**Enrollment System 5.18**

User Guide-Quick Start



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Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

| Date | Revision | Description | Author |
| --- | --- | --- | --- |
| 10/16/2021 | 36.0 | **ES V5.18** added the following:   * Installation, Maintenance, & Monitoring heading update, p. 2 * COMPACT ACT description, p. 11 * COMPACT Act updates on the Overview screen, pgs. 12-13 * COMPACT ACT: Dishonorable VA or FFP (302) VHAP, p. 14 * COMPACT Act Core VHAP updates, pgs. 16-27   + Veteran Full Med Benefits Tx and Rx Copay Exmt (213)   + Veteran Full Med Benefits Tx Copay Exmt and Rx Copay Req (214)   + Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)   + Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 7 (216)   + Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8 (217)   + Veteran Full Med Benefits Tx and Rx Copay Req 6 (218)   + Veteran Full Med Benefits Tx and Rx Copay Req 8 (219)   + Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Exmt (220)   + Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Req (221)   + Veteran Restricted Med Benefits (222)   + Non Veteran Other Restricted Med Benefits (223)   + Restricted Examination Only (224)   + Applicant in Process (226)   + Ineligible (290)   + Removed "a Pending Adjudication” from the following:     - Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)     - Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8 (217) * COMPACT Act: Community Care Program (CCP) VHAP update, pgs. 28-29   + Veteran Plan CCP Restricted Care (300) * COMPACT Act: Ineligible Reason Code, pgs. 30-31 * Secondary Eligibility Determination of "COMPACT Act Eligible" rules, pgs 32-34 * Secondary Eligibility Code Updates, p. 35 * Megabus Act description, p. 36 * Megabus MST: SPECIAL TX AUTHORITY CARE, p. 37 * CCN Regions Map update, pgs. 38-39 * Paginating and Filtering User Profiles, p. 40 * Carveout VHAP description update, p. 41 * CCP VHAP description update, p. 42 * Core VHAP description update, p. 43 | TeamLibertyTW |

**Artifact Rationale**

Per the Veteran-focused Integrated Process (VIP) Guide, the User Guide-Quick Start is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide-Quick Start is a technical communication document intended to give assistance to people using a particular system, such as the Enrollment System (ES). It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. 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 User Guide-Quick Start 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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# Introduction

The Enrollment System (ES) is the primary Veterans Affairs (VA) system used to manage VA health benefits.

ES 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.

ES is one component of the "system of systems" needed to implement the Health*e*Vet REE (Registration, Eligibility & Enrollment) environment.

ES’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 ES to manage these "cases" to completion so that verified Eligibility & Enrollment can be determined.

## Purpose

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

## 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.

### Release Updates and Enhancements

Click the [link](https://vaww.esr.aac.va.gov/esr/webhelp/esr_help_project.htm#t=online_help%2Fupdates_releases_enhancements.htm) to view current and past ES release updates and enhancements on the online help.

### Organization of the Manual

This User Guide-Quick Start guide contains the following:

* Introduction
* System Summary
* Getting Started
* Significant Additions and Updates to ES Version
* Troubleshooting

### Assumptions

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

* User has basic knowledge of ES (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 ES.
* User is using ES to do their job.
* User has validated access to ES.
* User has completed any prerequisite training.

### Installation, Maintenance, & Monitoring

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

#### 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.

#### Documentation Disclaimer

The appearance of external hyperlink references in this manual 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.

### Documentation Conventions

This Quick Start uses several methods to highlight different aspects of the material.

* Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

### Project References

Refer to the following Enrollment System references:

* ES 5.17 Release Notes
* ES 5.17 Online Help

## National Service Desk and Other Contacts

Table 1: 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](https://yourit.va.gov/va) to launch Abel the Chatbot and type “chat with agent” * Self-Service: [Create Incident](https://yourit.va.gov/va?id=sc_cat_item&sys_id=3f1dd0320a0a0b99000a53f7604a2ef9) * Phone: 855-673-4357 * TTY (hearing-impaired only): 844-224-6186 |
| VistA Patch Maintenance | OIT | Use the [yourIT Service portal](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyourit.va.gov%2Fva&data=04%7C01%7C%7C7cee1b845c4d45ac27c908d8f878e8d3%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C637532545466475272%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=%2BFNyBzTgubTLPLgEKu9ZpkUQaKyiuSjmYUqrYK0jeOI%3D&reserved=0) – A ServiceNOW (SNOW) ticket is entered and the ticket assigned to the “NTL SUP Admin Team”. |

# System Summary

1. 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.

## System Configuration

Please refer the Enrollment Health Benefits Determination (EHBD) Technical and Architectural Roadmaps on the ES SharePoint [here](https://dvagov.sharepoint.com/sites/OITEPMOESMESInternal/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x012000340A8C41EC79E44DA183F79D56F6B25B&viewid=9050ce4e%2Dda9e%2D4c93%2Da44a%2D6ce79985864d&id=%2Fsites%2FOITEPMOESMESInternal%2FShared%20Documents%2FLegacy%20Systems%2FESM%2FESM%20Project%20Artifacts).

## Data Flows

Please refer to the Production Operations Manual (POM) on the ES SharePoint [here](https://dvagov.sharepoint.com/sites/OITEPMOESMESInternal/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x012000340A8C41EC79E44DA183F79D56F6B25B&viewid=9050ce4e%2Dda9e%2D4c93%2Da44a%2D6ce79985864d&id=%2Fsites%2FOITEPMOESMESInternal%2FShared%20Documents%2FLegacy%20Systems%2FESM%2FESM%20Project%20Artifacts).

## User Access Levels

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

## ESM Application Information System Contingency Plan

Please refer to the Enrollment System Modernization (ESM) Application Information System Contingency Plan on the ES SharePoint [here](https://dvagov.sharepoint.com/sites/OITEPMOESMESInternal/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x012000340A8C41EC79E44DA183F79D56F6B25B&id=%2Fsites%2FOITEPMOESMESInternal%2FShared%20Documents%2FLegacy%20Systems%2FESM%2FESM%20Project%20Artifacts%2FRegion%207%2DAustin%20ITC%2DESR%20Application%20%2D%20ISCP%2Epdf&parent=%2Fsites%2FOITEPMOESMESInternal%2FShared%20Documents%2FLegacy%20Systems%2FESM%2FESM%20Project%20Artifacts).

## ESM Project Artifacts SharePoint Site

Click the following [link](https://dvagov.sharepoint.com/sites/OITEPMOESMESInternal/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x012000340A8C41EC79E44DA183F79D56F6B25B&viewid=9050ce4e%2Dda9e%2D4c93%2Da44a%2D6ce79985864d&id=%2Fsites%2FOITEPMOESMESInternal%2FShared%20Documents%2FLegacy%20Systems%2FESM%2FESM%20Project%20Artifacts) to access the ESM Project Artifacts SharePoint site.

## Browser & Operating System Compatibility

ES is functional through Windows using Chrome or Edge.

1. Internet Explorer (IE) and Firefox are not supported browsers. Users who have permission to have Firefox should not be using it to access ES.

# Getting Started

## Enrollment System (ES) Layout

ES 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 ES.

Menu Bar

Menu Bar is where utility buttons for ES 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 Summarydisplays 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.

The Summary displays the beneficiary's Name, SSN, DOB, DOD, Enrollment Status, MemberID (if available), and any other important information such as OpenWork Items, Pending Merges, SensitiveRecords, etc.. Sensitive Record information,if disclosed to the individual, may have serious adverse effects on theindividual's mental or physical health. Such information may require explanationor 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.

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

1. The terms [Veteran](javascript:hhctrl.TextPopup('A%20veteran%20is%20a%20person%20who%20has%20served%20in%20the%20armed%20forces.','Arial,10',10,10,00000000,0xffffff)), [beneficiary](javascript:hhctrl.TextPopup('A%20beneficiary%20is%20one%20that%20receives%20a%20benefit%20as%20in%20VA%20health%20care%20benefits.','Arial,10',10,10,00000000,0xffffff)), [patient](javascript:hhctrl.TextPopup('A%20patient%20is%20one%20who%20receives%20medical%20attention,%20care,%20or%20treatment.','Arial,10',10,10,00000000,0xffffff)), and [applicant](javascript:hhctrl.TextPopup('An%20applicant%20is%20one%20that%20applies%20for%20benefits%20as%20in%20VA%20health%20care%20benefits.','Arial,10',10,10,00000000,0xffffff)) are used interchangeably throughout ES. 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 ES

**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 ![Sorting Columns screen shot.
](). Re-clicking the category name or symbol re-sorts the previous sort.



Figure 5: Sorting Columns

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

## ES Online Help

In ES, you can obtain information about windows or dialogs clicking the context-sensitive help buttonHelp symbol icon available ES 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 Help symbol icon.

**Screen Help:**

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

1. If you roll over the Help icons in ES, screen tips will appear distinguishing between “System Help” and “Screen Help”.



Figure 6: System Help and Screen Help

(an online Table of Contents (TOC) is a summary of your project with topics arranged by category)

**ES Online Help Tool Bar**

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

**Table of Contents:** Table of Contents button

Contents displays an expanded table of contents.

* Collapse / Expand (Closed books hide the contents within that specific section of the online help. For example, Menu Bar. Enrollmnent System users must click the closed book to open that section., Open books display the contents within that specific section of the online help. For example, Menu Bar. Enrollmnent System users must re-click the open book to close that section. )
* Topics (Topics represent the categories of information in the online help system.) are categories of information in the ES Online Help. ClickingTopics represent the categories of information in the online help system., you can view the contents of topic in the main screen located to the right.

**Index:** Index button

Index displays a multi-level list of keywords and keyword phrases. These terms are associated with topics in the ES Online Help and the keywords are intended to direct you to specific topics within the ES 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 button

Search provides a way to explore the content of the ES Online Help and find matches to ES-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:** Search button

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

The Enrollment System Help text 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 ES Online Help window, right-click within ES 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.

1. 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 ES Online Help can also be used to navigate throughout the ES 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: left and right arrow Drag the pane to the right or left with the left mouse button held down.

**Navigating Help Topics**

1. 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.

required field symbol symbol indicates a required field in the user guide.

submitted field error symbol symbol is displayed when a submitted field has an error.

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

1. Indicates a note or item of special interest.

## 508 Compliance & Accessibility

With every release, the Department of Veterans Affairs strives to improve accessibility in the Enrollment System 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. Enrollment System users must click the collapsed Closed books hide the contents within that specific section of the online help. For example, Menu Bar. Enrollmnent System users must click the closed book to open that section.icon to display contentsTopics represent the categories of information in the online help system.for that section and re-click the expanded Open books display the contents within that specific section of the online help. For example, Menu Bar. Enrollmnent System users must re-click the open book to close that section. icon to close the contents of that section.

### Accessibility Software

The table below lists accessibility software used to assist disabled users with the Enrollment System.

Table 2: Accessibility Software

| **Accessibility Software** | **Description** | **Keyboard Shortcuts** |
| --- | --- | --- |
| Jaws (Job Access with Speech) | Assists blind and visually impaired Veterans with reading screens on ES either with a text-to-speech output or a Braille display. | [JAWS Keystrokes](https://doccenter.freedomscientific.com/doccenter/archives/training/jawskeystrokes.htm) |
| Window-Eyes | Reads specific text on an ES screen to a disabled Veteran. | [Window-Eyes Manual](http://www.gwmicro.com/Window-Eyes/Manual/HTML/advanced.html) |
| MAGic | Magnifies ES screens to varying levels and assists Veterans with screen reading. | [MAGic Keystrokes](https://www.freedomscientific.com/training/MAGicKeystrokes.htm) |
| ZoomText Magnifier / Reader | Magnifies ES screens to varying levels and assists Veterans with screen reading. | [ZoomText Tutorial](https://www.zoomtext.com/help/tutorial/) |
| Dragon Naturally Speaking | Through dictating ES functions, assists disabled Veterans with ES document downloads  and exports. | [Dragon NaturallySpeaking User Documentation](https://www.nuance.com/dragon/user-documentation.html) |

If you have questions or comments regarding Adobe RoboHelp 2017 accessibility, please contact the [Adobe Accessibility Team](https://www.adobe.com/accessibility/feedback.html) 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>

## 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). ES 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 ES 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.

## Exiting ES

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

## Caveats and Exceptions

None.

# Significant Additions and Updates to ES Version 5.18

Please refer to 5.18 additions in below.

## COMPACT Act Description

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **COMPACT Act** topic (at the bottom of the Eligibility book). |
| 4 | Confirm the description is correct and accurate.  *Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020, better known as the Veterans COMPACT Act of 2020, supports administrative processes for Public Law No. 116-214.*  *COMPACT Act improves Department of Veterans Affairs transition assistance, suicide prevention for Veterans, and care and services for women Veterans. The COMPACT Act was signed into law on December 5th, 2020.*  COMPACT Act description screen shot. |

## COMPACT Act on the Overview screen

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Overview** book. |
| 3 | Scroll down to the "Update Current Eligiblity" field defintion. |
| 4 | Confirm the text and tables within each collapse/expand link is accurate.   * COMPACT Act eligibility * ineligible date * ineligible reason text * ineligible reason code   Dropdown items for COMPACT Act eligibility, ineligible date, ineligible reason text, and ineligible reason code.  COMPACT Eligible description as a dropdown.  Ineligible Date description as a dropdown.  Ineligible Reason Text description as a dropdown.  Ineligible Reason Code description as a dropdown. |

## COMPACT Act: Dishonorable VA or FFP VHAP (302)

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **References** book. |
| 3 | Click the **Core VHAPs** topic. |
| 4 | Confirm the following text was added for the following new core VHAP. “Dishonorable VA or FFP”.  New core VHAP. “Dishonorable VA or FFP” description. |

## COMPACT Act: Core VHAP Updates

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **References** book. |
| 3 | Click the **VHA Profiles** book. |
| 4 | Click the **Core VHAPs** topic. |
| 5 | Confirm the following text was added:  *“For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”*  …to the following core VHAPs:   * Veteran Full Med Benefits Tx and Rx Copay Exmt (213)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx and Rx Copay Exmt (213)   * Veteran Full Med Benefits Tx Copay Exmt and Rx Copay Req (214)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx Copay Exmt and Rx Copay Req (214)   * Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)   * Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 7 (216)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 7 (216)   * Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8 (217).   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8  (217).   * Veteran Full Med Benefits Tx and Rx Copay Req 6 (218)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to: Veteran Full Med Benefits Tx and Rx Copay Req 6 (218).   * Veteran Full Med Benefits Tx and Rx Copay Req 8 (219)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx and Rx Copay Req 8 (219)   * Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Exmt (220)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to:  Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Exmt (220)   * Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Req (221)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to: Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Req (221)   * Veteran Restricted Med Benefits (222)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to: Veteran Restricted Med Benefits (222)   * Non Veteran Other Restricted Med Benefits (223)   “For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.”  added to: Non Veteran Other Restricted Med Benefits (223)   * Restricted Examination Only (224)   Added the following text to core VHAP 224:  *"For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment."*  "For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment."  added to: Restricted Examination Only (224)   * Applicant in Process (226)   Added the following text to core VHAP 226:  *"For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment."*  \"For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment."  added to:  Applicant in Process (226)   * Ineligible (290)   Added the following text to core VHAP 290:  *"For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment."*  "For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment."  Added to VHAP: Ineligible (290) |
| 6 | Confirm the following text was removed from core VHAP "215":  Removed "a Pending Adjudication” (third bullet):  Removed "a Pending Adjudication” (third bullet) from core VHAP "215". |
| 7 | Confirm the following text was removed from core VHAP "217":  Removed "a Pending Adjudication” (from first bullet):  Removed "a Pending Adjudication” (from first bullet) from core VHAP "217". |

## COMPACT Act: Community Care Program (CCP) Restricted Care (300) VHAP updates

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **References** book. |
| 3 | Click the **VHA Profiles** book. |
| 4 | Click the **CCP VHAPs** topic. |
| 5 | Confirm the following text was added to “Veteran Plan CCP Restricted Care” (300) VHAP:  *The VHAP Veteran Plan CCP Restricted Care is assigned to:*  *Not enrolled covered Veterans: Veterans who are NOT enrolled and non-Veterans who have the following eligibility:*     * *SC 0% to 40%; SC 0% (non-compensable)* * *Was discharged or released from active military service for a disability incurred or aggravated in the line of duty for a 12-month period following discharge or release* * *Military Sexual Trauma (MST) Non-Veteran (Active Duty)* * *Emergent Mental Health (MH) Other-Than-Honorable (OTH) or Extended MH OTH*   *COMPACT Act 2020 eligible Veterans: Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason; are not enrolled in the health care system established by section 1705 of this title; and served in the Armed Forces for a period of more than 100 cumulative days: and was deployed in a theater of combat operations, or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment.*  The following text was added to “Veteran Plan CCP Restricted Care” (300) VHAP:  The VHAP Veteran Plan CCP Restricted Care is assigned to:  Not enrolled covered Veterans: Veterans who are NOT enrolled and non-Veterans who have the following eligibility:   • SC 0% to 40%; SC 0% (non-compensable) • Was discharged or released from active military service for a disability incurred or aggravated in the line of duty for a 12-month period following discharge or release • Military Sexual Trauma (MST) Non-Veteran (Active Duty) • Emergent Mental Health (MH) Other-Than-Honorable (OTH) or Extended MH OTH  COMPACT Act 2020 eligible Veterans: Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason; are not enrolled in the health care system established by section 1705 of this title; and served in the Armed Forces for a period of more than 100 cumulative days: and was deployed in a theater of combat operations, or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment. |

## COMPACT Act: Ineligible Reason Code

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **Current Eligibility** book. |
| 4 | Scroll down to the **Ineligible Reason Code (Required)** field. |
|  | Confirm the definition text and the rules under this field are correct.  Screen shot of the Ineligible Reason Code field description and rules. |
| 5 | Navigate to the table of contents (on the left of the system help). |
| 6 | Click the **Edit Current Eligibility (Add a Person)** topic. |
| 7 | Scroll down to the **Ineligible Reason Code (Required)** field |
| 8 | Confirm the definition text and the rules under this field are correct.  Definition for the Ineligible Reason Code (Required) field. |

## COMPACT Act: Secondary Eligibility Determination of "COMPACT Act Eligible" rules

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **Current Eligiblity**  book. |
| 4 | Click the **Edit Current Eligiblity** topic. |
| 5 | Scroll down to the **Ineligible Reason Code (Required):**field. |
| 6 | Scroll down to the **Secondary Eligibility Determination of “COMPACT Act” Eligible rules**. |
| 7 | Confirm the rules are correct and accurate.  Table describing the secondary Eligibility Determination of “COMPACT Act” Eligible rules.  Table describing the secondary Eligibility Determination of “COMPACT Act” Eligible rules. |
| 8 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 9 | Click the **Eligibility** book. |
| 10 | Click the **Current Eligiblity**  book. |
| 11 | Click the **Edit Current Eligiblity (Add a Person)** topic. |
| 12 | Scroll down to the **Ineligible Reason Code (Required):**field. |
| 13 | Scroll down to the **Secondary Eligibility Determination of “COMPACT Act” Eligible rules**. |
| 14 | Confirm the rules are correct and accurate.  Table describing the secondary Eligibility Determination of “COMPACT Act” Eligible rules.  Table describing the secondary Eligibility Determination of “COMPACT Act” Eligible rules. |

## COMPACT Act: Secondary Eligibility Code Updates

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **Secondary Eligibility Codes** book. |
| 4 | Click the **Secondary Eligibility Codes** topic. |
| 5 | Scroll down to the **Veteran Eligiblity Codes:**list. |
| 7 | Confirm “COMPACT Act Eligible” and “Special TX Authority Care” are added to the list, and correct.  Screen shot of COMPACT Act Eligible and Special TX Authority Care Veteran Eligibility Codes. |

## Megabus Act Description

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **Megabus Act** topic (at the bottom of the Eligibility book). |
| 4 | Confirm the Megabus Act decription is correct and accurate.  *The Megabus Act (aka Section 5301 of the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020) offers Military Service Trauma (MST) related health care services to Veterans and former Service Members with an “Other Than Honorable (OTH)” discharge.*  Added the following Megabus Act definition:   The Megabus Act (aka Section 5301 of the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020) offers Military Service Trauma (MST) related health care services to Veterans and former Service Members with an “Other Than Honorable (OTH)” discharge. |

## Megabus MST: SPECIAL TX AUTHORITY CARE

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **Other Eligibility Factors** book. |
| 4 | Scroll down to the **SPECIAL TX AUTHORITY CARE** field. |
| 5 | Confirm the text definition, if/then table, and note within this definition is correct and accurate.  Definition for the the SPECIAL TX AUTHORITY CARE field. |

## CCN Regions Map Update

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** book on the table of contents on the online help. |
| 2 | Click the **Eligibility** book. |
| 3 | Click the **Community Care** book. |
| 4 | Click the **CCN Message Log** topic. |
| 5 | Scroll down to the **Manage Demographic Contact Information (Manage State/Regions)** section. |
| 6 | Confirm the FIVE updated regions and the updated map screen shot.  Updated the Community Care Network Regions map with five regions. |
| 7 | Navigate to the table of contents (on the left of the system help). |
| 8 | Click the Community Care Determination topic (still under the Community Care book) |
| 9 | Scroll down to the "CCN Contractor Region" field definition. |
| 10 | Confirm the FIVE updated regions and the updated map screen shot.  Updated the Community Care Network Regions map with five regions. |

## Paginating and Filtering User Profiles

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **Admin** book. |
| 3 | Click the **User Profiles** book. |
| 4 | Click the second **User Profiles** book. |
| 5 | Click the View User Profiles topic. |
| 6 | Scroll down to the “Paginating and Filtering User Profiles” section |
| 7 | Confirm the following text added for paginating and filtering user profiles is correct and accurate:  Added a new section for "Paginating and Filtering User Profiles” un the User Profiles topic. |

## Carveout VHAP Description Update

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **References** book. |
| 3 | Click the **VHA Profiles** book. |
| 4 | Click the **Carveout VHAP** topic. |
| 5 | Confirm the following text added to the Carveout VHAP topic is correct and accurate:  *Carveout VHA Profiles (VHAPs) are optional and may or may not be assigned together or separately to a Veteran's core VHAP.*  Added the following carveout VHAP description:   "Carveout VHA Profiles (VHAPs) are optional and may or may not be assigned together or separately to a Veteran's core VHAP". |

## CCP VHAP Description Update

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **References** book. |
| 3 | Click the **VHA Profiles** book. |
| 4 | Click the **CCP VHAP** topic. |
| 5 | Confirm the following text added to the CCP VHAP topic is correct and accurate:  *Community Care Program (CCP) VHA Profiles (VHAPs) are categorized as a carveout and are optional, and may or may not be assigned together or separately to a Veteran's core VHAP.*  Screen shot of the updated CCP VHAPs description called out. |

## Core VHAP Description Update

Confirm the following online help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** book on the table of contents on the online help. |
| 2 | Click the **References** book. |
| 3 | Click the **VHA Profiles** book. |
| 4 | Click the **Core VHAP** topic. |
| 5 | Confirm the following text added to the Core VHAP topic is correct and accurate:  *Core VHA Profiles (VHAPs) describe the eligible benefits and copay responsibilities of a Beneficiary.A record can only have one core VHAP at a time. Because a record can only have one core VHAP at a time, a record will be placed in the best core VHAP available to the Beneficiary.*  Screen shot of the updated Core VHAPs description called out. |

# Troubleshooting

Please refer to the Troubleshooting section of the [Production Operations Manual (POM)](#POM) on the ES SharePoint.