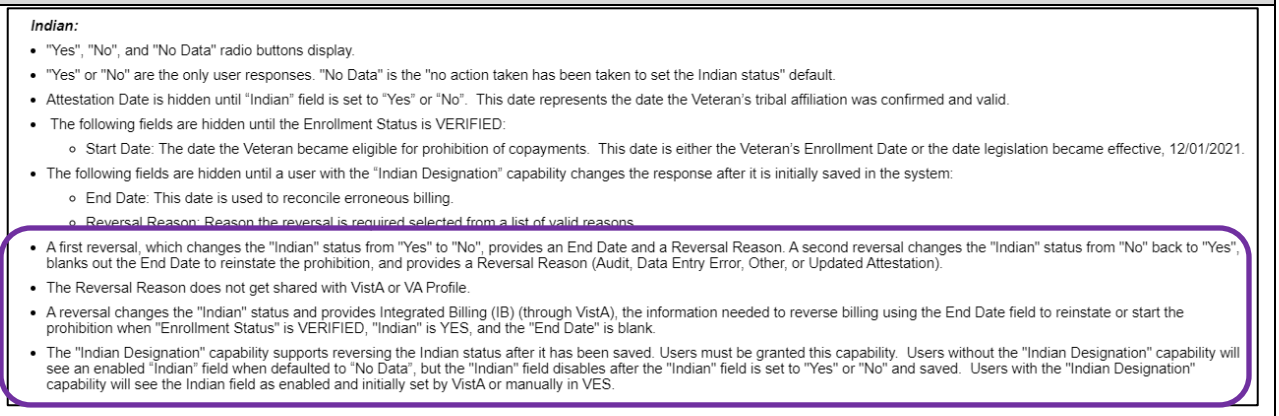
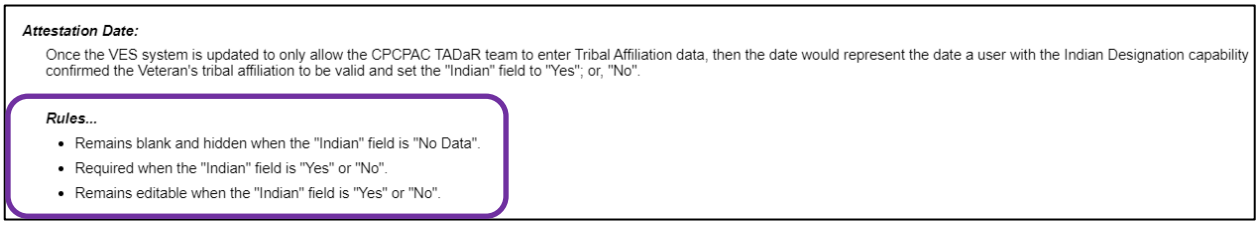
	Removed Text: “When the user accepts the changes, the eligibility fields assign “COMPACT Act Eligible” with Code 24 (and abbreviation “COMPACT”), “Dishonorable VA or FFP” core VHAP, and a CCP VCE status of “Restricted” (R) or “Ineligible” (X).
	
	Rules...
	• When a VES user enters an Ineligible Date and Ineligible Reason for a record with an eligibility status of "Pending Verification/Re-verification", VES displays an error message indicating that an Ineligible record must always be "Verified", and the record cannot not be saved.
	• When a VES user modifies the eligibility status to "Pending Verification/Re-verification" on a record that has Ineligible Date and Ineligible Reason already populated, VES displays an error message indicating that the Ineligible record must always be "Verified", and the record cannot be saved.
	• When a VOA/HCA update is received for a record that has Ineligible Date and Ineligible Reason populated, VES rejects the update and creates a work item. VES does not set the record to "Pending", or executes any queries, recalculations, etc.
	• VES sends all records with an Ineligible Reason to correlated VistA sites. VES sends the Ineligible Reason to VistA on the ineligible reason (ZIE) segment of the Z11/HL7 message whenever an Ineligible Reason is assigned to a Veteran's record. VES no longer processes inbound ineligible reason (ZIE) segments on a Z07 message received from VistA.
	• Eligibility Fields:
	  ○ Dishonorable VA or FFP core VHAP: Assigned if an ineligible reason of "DVA 12D without Chapter 17", "DVA 12C", "Dishonorable Discharge", "Bad Conduct General Court Martial", or "Fugitive Felon Program (FFP) has been selected for a Veteran.
	  ○ Restricted (R): Assigned if a secondary eligibility of "COMPACT Act Eligible" has been assigned.
	  ▪ **Note:** If a Veteran has a Basic (B) CCP VCE status assigned, the "B" remains, and the Veteran will not be assigned a "R" CCP VCE status.
	  ○ Ineligible (X): Assigned if an ineligibility reason code of "DVA 12D without Chapter 17", "DVA 12C", "Dishonorable Discharge", "Bad Conduct General Court Martial", or "Fugitive Felon Program (FFP) has been selected for a Veteran.
	
	Figure 10: Rules for Ineligible Reason

4.2. Change Indian Capability

4.2.1. Person Search Tabs → 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 **Indian** section and verify that the included information is correct. **Removed Text:** • VES displays the Veteran's "Yes" or "No" response to the ARE YOU AN INDIAN? question from the 10-10EZ or 10-10EZR form. • Attestation Date, Start Date, End Date, and Reversal Reason are hidden until the "Indian" field is set to "Yes" or "No". • Start Date, End Date, and Reversal Reason are hidden until the "Indian" field is set to "Yes", and the Enrollment Status is VERIFIED. • A reversal does not remove the "Indian" status entirely.

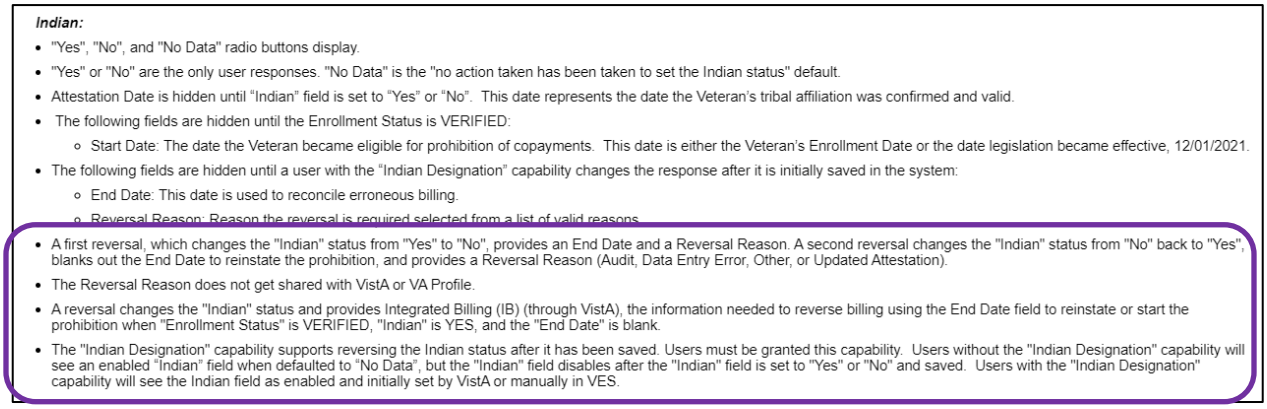
Step	Action
	 **Figure 11: Demographics (Indian)**
5	Scroll down to the **Attestation Date** section (Directly underneath **Indian**) and verify that the included information is correct:  **Figure 12: Demographics (Attestation Date)**

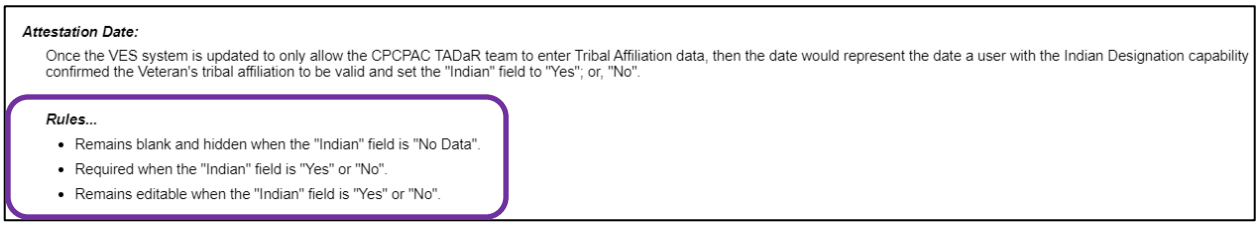
4.2.2. Person Search Tabs → Demographics → Personal → Personal (Add a Person)

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** section.
4	Click the **Personal (Add a Person)** section.
5	Scroll down to the **Indian** section and verify that the included information is correct. **Removed Text:**

Step	Action

	• VES displays the Veteran's "Yes" or "No" response to the ARE YOU AN INDIAN? question from the 10-10EZ or 10-10EZR form.
	• Attestation Date, Start Date, End Date, and Reversal Reason are hidden until the "Indian" field is set to "Yes" or "No".
	• Start Date, End Date, and Reversal Reason are hidden until the "Indian" field is set to "Yes", and the Enrollment Status is VERIFIED.
	• A reversal does not remove the "Indian" status entirely.
	 
	Indian:
	• "Yes", "No", and "No Data" radio buttons display.
	• "Yes" or "No" are the only user responses. "No Data" is the "no action taken has been taken to set the Indian status" default.
	• Attestation Date is hidden until "Indian" field is set to "Yes" or "No". This date represents the date the Veteran's tribal affiliation was confirmed and valid.
	• The following fields are hidden until the Enrollment Status is VERIFIED:
	  ○ Start Date: The date the Veteran became eligible for prohibition of copayments. This date is either the Veteran's Enrollment Date or the date legislation became effective, 12/01/2021.
	• The following fields are hidden until a user with the "Indian Designation" capability changes the response after it is initially saved in the system:
	  ○ End Date: This date is used to reconcile erroneous billing.
	  ○ Reversal Reason: Reason the reversal is required selected from a list of valid reasons.
	• A first reversal, which changes the "Indian" status from "Yes" to "No", provides an End Date and a Reversal Reason. A second reversal changes the "Indian" status from "No" back to "Yes", blanks out the End Date to reinstate the prohibition, and provides a Reversal Reason (Audit, Data Entry Error, Other, or Updated Attestation).
	• The Reversal Reason does not get shared with VistA or VA Profile.
	• A reversal changes the "Indian" status and provides Integrated Billing (IB) (through VistA), the information needed to reverse billing using the End Date field to reinstate or start the prohibition when "Enrollment Status" is VERIFIED, "Indian" is YES, and the "End Date" is blank.
	• The "Indian Designation" capability supports reversing the Indian status after it has been saved. Users must be granted this capability. Users without the "Indian Designation" capability will see an enabled "Indian" field when defaulted to "No Data", but the "Indian" field disables after the "Indian" field is set to "Yes" or "No" and saved. Users with the "Indian Designation" capability will see the Indian field as enabled and initially set by VistA or manually in VES.
	Figure 13: Demographics (Indian - Add a Person)

6	Scroll down to the **Attestation Date** section (Directly underneath **Indian**) and verify that the included information is correct:  ***Attestation Date:*** Once the VES system is updated to only allow the CPCPAC TADaR team to enter Tribal Affiliation data, then the date would represent the date a user with the Indian Designation capability confirmed the Veteran's tribal affiliation to be valid and set the "Indian" field to "Yes"; or, "No". ***Rules...*** • Remains blank and hidden when the "Indian" field is "No Data". • Required when the "Indian" field is "Yes" or "No". • Remains editable when the "Indian" field is "Yes" or "No". **Figure 14: Demographics (Attestation Date)**

4.2.3. Person Search Tabs → Demographics → Personal → Personal 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 **Demographics** section.
3	Click the **Personal** section.

Step	Action
4	Click the **Personal History** section.
5	Confirm the following text was accurately removed. ***Attestation Date:*** • Displays when the **Indian** field is selected as "Yes" on the **Demographics** > **Personal** screen. **Figure 15: Attestation Date (Personal History)** **Removed Text:** • Reflects the "Application Stamp Date", the date the self-identified "Indian" question on the 1010EZ or 1010EZR form received by VA.

4.3. Allow "No Residential Address" Records in CC Eligibility File

4.3.1. Person Search Tabs → Demographics → Addresses → Residential Address

Confirm the following Online Help updates.

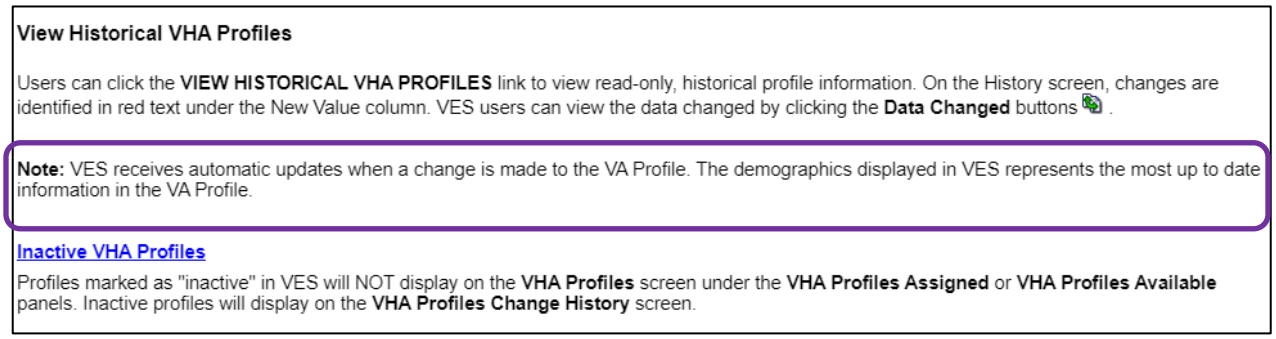
Step	Action
1	Click on the **Person Search Tabs** section on the table of contents on the Online Help.
2	Click the **Demographics** section.
3	Click the **Addresses** section.
4	Click the **Residential Addresses** section.
5	Verify that the included information is correct. **Residential Address** [back to Addresses] The Residential Address can be the same or different from the Mailing or Temporary mailing addresses. The Residential Address is where the Veteran/Beneficiary resides and is a physical location and cannot be P.O. Box or General Delivery (there are exception rules). The Residential Address is used for determining Veteran's eligibility for some benefits (i.e., Community Care). If there isn't a Residential Address, the Community Care benefits will be based on the Mailing Address. Residential Address is not required for Community Care Eligibility or Community Care Eligibility updates. Residential Addresses will be marked for geocoding when updated or added. Residential Address appears under the **Demographics** tab, **Overview** sub-tab, but not on the main **Overview** screen under the **Overview** tab. When the Veteran's residential address changes for Grandfathered eligible records, the records will be assessed based on the Grandfather eligibility rules. **Note:** In the Residential Address section, the available fields change based on the Country selected. If the country is United States, then Zip Code, State and County are available. If the country is anything other than the United States, Province and Postal Code are available instead. **Figure 16: Residential Address** **Removed Text:**

Step	Action
	• Residential Address is required. The VES displays the error message "Residential Address is required" when attempting to complete a registration without a Residential Address.

4.4. VA Profile Demographics Push

4.4.1. Person Search Tabs → Eligibility → VHA Profiles

Confirm the following Online Help updates.

Step	Action
1	Click on the **Person Search Tabs** section on the table of contents on the Online Help.
2	Click the **Eligibility** section.
3	Click the **VHA Profiles** section.
4	Scroll down to the **View Historical VHA Profiles** section towards the bottom of the page.
5	Verify that the included information is correct.  **Figure 17: View Historical VHA Profiles**

4.5. VHAP Copay Effective Date

4.5.1. Person Search Tabs → Eligibility → VHA Profiles

Confirm the following Online Help updates.

Step	Action
1	Click on the **Person Search Tabs** section on the table of contents on the Online Help.
2	Click the **Eligibility** section.
3	Click the **VHA Profiles** section.
4	Verify that the included information is correct.

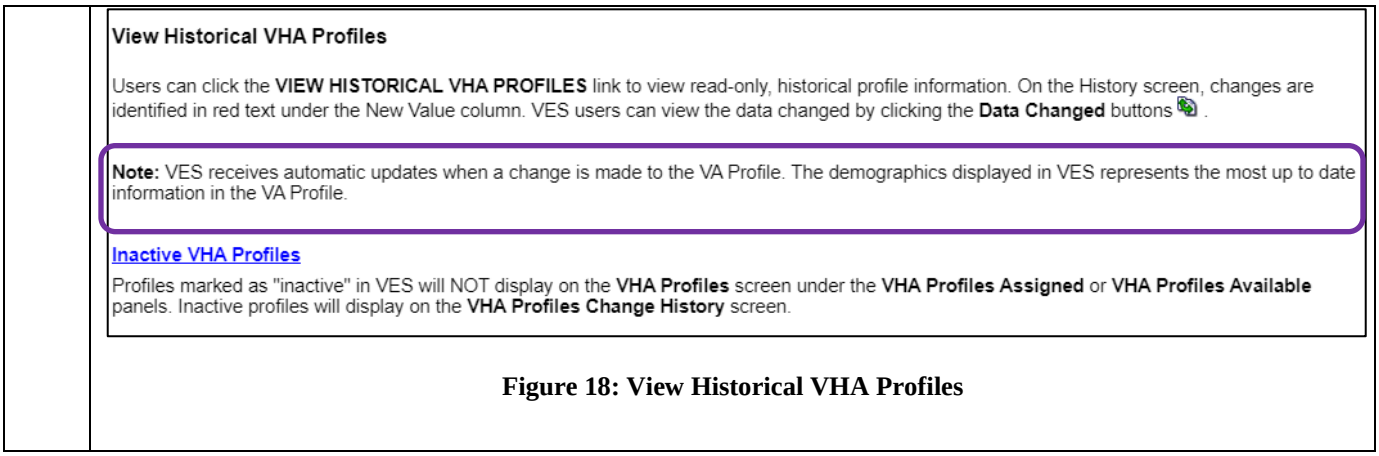


Figure 18: View Historical VHA Profiles

View Historical VHA Profiles

Users can click the **VIEW HISTORICAL VHA PROFILES** link to view read-only, historical profile information. On the History screen, changes are identified in red text under the New Value column. VES users can view the data changed by clicking the **Data Changed** buttons .

Note: VES receives automatic updates when a change is made to the VA Profile. The demographics displayed in VES represents the most up to date information in the VA Profile.

Inactive VHA Profiles

Profiles marked as "inactive" in VES will NOT display on the **VHA Profiles** screen under the **VHA Profiles Assigned** or **VHA Profiles Available** panels. Inactive profiles will display on the **VHA Profiles Change History** screen.

VHAP Copay Effective Date

Copay Effective Date (MM/DD/YYYY) field displays in VES.

Note: Copay Effective Date will support Cerner Millennium's reconciliation process when back billing is required due to a change in the Veteran's copay responsibilities.

VES displays the Copay Effective Date just before Last Updated Date on the VHA Profiles Assigned page. VES only populates Copay Effective Date for Core VHAP's. All Carveout VHAP's leave Copay Effective blank.

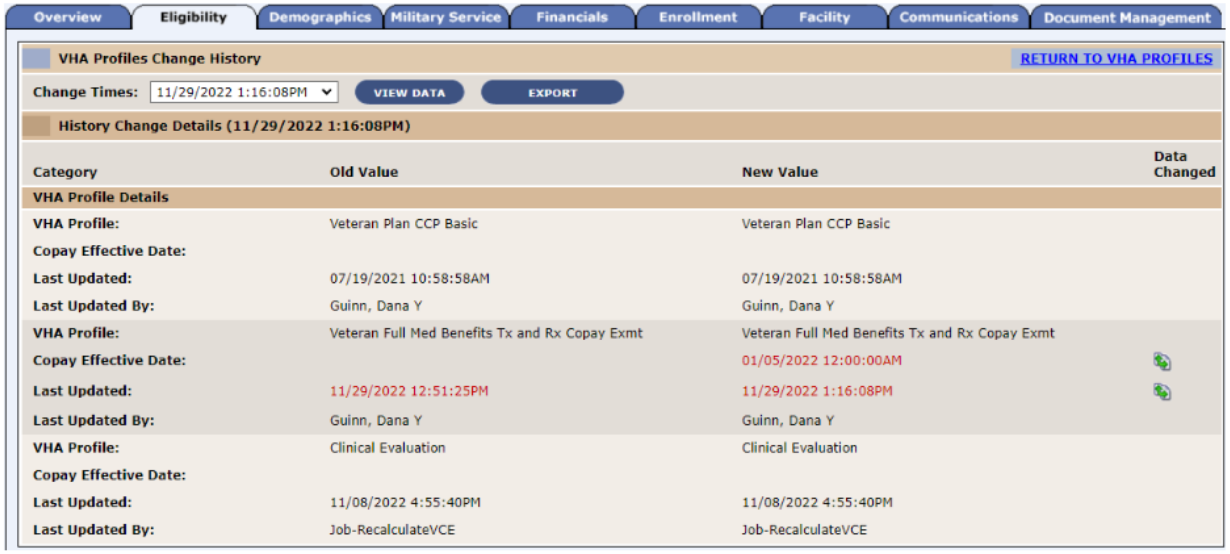
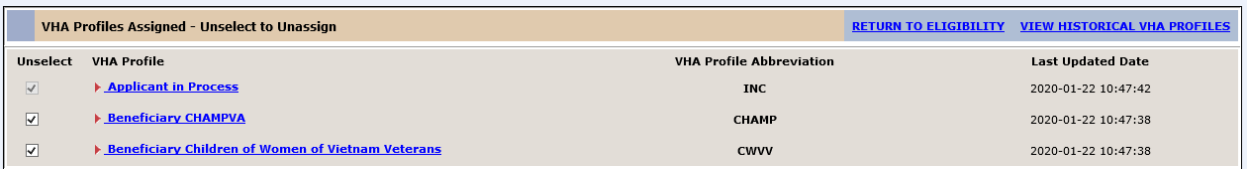
Populate Copay Effective Date (Determine VHA Profile)

1. VES populates Core VHAP's with a Copay Effective Date that is less than or equal to VHAP Effective Date when a patients VHAP and copay responsibilities change.
    a. Core VHAPs may have a backdated Copay Effective Date.
    b. Note: The best date for back dating will become the Copay Effective Date.
2. VES populates Copay Effective Date as follows when:
    a. Veterans – SC eligibility causes the change:
        i. Copay Effective Date =
        ii. Effective Date of Combined Evaluation when Service Connected % field is populated.
        iii. VHAP Effective Date when Service Connected % field is populated, and Effective Date of Combined Evaluation is blank
            1. Note: Effective Date of Combined Evaluation is an optional field in VES. Users are not required to populate this field before saving.
    b. Financial Hardship eligibility causes the change:
        i. Copay Effective Date = Financial Hardship Effective Date when a hardship is granted, or
        ii. Copay Effective Date = Financial Hardship Expiration Date when a hardship expires.
    c. Means Test causes the change:
        i. Copay Effective Date =
        ii. 01/01/YYYY where "YYYY" = MT Income Year when due to IVM conversion or reversal
        iii. Test Effective Date when not due to an IVM conversion or reversal.
        iv. **Note:** Means Test holds both Means test status and Rx status. In the backend though if means test status isn't applicable then it becomes a Rx test.

Add Copay Effective Date to E&E Service

1. VES adds the new Copay Effective Date field to the Veteran Medical Benefit Plan Bio.
    a. copayEffectiveDate.

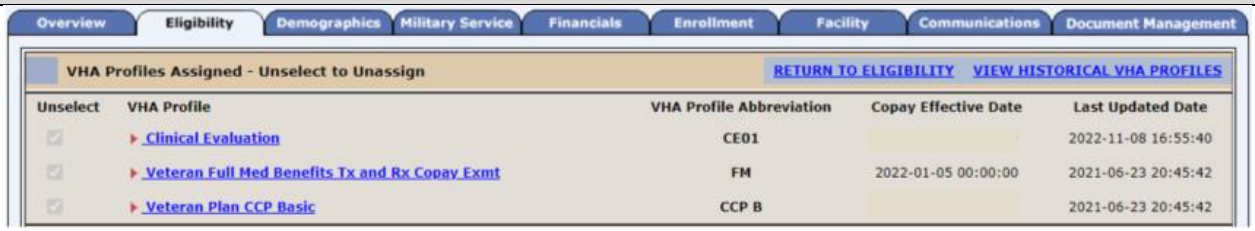
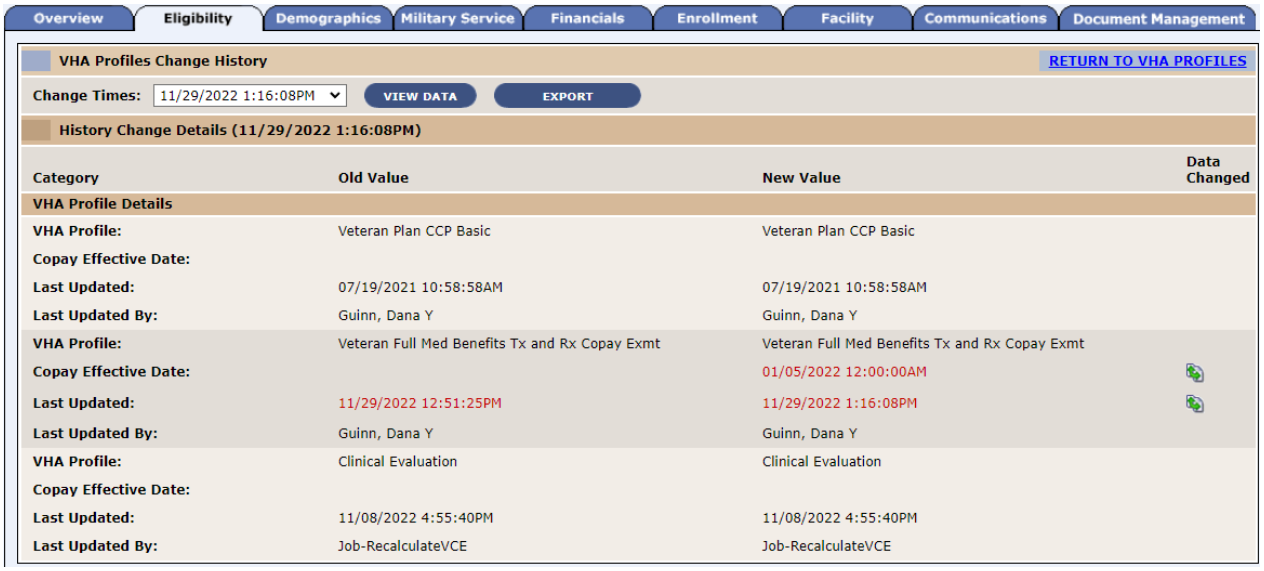
Figure 19: Copay Effective Date

Step	Action
	 VHA Profiles Change History Page **Figure 20: VHA Profiles Change History Screenshot** Removed:  VHA Profiles Assigned – Unselect to Unassign

4.5.2. Person Search Tabs → Eligibility → Edit Eligibility

Confirm the following VES updates.

Step	Action
1	Click the **Person Search** option in the VHA Enrollment System (VES).
2	Click the **Eligibility** tab.
3	Scroll down to the **VHA Profiles** and click “VIEW VHA PROFILES”.
4	Confirm the below screenshots are accurate.

Step	Action
	 **Figure 21: VHA Profiles Update**
5	Once the top screenshot is confirmed, click "**VIEW HISTORICAL VHA PROFILES**" and review that the following screenshot is correct.  **Figure 22: VHA Profiles Change History Update**

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

Name	Org	Contact Info
		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.*