

**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	<p><b>ES V5.18</b> added the following:</p> <ul style="list-style-type: none"> <li>• Installation, Maintenance, &amp; Monitoring heading update, p. 2</li> <li>• COMPACT ACT description, p. 11</li> <li>• COMPACT Act updates on the Overview screen, pgs. 12-13</li> <li>• COMPACT ACT: Dishonorable VA or FFP (302) VHAP, p. 14</li> <li>• COMPACT Act Core VHAP updates, pgs. 16-27               <ul style="list-style-type: none"> <li>○ Veteran Full Med Benefits Tx and Rx Copay Exmt (213)</li> <li>○ Veteran Full Med Benefits Tx Copay Exmt and Rx Copay Req (214)</li> <li>○ Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)</li> <li>○ Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 7 (216)</li> <li>○ Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8 (217)</li> <li>○ Veteran Full Med Benefits Tx and Rx Copay Req 6 (218)</li> <li>○ Veteran Full Med Benefits Tx and Rx Copay Req 8 (219)</li> <li>○ Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Exmt (220)</li> <li>○ Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Req (221)</li> <li>○ Veteran Restricted Med Benefits (222)</li> <li>○ Non Veteran Other Restricted Med Benefits (223)</li> <li>○ Restricted Examination Only (224)</li> <li>○ Applicant in Process (226)</li> <li>○ Ineligible (290)</li> <li>○ Removed "a Pending Adjudication" from the following:                   <ul style="list-style-type: none"> <li>▪ Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)</li> <li>▪ Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8 (217)</li> </ul> </li> </ul> </li> <li>• COMPACT Act: Community Care Program (CCP) VHAP update, pgs. 28-29               <ul style="list-style-type: none"> <li>○ Veteran Plan CCP Restricted Care (300)</li> </ul> </li> <li>• COMPACT Act: Ineligible Reason Code, pgs. 30-31</li> </ul>	TeamLibertyTW

Date	Revision	Description	Author
		<ul style="list-style-type: none"> <li>• Secondary Eligibility Determination of "COMPACT Act Eligible" rules, pgs 32-34</li> <li>• Secondary Eligibility Code Updates, p. 35</li> <li>• Megabus Act description, p. 36</li> <li>• Megabus MST: SPECIAL TX AUTHORITY CARE, p. 37</li> <li>• CCN Regions Map update, pgs. 38-39</li> <li>• Paginating and Filtering User Profiles, p. 40</li> <li>• Carveout VHAP description update, p. 41</li> <li>• CCP VHAP description update, p. 42</li> <li>• Core VHAP description update, p. 43</li> </ul>	

### **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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# 1. 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 eVet 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.

## 1.1. Purpose

The purpose of this user guide is to familiarize users with important features and navigational elements of the ES 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 ES release updates and enhancements on the online help.

### 1.2.2. 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

### **1.2.3. 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.

### **1.2.4. 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.

#### **1.2.4.1. Software Disclaimer**

This software was developed at the Department of Veterans Affairs (VA) by employees of the federal government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely 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.

#### **1.2.4.2. 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.

### **1.2.5. 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:

### **1.2.6. Project References**

Refer to the following Enrollment System references:

- ES 5.17 Release Notes
- ES 5.17 Online Help



## 1.3. National Service Desk and Other Contacts

Table 1: Support Contact Information

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

## 2. System Summary

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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.*

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### 2.1. System Configuration

Please refer the Enrollment Health Benefits Determination (EHBD) Technical and Architectural Roadmaps on the ES SharePoint [here](#).

### 2.2. Data Flows

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

### 2.3. 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.

### 2.4. ESM Application Information System Contingency Plan

Please refer to the Enrollment System Modernization (ESM) Application Information System Contingency Plan on the ES SharePoint [here](#).

### 2.5. ESM Project Artifacts SharePoint Site

Click the following [link](#) to access the ESM Project Artifacts SharePoint site.

## 2.6. Browser & Operating System Compatibility

ES is functional through Windows using Chrome or Edge.

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

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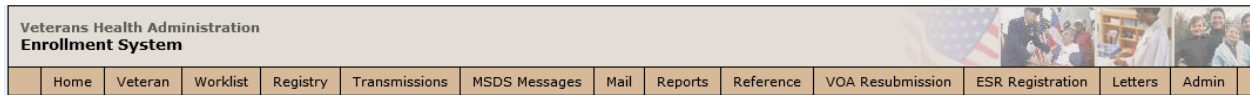
## 3. Getting Started

### 3.1. 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.

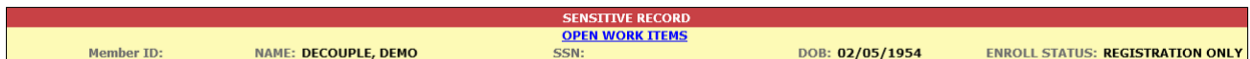


**Figure 1: Menu Bar**

#### Summary

The 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 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 . Re-clicking the category name or symbol re-sorts the previous sort.

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

**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**.

## 3.2. ES Online Help

In ES, you can obtain information about windows or dialogs clicking the context-sensitive help button  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 .

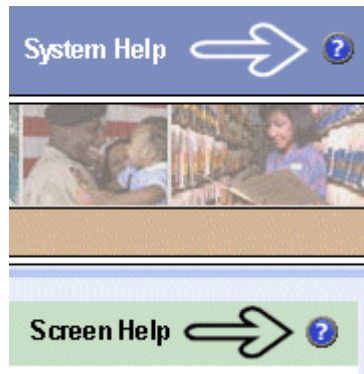
### Screen Help:

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

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

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**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:



Contents displays an expanded table of contents.

- Collapse / Expand (  ,  )
- Topics (  ) are categories of information in the ES 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 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 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:

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.

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

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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:  Drag the pane to the right or left with the left mouse button held down.


### *Navigating Help Topics*


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


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### *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.




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

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## **3.3. 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  icon to display contents  for that section and re-click the expanded  icon to close the contents of that section.

### 3.3.1. 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.	<a href="#">JAWS Keystrokes</a>
Window-Eyes	Reads specific text on an ES screen to a disabled Veteran.	<a href="#">Window-Eyes Manual</a>
MAGic	Magnifies ES screens to varying levels and assists Veterans with screen reading.	<a href="#">MAGic Keystrokes</a>
ZoomText Magnifier / Reader	Magnifies ES screens to varying levels and assists Veterans with screen reading.	<a href="#">ZoomText Tutorial</a>
Dragon Naturally Speaking	Through dictating ES functions, assists disabled Veterans with ES document downloads and exports.	<a href="#">Dragon NaturallySpeaking User Documentation</a>

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). 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.

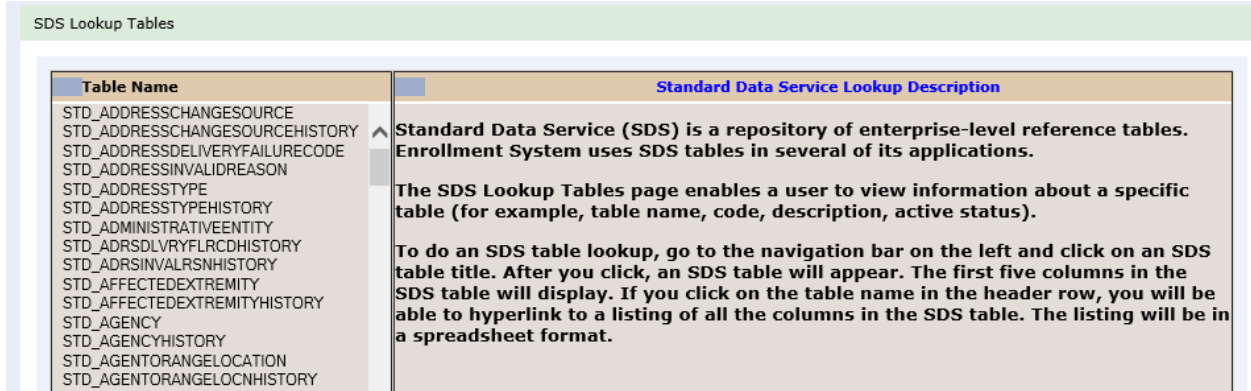


Figure 7: SDS Lookup Table

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

### 3.5. Exiting ES

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

### 3.6. Caveats and Exceptions

None.

## 4. Significant Additions and Updates to ES Version 5.18

Please refer to 5.18 additions in below.

### 4.1. COMPACT Act Description

Confirm the following online help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.



Step	Action
2	Click the <b>Eligibility</b> book.
3	Click the <b>COMPACT Act</b> topic (at the bottom of the Eligibility book).
4	<p>Confirm the description is correct and accurate.</p> <p><i>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.</i></p> <p><i>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.</i></p> <p><b>COMPACT Act</b></p> <hr/> <p>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.</p> <p>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.</p>

## 4.2. COMPACT Act on the Overview screen

Confirm the following online help updates.

Step	Action																		
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.																		
2	Click the <b>Overview</b> book.																		
3	Scroll down to the "Update Current Eligibility" field definition.																		
4	<p>Confirm the text and tables within each collapse/expand link is accurate.</p> <ul style="list-style-type: none"> <li>COMPACT Act eligibility</li> <li>ineligible date</li> <li>ineligible reason text</li> <li>ineligible reason code</li> </ul> <p><b>Update Current Eligibility:</b></p> <p>Clicking the <b>Update Current Eligibility</b> link allows users to edit current eligibility information for the beneficiary. The Update Current Eligibility panel displays the following:</p> <ul style="list-style-type: none"> <li>Service connected percentage, the percentage of disability attributed to injury or disease received or aggravated during active military service.</li> <li>A snapshot of the beneficiary's eligibility as well as their primary and secondary eligibility code.</li> <li><a href="#">COMPACT Act eligibility (click to expand)</a>, <a href="#">ineligible date (click to expand)</a>, <a href="#">ineligible reason text (click to expand)</a>, and <a href="#">ineligible reason code (click to expand)</a></li> <li>The number of VHA Profiles (VHAPs) (as of October 2019) assigned to the Veteran's profile.</li> </ul> <p>A <b>VHA Profiles</b> link displays on the <b>Update Current Eligibility</b> panel on the <b>Overview</b> screen. Clicking the link takes the user to the <b>VHA Profiles</b> screen where individual profiles display and are selectable based on permissions and rules.</p> <p><b>Current Number of <a href="#">VHA Profiles</a>: 3</b></p> <p>Figure. VHA Profiles link</p> <p><b>Update Current Eligibility:</b></p> <p>Clicking the <b>Update Current Eligibility</b> link allows users to edit current eligibility information for the beneficiary. The Update Current Eligibility panel displays the following:</p> <ul style="list-style-type: none"> <li>Service connected percentage, the percentage of disability attributed to injury or disease received or aggravated during active military service.</li> <li>A snapshot of the beneficiary's eligibility as well as their primary and secondary eligibility code.</li> <li><a href="#">COMPACT Act eligibility (click to collapse)</a>, <a href="#">ineligible date (click to expand)</a>, <a href="#">ineligible reason text (click to expand)</a>, and <a href="#">ineligible reason code (click to expand)</a></li> </ul> <table border="1"> <thead> <tr> <th colspan="3">COMPACT Act Eligible:</th> </tr> <tr> <th>If the Veteran</th> <th>Or</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>Has an enrollment category of "Enrolled"</td> <td>Has a secondary eligibility code of "COMPACT Act Eligible"</td> <td>The COMPACT Act displays as "Yes"</td> </tr> <tr> <td>Does NOT have an enrollment category of "Enrolled"</td> <td>Does NOT have a secondary eligibility code of "COMPACT Act of Eligible"</td> <td>The COMPACT Act displays as "No"</td> </tr> </tbody> </table> <p><b>Update Current Eligibility:</b></p> <p>Clicking the <b>Update Current Eligibility</b> link allows users to edit current eligibility information for the beneficiary. The Update Current Eligibility panel displays the following:</p> <ul style="list-style-type: none"> <li>Service connected percentage, the percentage of disability attributed to injury or disease received or aggravated during active military service.</li> <li>A snapshot of the beneficiary's eligibility as well as their primary and secondary eligibility code.</li> <li><a href="#">COMPACT Act eligibility (click to expand)</a>, <a href="#">ineligible date (click to collapse)</a>, <a href="#">ineligible reason text (click to expand)</a>, and <a href="#">ineligible reason code (click to expand)</a></li> </ul> <p><b>Ineligible Date:</b></p> <table border="1"> <thead> <tr> <th>If the ineligible date is</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>Assigned to a Veteran</td> <td>The "ineligible date", "ineligible reason text", and "ineligible reason code" display.</td> </tr> <tr> <td>Blank</td> <td>The "ineligible date", "ineligible reason text", and "ineligible reason code" do NOT display.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>The number of VHA Profiles (VHAPs) (as of October 2019) assigned to the Veteran's profile.</li> </ul>	COMPACT Act Eligible:			If the Veteran	Or	Then	Has an enrollment category of "Enrolled"	Has a secondary eligibility code of "COMPACT Act Eligible"	The COMPACT Act displays as "Yes"	Does NOT have an enrollment category of "Enrolled"	Does NOT have a secondary eligibility code of "COMPACT Act of Eligible"	The COMPACT Act displays as "No"	If the ineligible date is	Then	Assigned to a Veteran	The "ineligible date", "ineligible reason text", and "ineligible reason code" display.	Blank	The "ineligible date", "ineligible reason text", and "ineligible reason code" do NOT display.
COMPACT Act Eligible:																			
If the Veteran	Or	Then																	
Has an enrollment category of "Enrolled"	Has a secondary eligibility code of "COMPACT Act Eligible"	The COMPACT Act displays as "Yes"																	
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Step	Action												
	<p><b>Update Current Eligibility:</b></p> <p>Clicking the <b>Update Current Eligibility</b> link allows users to edit current eligibility information for the beneficiary. The Update Current Eligibility panel displays the following:</p> <ul style="list-style-type: none"> <li>• Service connected percentage, the percentage of disability attributed to injury or disease received or aggravated during active military service.</li> <li>• A snapshot of the beneficiary's eligibility as well as their primary and secondary eligibility code.</li> <li>• <a href="#">COMPACT Act eligibility (click to expand)</a>, <a href="#">ineligible date (click to expand)</a>, <a href="#">ineligible reason text (click to collapse)</a>, and <a href="#">ineligible reason code (click to expand)</a>.</li> </ul> <p><b>Ineligible Reason Text:</b></p> <table border="1" data-bbox="399 401 1325 510"> <thead> <tr> <th data-bbox="399 401 850 436">If</th> <th data-bbox="854 401 1325 436">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="399 441 850 476">An ineligible date is assigned to a Veteran</td> <td data-bbox="854 441 1325 476">The ineligible reason text displays.</td> </tr> <tr> <td data-bbox="399 480 850 510">The <b>Ineligible Date</b> field is blank</td> <td data-bbox="854 480 1325 510">The ineligible reason text does NOT display.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• The number of VHA Profiles (VHAPs) (as of October 2019) assigned to the Veteran's profile.</li> </ul> <p><b>Update Current Eligibility:</b></p> <p>Clicking the <b>Update Current Eligibility</b> link allows users to edit current eligibility information for the beneficiary. The Update Current Eligibility panel displays the following:</p> <ul style="list-style-type: none"> <li>• Service connected percentage, the percentage of disability attributed to injury or disease received or aggravated during active military service.</li> <li>• A snapshot of the beneficiary's eligibility as well as their primary and secondary eligibility code.</li> <li>• <a href="#">COMPACT Act eligibility (click to expand)</a>, <a href="#">ineligible date (click to expand)</a>, <a href="#">ineligible reason text (click to expand)</a>, and <a href="#">ineligible reason code (click to collapse)</a>.</li> </ul> <p><b>Ineligible Reason Code:</b></p> <table border="1" data-bbox="375 709 1425 785"> <thead> <tr> <th data-bbox="375 709 878 737">If</th> <th data-bbox="881 709 1425 737">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="375 741 878 768">An ineligible date is assigned to a Veteran</td> <td data-bbox="881 741 1425 768">The ineligible reason code displays.</td> </tr> <tr> <td data-bbox="375 772 878 785">The <b>Ineligible Date</b> field is blank</td> <td data-bbox="881 772 1425 785">The ineligible reason code does NOT display.</td> </tr> </tbody> </table>	If	Then	An ineligible date is assigned to a Veteran	The ineligible reason text displays.	The <b>Ineligible Date</b> field is blank	The ineligible reason text does NOT display.	If	Then	An ineligible date is assigned to a Veteran	The ineligible reason code displays.	The <b>Ineligible Date</b> field is blank	The ineligible reason code does NOT display.
If	Then												
An ineligible date is assigned to a Veteran	The ineligible reason text displays.												
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If	Then												
An ineligible date is assigned to a Veteran	The ineligible reason code displays.												
The <b>Ineligible Date</b> field is blank	The ineligible reason code does NOT display.												

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

Confirm the following online help updates.

Step	Action					
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.					
2	Click the <b>References</b> book.					
3	Click the <b>Core VHAPs</b> topic.					
4	<p>Confirm the following text was added for the following new core VHAP. "Dishonorable VA or FFP".</p> <table border="1" data-bbox="289 638 1352 831"> <tr> <td data-bbox="289 638 472 831">Dishonorable VA or FFP</td> <td data-bbox="472 638 610 831">DVA</td> <td data-bbox="610 638 745 831">302</td> <td data-bbox="745 638 1195 831"> <p>Non-Service Connected Veterans who applied for VA healthcare services, but are not eligible to enroll due to a dishonorable discharge or a statutory bar pertaining to a period of service which deprives a claimant of all VA benefits for any claim based on that period of service.</p> <p>Service Connected or Non-Service Connected Veterans who have been identified as fugitive felons are no longer eligible to receive health care services, including medications and any community care at VA expense.</p> <p>A "Fugitive Felon" is a person fleeing to avoid prosecution, custody or confinement, or violating a condition of probation or parole imposed for commission of a felony under Federal or State Law.</p> <p>Enrollment status would be "Not Eligible; Ineligible Date".</p> </td> <td data-bbox="1195 638 1352 831">DV01001</td> </tr> </table>	Dishonorable VA or FFP	DVA	302	<p>Non-Service Connected Veterans who applied for VA healthcare services, but are not eligible to enroll due to a dishonorable discharge or a statutory bar pertaining to a period of service which deprives a claimant of all VA benefits for any claim based on that period of service.</p> <p>Service Connected or Non-Service Connected Veterans who have been identified as fugitive felons are no longer eligible to receive health care services, including medications and any community care at VA expense.</p> <p>A "Fugitive Felon" is a person fleeing to avoid prosecution, custody or confinement, or violating a condition of probation or parole imposed for commission of a felony under Federal or State Law.</p> <p>Enrollment status would be "Not Eligible; Ineligible Date".</p>	DV01001
Dishonorable VA or FFP	DVA	302	<p>Non-Service Connected Veterans who applied for VA healthcare services, but are not eligible to enroll due to a dishonorable discharge or a statutory bar pertaining to a period of service which deprives a claimant of all VA benefits for any claim based on that period of service.</p> <p>Service Connected or Non-Service Connected Veterans who have been identified as fugitive felons are no longer eligible to receive health care services, including medications and any community care at VA expense.</p> <p>A "Fugitive Felon" is a person fleeing to avoid prosecution, custody or confinement, or violating a condition of probation or parole imposed for commission of a felony under Federal or State Law.</p> <p>Enrollment status would be "Not Eligible; Ineligible Date".</p>	DV01001		

## 4.4. COMPACT Act: Core VHAP Updates

Confirm the following online help updates.

Step	Action
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.
2	Click the <b>References</b> book.
3	Click the <b>VHA Profiles</b> book.
4	Click the <b>Core VHAPs</b> topic.
5	<p>Confirm the following text was added:</p> <p><i>“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.”</i></p> <p>...to the following core VHAPs:</p> <ul style="list-style-type: none"><li>• Veteran Full Med Benefits Tx and Rx Copay Exmt (213)</li></ul>

Step	Action				
	Veteran Full Med Benefits Tx and Rx Copay Exmt	FM	213	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and are not subject to copay for their inpatient, outpatient services nor medications.</p> <p>Veterans are exempt from copayments for inpatient, outpatient services and medications related to their Service Connected (SC) related disability and special authority factor(s) – Agent Orange Exposure (AO), Southwest Asia Conditions (SWA), Ionizing Radiation (IR), Nose Throat Radium (NTR), Shipboard Hazard and Defense (SHAD), Combat Veteran (CV), Camp Lejeune (CL), Military Sexual Trauma (MST). Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Determined to be 50% or greater SC</li> <li>• Determined to be 10% to 40% Compensable SC*</li> <li>• Received a Medal of Honor (MOH)</li> <li>• Received a Purple Heart (PH)**</li> <li>• Has been a Prisoner of War (POW)</li> <li>• Determined to be Catastrophically Disabled (CD)</li> <li>• Determined to be Unemployable due to SC conditions</li> <li>• In receipt of Aid &amp; Attendance (A&amp;A)</li> <li>• In receipt of Housebound (HB)</li> <li>• In receipt of a VA Pension</li> <li>• Discharge Due to Disability**</li> <li>• Military Disability Retirement**</li> <li>• Receive Medicaid**</li> <li>• Non-Service Connected (NSC)***</li> </ul> <p>*They are exempt from copay for medications related to their SC rated condition, but they must complete a Pharmacy Copay Exemption Test and the outcome is Rx Copay Exempt to be exempt from NSC medication copays.</p> <p>**They must complete a Pharmacy Copay Exemption Test and the outcome is Rx Copay Exempt to be exempt from NSC medication copays.</p> <p>***NSC Veterans who are subject to Means Testing; the outcome of the Means Test is MT Copay Exempt and Rx Exemption status is Exempt</p> <p>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.</p>	FB01001

Step	Action			
	<ul style="list-style-type: none"> <li>Veteran Full Med Benefits Tx Copay Exmt and Rx Copay Req (214)</li> </ul>			
Veteran Full Med Benefits Tx Copay Exmt and Rx Copay Req	FM RxCo	214	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and are not subject to copay for their inpatient, outpatient services but are subject to copay for their medications.</p> <p>Veterans are exempt from copayments for inpatient, outpatient services and medications related to their Service Connected (SC) related disability and special authority factor(s) – Agent Orange Exposure (AO), Southwest Asia Conditions (SWA), Ionizing Radiation (IR), Nose Throat Radium (NTR), Shipboard Hazard and Defense (SHAD), Combat Veteran (CV), Camp Lejeune (CL), Military Sexual Trauma (MST). Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>Determined to be 10% to 40% Compensable SC*</li> <li>Received a Purple Heart (PH)**</li> <li>Discharge Due to Disability**</li> <li>Military Disability Retirement **</li> <li>Granted a Financial Hardship based on the evidence provided***</li> <li>Receive Medicaid**</li> <li>Non-Service Connected (NSC)****</li> </ul> <p>*They are exempt from copay for medications related to their SC rated condition, but they must complete a Pharmacy Copay Exemption Test and the outcome is Non-Exempt. They must pay copay for their NSC medication copays.</p> <p>**They must complete a Pharmacy Copay Exemption Test and the outcome is Non-Exempt. They must pay copay for their NSC medication.</p> <p>***The Hardship assigns Means Test (MT) Status outcome of MT Copay Required for Medical Benefits Treatments. The Hardship does not affect Pharmacy Copay Exemption Test outcome. If the Pharmacy Copay Exemption Test outcome is Non-Exempt, they are subject to NSC medication copays.</p> <p>****NSC Veterans who are subject to Means Testing; the outcome of the Means Test is MT Copay Exempt and Rx Exemption status is Non-Exempt.</p> <p>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.</p>	FB01002
	<ul style="list-style-type: none"> <li>Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6 (215)</li> </ul>			

Step	Action				
	Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 6	FM TxCo 6	215	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and current Means Test is based on Net Worth Adjudication. Their income plus net worth is above the National Threshold, but income alone is below the VA Pension Threshold.</p> <p>They are subject to copays for their inpatient, outpatient services and not subject to copay for their medications.</p> <p>Veterans are exempt from copayments for inpatient, outpatient services and medications related to their Service Connected (SC) related disability and special authority factor(s) – Agent Orange Exposure (AO), Southwest Asia Conditions (SWA), Ionizing Radiation (IR), Nose Throat Radium (NTR), Shipboard Hazard and Defense (SHAD), Combat Veteran (CV), Camp Lejeune (CL), Military Sexual Trauma (MST).</p> <p>Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• 0% SC, non-compensable *</li> <li>• Non-Service Connected (NSC)</li> <li>• MT status in "MT Copay Required"</li> <li>• Priority Group 6 (i.e., AO, SWA, IR, EC, SHAD, CV, CL)</li> </ul> <p>*They are subject to copays for their inpatient, outpatient services and are exempt from copay for their medications.</p> <p>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.</p>	FB01003
<ul style="list-style-type: none"> <li>• Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 7 (216)</li> </ul>					



Step	Action				
	Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 7	FM TxCo 7	216	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and current Means Test is based on Net Worth Adjudication. Their income plus net worth is above the National Threshold, but income alone is below the VA Pension Threshold.</p> <p>They are subject to copays for their inpatient, outpatient services but not subject to copay for their medications.</p> <p>Veteran authorized to receive medical benefits with:</p> <ul style="list-style-type: none"> <li>• Copay charges for Treatment</li> <li>• No Copay charges for Medication</li> </ul> <p>Must be in:</p> <ul style="list-style-type: none"> <li>• MT Status in a Pending Adjudication</li> <li>• Priority Group 7</li> </ul> <p>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.</p>	FB01007
<ul style="list-style-type: none"> <li>• Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8 (217).</li> </ul>					
	Veteran Full Med Benefits Tx Copay Req and Rx Copay Exmt 8	FM TxCo 8	217	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. They are subject to copayment for their inpatient, outpatient services but not subject to copayment for their medications.</p> <p>Veteran authorized to receive medical benefits with:</p> <ul style="list-style-type: none"> <li>• Copayment charges for Treatment</li> <li>• No Copayment charges for Medication</li> </ul> <p>Must be in:</p> <ul style="list-style-type: none"> <li>• MT status in "MT Copay Required"</li> <li>• Priority Group 8a/b/c/d (i.e., SC 0% and NSC)</li> </ul> <p>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.</p>	FB01008

Step	Action								
	<ul style="list-style-type: none"> <li data-bbox="342 283 1057 315">• Veteran Full Med Benefits Tx and Rx Copay Req 6 (218)</li> </ul> <table border="1" data-bbox="302 359 1422 1115"> <tr> <td data-bbox="302 359 467 1115">Veteran Full Med Benefits Tx and Rx Copay Req 6</td> <td data-bbox="467 359 621 1115">FM TxCo RxCo 6</td> <td data-bbox="621 359 721 1115">218</td> <td data-bbox="721 359 1304 1115"> <p data-bbox="727 380 1299 499">All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. They are subject to copays for their inpatient, outpatient services and subject to copay for their medications.</p> <p data-bbox="727 548 1230 573">Veteran authorized to receive medical benefits with:</p> <ul data-bbox="760 583 1081 646" style="list-style-type: none"> <li data-bbox="760 583 1081 611">• Copay charges for Treatment</li> <li data-bbox="760 621 1081 646">• Copay charges for Medication</li> </ul> <p data-bbox="727 695 837 720">Must be in:</p> <ul data-bbox="760 730 1284 821" style="list-style-type: none"> <li data-bbox="760 730 1284 758">• Priority Group 6 (i.e., AO, SWA, IR, SHAD, CV, CL)</li> <li data-bbox="760 768 1284 821">• Treatment or Medications for SA conditions are Copay Exempt</li> </ul> <div data-bbox="727 863 1304 1108" style="border: 2px solid yellow; padding: 5px;"> <p data-bbox="727 863 1304 982">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.</p> </div> </td> <td data-bbox="1304 359 1422 1115">FB01004</td> </tr> </table> <ul style="list-style-type: none"> <li data-bbox="342 1167 1057 1199">• Veteran Full Med Benefits Tx and Rx Copay Req 8 (219)</li> </ul>				Veteran Full Med Benefits Tx and Rx Copay Req 6	FM TxCo RxCo 6	218	<p data-bbox="727 380 1299 499">All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. They are subject to copays for their inpatient, outpatient services and subject to copay for their medications.</p> <p data-bbox="727 548 1230 573">Veteran authorized to receive medical benefits with:</p> <ul data-bbox="760 583 1081 646" style="list-style-type: none"> <li data-bbox="760 583 1081 611">• Copay charges for Treatment</li> <li data-bbox="760 621 1081 646">• Copay charges for Medication</li> </ul> <p data-bbox="727 695 837 720">Must be in:</p> <ul data-bbox="760 730 1284 821" style="list-style-type: none"> <li data-bbox="760 730 1284 758">• Priority Group 6 (i.e., AO, SWA, IR, SHAD, CV, CL)</li> <li data-bbox="760 768 1284 821">• Treatment or Medications for SA conditions are Copay Exempt</li> </ul> <div data-bbox="727 863 1304 1108" style="border: 2px solid yellow; padding: 5px;"> <p data-bbox="727 863 1304 982">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.</p> </div>	FB01004
Veteran Full Med Benefits Tx and Rx Copay Req 6	FM TxCo RxCo 6	218	<p data-bbox="727 380 1299 499">All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. They are subject to copays for their inpatient, outpatient services and subject to copay for their medications.</p> <p data-bbox="727 548 1230 573">Veteran authorized to receive medical benefits with:</p> <ul data-bbox="760 583 1081 646" style="list-style-type: none"> <li data-bbox="760 583 1081 611">• Copay charges for Treatment</li> <li data-bbox="760 621 1081 646">• Copay charges for Medication</li> </ul> <p data-bbox="727 695 837 720">Must be in:</p> <ul data-bbox="760 730 1284 821" style="list-style-type: none"> <li data-bbox="760 730 1284 758">• Priority Group 6 (i.e., AO, SWA, IR, SHAD, CV, CL)</li> <li data-bbox="760 768 1284 821">• Treatment or Medications for SA conditions are Copay Exempt</li> </ul> <div data-bbox="727 863 1304 1108" style="border: 2px solid yellow; padding: 5px;"> <p data-bbox="727 863 1304 982">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.</p> </div>	FB01004					

Step	Action				
	Veteran Full Med Benefits Tx and Rx Copay Req 8	FM TxCo RxCo 8	219	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and must complete a Means Test (MT) to determine their copay status for their Medical Treatment and Medication. Veterans receiving inpatient, outpatient services for Non-Service Connected (NSC) conditions and whose income exceeds the applicable National Income Threshold are subject to copayments for inpatient, outpatient services and medications.</p> <p>Veterans are exempt from copayments for inpatient, outpatient services and medications related to their Service Connected (SC) related disability and special authority factor(s) – Agent Orange Exposure (AO), Southwest Asia Conditions (SWA), Ionizing Radiation (IR), Nose Throat Radium (NTR), Shipboard Hazard and Defense (SHAD), Combat Veteran (CV), Camp Lejeune (CL), Military Sexual Trauma (MST).</p> <p>Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• 0% SC, Non-Compensable *</li> <li>• NSC</li> <li>• Priority Group 8a/b/c/d (i.e., SC 0% Non-Compensable or NSC)</li> </ul> <p>* They are exempt from copay for medications related to their SC condition, but they must complete a Means Test to determine their copay status for NSC inpatient, outpatient services and medications. The outcome of Means Test was MT Copay Required for their inpatient, outpatient services and Non-Exempt for their Pharmacy Copay Exemption Test.</p> <p>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.</p>	FB01009
<ul style="list-style-type: none"> <li>• Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Exmt (220)</li> </ul>					

Step	Action				
	Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Exmt	FM TxCoG	220	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and must complete a Financial Assessment to determine their copay status for their inpatient, outpatient services and medications.</p> <p>Veterans with gross household income below the geographically-adjusted income limits for their resident location and who agreed to pay copays. The Means Test outcome of GMT Copay Required and outcome of their Rx Exemption status is Exempt. These Veterans are subject to copays for their inpatient services at a reduced rate, copayment for their outpatient services at the full copay rate, but no copayment for their medications.</p> <p>Veterans are exempt from copayments for inpatient, outpatient services and medications related to their Service Connected (SC) related disability and special authority factor(s) – Agent Orange Exposure (AO), Southwest Asia Conditions (SWA), Ionizing Radiation (IR), Nose Throat Radium (NTR), Shipboard Hazard and Defense (SHAD), Combat Veteran (CV), Camp Lejeune (CL), Military Sexual Trauma (MST).</p> <p>Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• 0% SC, non-compensable</li> <li>• Non-Service Connected</li> <li>• Priority Group 7 (i.e., SC 0% Non-Compensable or NSC)</li> </ul> <p>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.</p>	FB01005
<ul style="list-style-type: none"> <li>• Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Req (221)</li> </ul>					

Step	Action				
	Veteran Full Med Benefits Tx GMT Copay Req and Rx Copay Req	FM TxCoG RxCo	221	<p>All enrolled Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. Veterans who meet Veteran status for VA healthcare benefits and must complete a Means Test to determine their copay status for their inpatient, outpatient services and medications.</p> <p>Veterans with gross household income below the geographically-adjusted income limits for their resident location and who agreed to pay copays. The Means Test outcome of GMT Copay Required and outcome of their Rx Exemption status is Non-Exempt. These Veterans are subject to copays for inpatient services at a reduced rate, copays for outpatient services at the full copay rate, and copays for medications.</p> <p>Veterans are exempt from copayments for inpatient, outpatient services and medications related to their Service Connected (SC) related disability and special authority factor(s) – Agent Orange Exposure (AO), Southwest Asia Conditions (SWA), Ionizing Radiation (IR), Nose Throat Radium (NTR), Shipboard Hazard and Defense (SHAD), Combat Veteran (CV), Camp Lejeune (CL), Military Sexual Trauma (MST).</p> <p>Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• 0% SC, Non-Compensable</li> <li>• Non-Service Connected</li> <li>• Priority Group 7 (i.e., SC 0% Non-Compensable or NSC)</li> </ul> <p>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.</p>	FB01006
<ul style="list-style-type: none"> <li>• Veteran Restricted Med Benefits (222)</li> </ul>					

Step	Action				
	Veteran Restricted Med Benefits	RM	222	<p>Veterans who are not enrolled but can be seen for their Service Connected (SC) conditions only (and/or MST if MST is indicated).</p> <p>Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Cancelled/Declined - Receive medical benefits for SC conditions only</li> <li>• Rejected - Receive medical benefits for SC conditions only</li> <li>• Ineligible and SC 0% - Receive medical benefits for SC conditions only</li> <li>• Ineligible and MST - Receive medical benefits for MST conditions only</li> </ul> <p>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.</p>	RM01001
<ul style="list-style-type: none"> <li>• Non Veteran Other Restricted Med Benefits (223)</li> </ul>					
	Non Veteran Other Restricted Med Benefits	ORM	223	<p>Non-Veterans authorized to receive medical benefits limited to a very specific situation.</p> <p>Includes any of the following:</p> <ul style="list-style-type: none"> <li>• MST - Non-Veteran (Active Duty)</li> <li>• Presumptive (38 USC 1702- 38 CFR 17.109)</li> <li>• Former Servicemembers with Other Than Honorable (OTH) discharges who present for certain services</li> </ul> <p>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.</p>	OR01001
<ul style="list-style-type: none"> <li>• Restricted Examination Only (224)</li> </ul>					
<p>Added the following text to core VHAP 224:</p>					

Step	Action					
	<p data-bbox="289 243 1456 453"><i>"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."</i></p> <table border="1" data-bbox="293 499 1414 1115"> <tr> <td data-bbox="293 499 461 1115">Restricted Examination Only</td> <td data-bbox="461 499 618 1115">REO</td> <td data-bbox="618 499 711 1115">224</td> <td data-bbox="711 499 1295 1115"> <p data-bbox="719 516 1287 638">Veterans being registered for a Registry exam (i.e., Burn Pit, Agent Orange, etc.) or Compensation and Pension (C&amp;P) exam as requested by the Veterans Benefits Administration (VBA). The Veterans are not subject to Copayment Requirements for exam.</p> <p data-bbox="719 684 935 709">Includes the following:</p> <ul data-bbox="748 722 1256 768" style="list-style-type: none"> <li data-bbox="748 722 1256 768">• Veterans being registered for a Registry Exam or C&amp;P exam</li> </ul> <p data-bbox="719 821 1287 1104"><i>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.</i></p> </td> <td data-bbox="1295 499 1414 1115">EX01001</td> </tr> </table> <ul data-bbox="342 1167 703 1199" style="list-style-type: none"> <li data-bbox="342 1167 703 1199">• Applicant in Process (226)</li> </ul> <p data-bbox="289 1245 808 1276">Added the following text to core VHAP 226:</p> <p data-bbox="289 1323 1456 1533"><i>"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."</i></p>	Restricted Examination Only	REO	224	<p data-bbox="719 516 1287 638">Veterans being registered for a Registry exam (i.e., Burn Pit, Agent Orange, etc.) or Compensation and Pension (C&amp;P) exam as requested by the Veterans Benefits Administration (VBA). The Veterans are not subject to Copayment Requirements for exam.</p> <p data-bbox="719 684 935 709">Includes the following:</p> <ul data-bbox="748 722 1256 768" style="list-style-type: none"> <li data-bbox="748 722 1256 768">• Veterans being registered for a Registry Exam or C&amp;P exam</li> </ul> <p data-bbox="719 821 1287 1104"><i>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.</i></p>	EX01001
Restricted Examination Only	REO	224	<p data-bbox="719 516 1287 638">Veterans being registered for a Registry exam (i.e., Burn Pit, Agent Orange, etc.) or Compensation and Pension (C&amp;P) exam as requested by the Veterans Benefits Administration (VBA). The Veterans are not subject to Copayment Requirements for exam.</p> <p data-bbox="719 684 935 709">Includes the following:</p> <ul data-bbox="748 722 1256 768" style="list-style-type: none"> <li data-bbox="748 722 1256 768">• Veterans being registered for a Registry Exam or C&amp;P exam</li> </ul> <p data-bbox="719 821 1287 1104"><i>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.</i></p>	EX01001		



Step	Action				
	Applicant in Process	INC	226	<p>Veterans who applied for VA healthcare benefits, but eligibility has not been verified or a final enrollment determination could not be made.</p> <ul style="list-style-type: none"> <li>• Pending; Means Test Required - Veterans whose Veterans Status has been verified and who have not provided initial Means Test to determine enrollment.</li> <li>• Pending; Purple Heart Unconfirmed - A temporary eligibility for 14 days.</li> <li>• Pending; Other - Enrollment System cannot determine enrollment status.</li> <li>• Pending; No Eligibility Code - Enrollment System cannot determine enrollment status.</li> <li>• Pending – Enrollment System cannot determine enrollment status.</li> <li>• Unverified - Enrollment System cannot determine enrollment status.</li> <li>• Pending; Eligibility Unverified - Veterans who do not have a prior period of enrollment and still within the 365-day period who have provided evidence of Veteran status.</li> </ul> <p>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.</p>	AN01001
<ul style="list-style-type: none"> <li>• Ineligible (290)</li> </ul>					
<p>Added the following text to core VHAP 290:</p>					
<p><i>"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."</i></p>					



Step	Action				
	Ineligible	Inel	290	<p>Non-Veterans and Non-Service Connected Veterans who applied for VA healthcare services, but are not enrolled due to an enrollment decision, or after a one year period the application is administratively closed due to no receipt of information needed to verify Veteran status and/or financial information used to determine enrollment status. Also, Veterans who are eligible based on income but refuse to agree to pay copayment.</p> <p>Non-Veterans and Veterans assigned this VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Enrollment Status is Rejected, Below Enrollment Group Threshold (EGT)</li> <li>• Enrollment Status is Closed Application</li> <li>• Enrollment Status is Not Eligible; Ineligible Date</li> <li>• Enrollment Status is Not Eligible; Refuse to pay copay</li> </ul> <p>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.</p>	IN01001
6	<p>Confirm the following text was removed from core VHAP "215":</p> <p>Removed "a Pending Adjudication" (third bullet):</p> <p>Veterans assigned this <u>VHAP</u> meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• 0% SC, non-compensable *</li> <li>• Non-Service Connected (NSC)</li> <li>• MT status in "MT Copay Required"</li> <li>• Priority Group 6 (i.e., <u>AO</u>, <u>SWA</u>, <u>IR</u>, EC, SHAD, CV, CL)</li> </ul>				
7	<p>Confirm the following text was removed from core VHAP "217":</p> <p>Removed "a Pending Adjudication" (from first bullet):</p> <p>Must be in:</p> <ul style="list-style-type: none"> <li>• MT status in "MT Copay Required"</li> <li>• Priority Group 8a/b/c/d (i.e., SC 0% and NSC)</li> </ul>				

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

Confirm the following online help updates.

Step	Action
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.
2	Click the <b>References</b> book.
3	Click the <b>VHA Profiles</b> book.
4	Click the <b>CCP VHAPs</b> topic.
5	<p>Confirm the following text was added to “Veteran Plan CCP Restricted Care” (300) VHAP:</p> <p><i>The VHAP Veteran Plan CCP Restricted Care is assigned to:</i></p> <p><u>Not enrolled covered Veterans:</u> <i>Veterans who are NOT enrolled and non-Veterans who have the following eligibility:</i></p> <ul style="list-style-type: none"> <li>• <i>SC 0% to 40%; SC 0% (non-compensable)</i></li> <li>• <i>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</i></li> <li>• <i>Military Sexual Trauma (MST) Non-Veteran (Active Duty)</i></li> <li>• <i>Emergent Mental Health (MH) Other-Than-Honorable (OTH) or Extended MH OTH</i></li> </ul> <p><u>COMPACT Act 2020 eligible Veterans:</u> <i>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.</i></p>

Step	Action					
	<table border="1"> <tr> <td data-bbox="443 243 574 1123">Veteran Plan CCP Restricted Care</td> <td data-bbox="579 243 683 1123">CCP R</td> <td data-bbox="688 243 792 1123">300</td> <td data-bbox="797 243 1175 1123"> <p>A covered Veteran is any Veteran who is enrolled in the "annual patient enrollment" established and operated under section 1705; or is a Veteran who is not enrolled but is otherwise entitled to hospital care, medical services, extended care services and community care services.</p> <p>These Veterans and non-Veterans are only eligible for care related to their Service Connected (SC) conditions, or Military Sexual Trauma (MST), or Mental Health (MH) Other-Than-Honorable (OTH) as indicated in their records.</p> <p>The VHAP Veteran Plan CCP Restricted Care is assigned to:</p> <p><u>Not enrolled covered Veterans:</u> Veterans who are NOT enrolled and non-Veterans who have the following eligibility:</p> <ul style="list-style-type: none"> <li>• SC 0% to 40%; SC 0% (non-compensable)</li> <li>• 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</li> <li>• Military Sexual Trauma (MST) Non-Veteran (Active Duty)</li> <li>• Emergent Mental Health (MH) Other-Than-Honorable (OTH) or Extended MH OTH</li> </ul> <p><u>COMPACT Act 2020 eligible Veterans:</u> 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.</p> </td> <td data-bbox="1180 243 1260 1123">CR01001</td> </tr> </table>	Veteran Plan CCP Restricted Care	CCP R	300	<p>A covered Veteran is any Veteran who is enrolled in the "annual patient enrollment" established and operated under section 1705; or is a Veteran who is not enrolled but is otherwise entitled to hospital care, medical services, extended care services and community care services.</p> <p>These Veterans and non-Veterans are only eligible for care related to their Service Connected (SC) conditions, or Military Sexual Trauma (MST), or Mental Health (MH) Other-Than-Honorable (OTH) as indicated in their records.</p> <p>The VHAP Veteran Plan CCP Restricted Care is assigned to:</p> <p><u>Not enrolled covered Veterans:</u> Veterans who are NOT enrolled and non-Veterans who have the following eligibility:</p> <ul style="list-style-type: none"> <li>• SC 0% to 40%; SC 0% (non-compensable)</li> <li>• 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</li> <li>• Military Sexual Trauma (MST) Non-Veteran (Active Duty)</li> <li>• Emergent Mental Health (MH) Other-Than-Honorable (OTH) or Extended MH OTH</li> </ul> <p><u>COMPACT Act 2020 eligible Veterans:</u> 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.</p>	CR01001
Veteran Plan CCP Restricted Care	CCP R	300	<p>A covered Veteran is any Veteran who is enrolled in the "annual patient enrollment" established and operated under section 1705; or is a Veteran who is not enrolled but is otherwise entitled to hospital care, medical services, extended care services and community care services.</p> <p>These Veterans and non-Veterans are only eligible for care related to their Service Connected (SC) conditions, or Military Sexual Trauma (MST), or Mental Health (MH) Other-Than-Honorable (OTH) as indicated in their records.</p> <p>The VHAP Veteran Plan CCP Restricted Care is assigned to:</p> <p><u>Not enrolled covered Veterans:</u> Veterans who are NOT enrolled and non-Veterans who have the following eligibility:</p> <ul style="list-style-type: none"> <li>• SC 0% to 40%; SC 0% (non-compensable)</li> <li>• 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</li> <li>• Military Sexual Trauma (MST) Non-Veteran (Active Duty)</li> <li>• Emergent Mental Health (MH) Other-Than-Honorable (OTH) or Extended MH OTH</li> </ul> <p><u>COMPACT Act 2020 eligible Veterans:</u> 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.</p>	CR01001		

## 4.6. COMPACT Act: Ineligible Reason Code

Confirm the following online help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.
2	Click the <b>Eligibility</b> book.
3	Click the <b>Current Eligibility</b> book.
4	Scroll down to the <b>Ineligible Reason Code (Required)</b> field.
	<p>Confirm the definition text and the rules under this field are correct.</p> <p><b>Ineligible Reason Code (Required):</b>            The "Ineligible Reason Codes" drop down list contains the following list items:</p> <ul style="list-style-type: none"> <li>• ACCUTRA ONLY</li> <li>• Bad Conduct General Court Martial</li> <li>• Dishonorable Discharge</li> <li>• DVA 12D w/Ch 17, Seen for SC/MST</li> <li>• DVA 12D w/o Chapter 17</li> <li>• DVA 12C</li> <li>• Fugitive Felon Program (FFP)               <ul style="list-style-type: none"> <li>◦ "Fugitive Felon Program (FFP)" is disabled/not selectable if the user does not have the "Fugitive Felon Program" capability. The "Fugitive Felon Program" capability allows users to add or remove a FFP ineligible reason code.</li> <li>◦ If "Fugitive Felon Program" is already assigned to a Veteran, and the user does not have the "Fugitive Felon Program" capability, the Ineligible Reason Code drop down list is completely disabled.</li> </ul> </li> <li>• Less Than 24 Months</li> </ul> <p><b>Rules...</b></p> <ul style="list-style-type: none"> <li>• An "Ineligible Reason Code" is required.</li> <li>• When an "Ineligible Reason Code" is selected by the user but the <b>Ineligible Reason</b> text field is blank, ES populates the <b>Ineligible Reason</b> text field with the selected Ineligible Reason Code.</li> <li>• The "Ineligible Reason Code" drop down is hidden if the "Ineligible Date" is blank.</li> <li>• 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).           <ul style="list-style-type: none"> <li>◦ <u>Dishonorable VA or FFP core VHAP</u>: Assigned if an ineligible reason of "DVA 12D without Chapter 17", "Dishonorable Discharge", "Bad Conduct General Court Martial", or "Fugitive Felon Program (FFP)" has been selected for a Veteran.</li> <li>◦ <u>Restricted (R)</u>: Assigned if a secondary eligibility of "COMPACT Act Eligible" has been assigned.               <ul style="list-style-type: none"> <li>▪ <b>Note:</b> 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.</li> </ul> </li> <li>◦ <u>Ineligible (X)</u>: 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.</li> </ul> </li> </ul>
5	Navigate to the table of contents (on the left of the system help).
6	Click the <b>Edit Current Eligibility (Add a Person)</b> topic.
7	Scroll down to the <b>Ineligible Reason Code (Required)</b> field
8	Confirm the definition text and the rules under this field are correct.

Step	Action
	<p><b>Ineligible Reason Code (Required):</b></p> <p>The "Ineligible Reason Codes" drop down list contains the following list items:</p> <ul style="list-style-type: none"> <li>• ACDUTRA ONLY</li> <li>• Bad Conduct General Court Martial</li> <li>• Dishonorable Discharge</li> <li>• DVA 12D w/Ch 17, Seen for SC/MST</li> <li>• DVA 12D w/o Chapter 17</li> <li>• DVA 12C</li> <li>• Fugitive Felon Program (FFP) <ul style="list-style-type: none"> <li>◦ "Fugitive Felon Program (FFP)" is disabled/not selectable if the user does not have the "Fugitive Felon Program" capability. The "Fugitive Felon Program" capability allows users to add or remove a FFP ineligible reason code.</li> <li>◦ If "Fugitive Felon Program" is already assigned to a Veteran, and the user does not have the "Fugitive Felon Program" capability, the Ineligible Reason Code drop down list is completely disabled.</li> </ul> </li> <li>• Less Than 24 Months</li> </ul> <p><b>Rules...</b></p> <ul style="list-style-type: none"> <li>• An "Ineligible Reason Code" is required.</li> <li>• When an "Ineligible Reason Code" is selected by the user but the <b>Ineligible Reason</b> text field is blank, ES populates the <b>Ineligible Reason</b> text field with the selected Ineligible Reason Code.</li> <li>• The "Ineligible Reason Code" drop down is hidden if the "Ineligible Date" is blank.</li> <li>• When the user accepts the changes, the eligibility fields assigns "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) . <ul style="list-style-type: none"> <li>◦ <u>Dishonorable VA or FFP core VHAP</u>: Assigned if an ineligible reason of "DVA 12D without Chapter 17", "Dishonorable Discharge", "Bad Conduct General Court Martial", or "Fugitive Felon Program (FFP)" has been selected for a Veteran.</li> <li>◦ <u>Restricted (R)</u>: Assigned if a secondary eligibility of "COMPACT Act Eligible" has been assigned. <ul style="list-style-type: none"> <li>▪ <b>Note:</b> 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.</li> </ul> </li> <li>◦ <u>Ineligible (X)</u>: 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.</li> </ul> </li> </ul> <p><b>Note:</b> If the <b>Ineligible Reason</b> free text field is updated by a user, or the update is received from VistA, ES will NOT update <b>Ineligible Reason Code</b> drop down.</p>

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

Confirm the following online help updates.

Step	Action												
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.												
2	Click the <b>Eligibility</b> book.												
3	Click the <b>Current Eligibility</b> book.												
4	Click the <b>Edit Current Eligibility</b> topic.												
5	Scroll down to the <b>Ineligible Reason Code (Required):</b> field.												
6	Scroll down to the <b>Secondary Eligibility Determination of "COMPACT Act" Eligible rules.</b>												
7	<p>Confirm the rules are correct and accurate.</p> <p>Secondary Eligibility Determination of "COMPACT Act Eligible" rules            A subset of individuals who are not enrolled that are eligible for COMPACT Act. The following Secondary Eligibility of "COMPACT Act Eligible" rules apply:</p> <table border="1"> <thead> <tr> <th>Rule</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Rule 1</td> <td> <ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Veteran Indicator: Y</li> <li>• Eligibility Status: Verified</li> <li>• Enrollment Status:               <ul style="list-style-type: none"> <li>◦ Registration Only; or,</li> <li>◦ Cancelled Declined; or,</li> <li>◦ Closed Application; or,</li> <li>◦ Pending; Means Test Required; or,</li> <li>◦ Pending; Purple Heart Unconfirmed; or,</li> <li>◦ Not Eligible; Refused to Pay Copay</li> </ul> </li> </ul> </td> </tr> <tr> <td>Rule 2</td> <td> <ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Veteran Indicator: N</li> <li>• Primary Eligibility: Expanded Mental Health Non-Enrollee ("OTH")</li> </ul> </td> </tr> <tr> <td>Rule 3</td> <td> <ul style="list-style-type: none"> <li>• COMPACT Eligible?: No</li> <li>• Veteran Indicator: N</li> <li>• Enrollment Status: Not Applicable</li> </ul> </td> </tr> <tr> <td>Rule 4</td> <td> <ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Priority Group: 8e or 8g</li> </ul> </td> </tr> <tr> <td>Rule 5</td> <td> <ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Veteran Indicator: Y</li> <li>• Eligibility Status:               <ul style="list-style-type: none"> <li>◦ Pending Verification; or,</li> <li>◦ Pending Re-Verification</li> </ul> </li> <li>• Pending Verification Reason:               <ul style="list-style-type: none"> <li>◦ Blue Water Navy Pending 713; or,</li> <li>◦ OTH (Other Than Honorable) Pending 20-0986</li> </ul> </li> </ul> </td> </tr> </tbody> </table>	Rule	Definition	Rule 1	<ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Veteran Indicator: Y</li> <li>• Eligibility Status: Verified</li> <li>• Enrollment Status:               <ul style="list-style-type: none"> <li>◦ Registration Only; or,</li> <li>◦ Cancelled Declined; or,</li> <li>◦ Closed Application; or,</li> <li>◦ Pending; Means Test Required; or,</li> <li>◦ Pending; Purple Heart Unconfirmed; or,</li> <li>◦ Not Eligible; Refused to Pay Copay</li> </ul> </li> </ul>	Rule 2	<ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Veteran Indicator: N</li> <li>• Primary Eligibility: Expanded Mental Health Non-Enrollee ("OTH")</li> </ul>	Rule 3	<ul style="list-style-type: none"> <li>• COMPACT Eligible?: No</li> <li>• Veteran Indicator: N</li> <li>• Enrollment Status: Not Applicable</li> </ul>	Rule 4	<ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Priority Group: 8e or 8g</li> </ul>	Rule 5	<ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Veteran Indicator: Y</li> <li>• Eligibility Status:               <ul style="list-style-type: none"> <li>◦ Pending Verification; or,</li> <li>◦ Pending Re-Verification</li> </ul> </li> <li>• Pending Verification Reason:               <ul style="list-style-type: none"> <li>◦ Blue Water Navy Pending 713; or,</li> <li>◦ OTH (Other Than Honorable) Pending 20-0986</li> </ul> </li> </ul>
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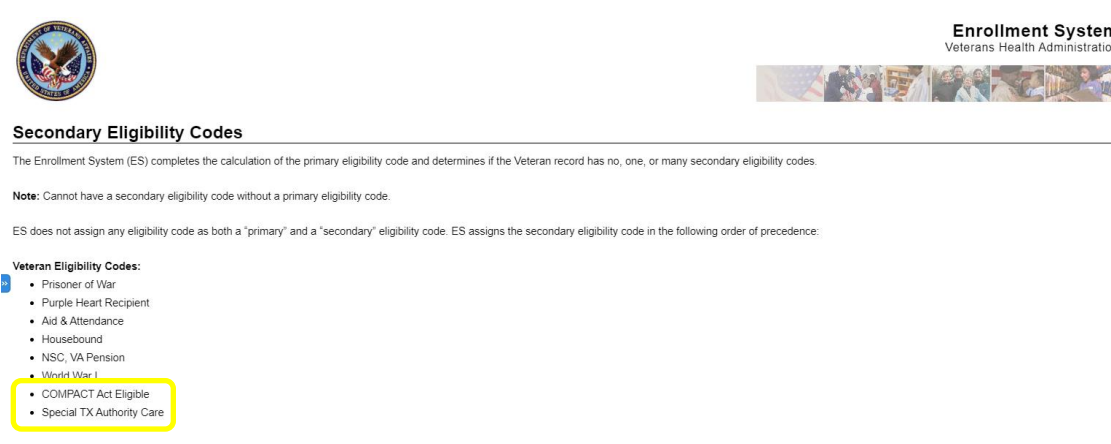
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Step	Action	
	Rule 6	<ul style="list-style-type: none"> <li>• COMPACT Eligible?: Yes</li> <li>• Eligibility Status: Verified</li> <li>• Ineligible Reason:               <ul style="list-style-type: none"> <li>◦ Less Than 24 Months; or,</li> <li>◦ ACDUTRA ONLY; or,</li> <li>◦ DVA 12D w/Ch 17, Seen for SC/MST</li> </ul> </li> </ul>
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## 4.8. COMPACT Act: Secondary Eligibility Code Updates

Confirm the following online help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.
2	Click the <b>Eligibility</b> book.
3	Click the <b>Secondary Eligibility Codes</b> book.
4	Click the <b>Secondary Eligibility Codes</b> topic.
5	Scroll down to the <b>Veteran Eligibility Codes:</b> list.
7	<p>Confirm “COMPACT Act Eligible” and “Special TX Authority Care” are added to the list, and correct.</p>  <p>The screenshot shows the 'Enrollment System' page from the Veterans Health Administration. It features the VA seal on the left and a banner image on the right. The main heading is 'Secondary Eligibility Codes'. Below this, there is explanatory text and a note. The 'Veteran Eligibility Codes' list is shown, with 'COMPACT Act Eligible' and 'Special TX Authority Care' highlighted in a yellow box.</p>

## 4.9. Megabus Act Description

Confirm the following online help updates.


Step	Action
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.
2	Click the <b>Eligibility</b> book.
3	Click the <b>Megabus Act</b> topic (at the bottom of the Eligibility book).
4	<p>Confirm the Megabus Act description is correct and accurate.</p> <p><i>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.</i></p> <p><b>Megabus Act</b></p> <hr/> <p>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.</p>

## 4.10. Megabus MST: SPECIAL TX AUTHORITY CARE

Confirm the following online help updates.


Step	Action						
1	Click the <b>Person Search Tabs</b> book on the table of contents on the online help.						
2	Click the <b>Eligibility</b> book.						
3	Click the <b>Other Eligibility Factors</b> book.						
4	Scroll down to the <b>SPECIAL TX AUTHORITY CARE</b> field.						
5	<p>Confirm the text definition, if/then table, and note within this definition is correct and accurate.</p> <p><b>SPECIAL TX AUTHORITY CARE:</b>            "SPECIAL TX AUTHORITY CARE" is a Megabus MST eligibility code found in VistA. This Megabus MST eligibility code is used for processing MST related care for Veterans and Service Members.</p> <p style="text-align: center;">Table: Determine if the MST Eligibility Factor indicator is set to "Y", "D", or "N"</p> <table border="1"> <thead> <tr> <th>If</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>The MST Eligibility Factor indicator is set to "Y"</td> <td>           1. "SPECIAL TX AUTHORITY CARE" is assigned to the person as a secondary eligibility.            2. The "SPECIAL TX AUTHORITY CARE" eligibility code of '25' is sent to VistA on the Z11.         </td> </tr> <tr> <td>The MST Eligibility Factor indicator is set to "D" or "N"</td> <td>           1. The "SPECIAL TX AUTHORITY CARE" secondary eligibility is removed.            2. The "SPECIAL TX AUTHORITY CARE" eligibility code of '25' is removed from VistA on the Z11.         </td> </tr> </tbody> </table> <p>Note: ES and Vista users cannot add or remove the "SPECIAL TX AUTHORITY CARE" Megabus eligibility code.</p>	If	Then	The MST Eligibility Factor indicator is set to "Y"	1. "SPECIAL TX AUTHORITY CARE" is assigned to the person as a secondary eligibility. 2. The "SPECIAL TX AUTHORITY CARE" eligibility code of '25' is sent to VistA on the Z11.	The MST Eligibility Factor indicator is set to "D" or "N"	1. The "SPECIAL TX AUTHORITY CARE" secondary eligibility is removed. 2. The "SPECIAL TX AUTHORITY CARE" eligibility code of '25' is removed from VistA on the Z11.
If	Then						
The MST Eligibility Factor indicator is set to "Y"	1. "SPECIAL TX AUTHORITY CARE" is assigned to the person as a secondary eligibility. 2. The "SPECIAL TX AUTHORITY CARE" eligibility code of '25' is sent to VistA on the Z11.						
The MST Eligibility Factor indicator is set to "D" or "N"	1. The "SPECIAL TX AUTHORITY CARE" secondary eligibility is removed. 2. The "SPECIAL TX AUTHORITY CARE" eligibility code of '25' is removed from VistA on the Z11.						



Step	Action
	<p><b>CCN Contractor Region:</b></p> <p>Displays CCN region. Regions are:</p> <ul style="list-style-type: none"> <li>Region 1</li> <li>Region 2</li> <li>Region 3</li> <li>Region 4</li> <li>Region 5</li> </ul> <div data-bbox="321 436 1323 1102" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center; background-color: #003366; color: white; padding: 5px;">Community Care Network Regions</h3>  <div style="display: flex; justify-content: space-between;"> <div data-bbox="332 525 576 1102" style="width: 45%;"> <p><b>CCN Region 4</b></p> <p><b>VSN 16</b> Houston, TX (500)</p> <p><b>VSN 17</b> Amarillo, TX (536) El Paso, TX (576) Texas Valley Coastal, TX (744) Central Texas (574) North Texas (590) South Texas (571) West Texas (518)</p> <p><b>VSN 18</b> Cincinnati, OH (530) Cleveland, OH (530) Cleveland, OH (545) Columbus, OH (577) Dayton, OH (552) Cincinnati, MI (513) Indianapolis, IN (582) Saginaw, MI (515) Baltimore, MD (513) Ann Arbor, MI (504) Northern Indiana (518)</p> <p><b>VSN 19</b> Tampa, FL (570) West Michigan, MI (505) Madison, WI (507) Milwaukee, WI (505) North Chicago, IL (504) Troy, MI (576) Chicago, IL (517) Illiana, IL (510)</p> <p><b>VSN 20</b> Columbus, MO (509) Eastern Kansas (505) Kansas City, MO (589) Wichita, KS (505) Wichita, KS (507) Peoria, MO (557) St. Louis, MO (557)</p> <p><b>VSN 21</b> Fargo, ND (521) Des Moines, IA (524) Iowa City, IA (530) Minneapolis, MN (518) Omaha, NE (504) Sioux Falls, SD (438) St. Cloud, MN (556) Black Hills, SD (554)</p> <p><b>VSN 22</b> Lana, UT (550) Long Beach, CA (549) New Mexico (501) Northern Arizona (549) Phoenix, AZ (544) San Diego, CA (554) Southern Arizona (578) Greater LA, CA (591)</p> </div> <div data-bbox="584 525 1055 1102" style="width: 45%;"> <p><b>CCN Region 2</b></p> <p><b>VSN 9</b> Lexington, KY (506) Louisville, KY (501)</p> <p><b>VSN 10</b> Chillicothe, OH (530) Cincinnati, OH (530) Cleveland, OH (545) Columbus, OH (577) Dayton, OH (552) Cincinnati, MI (513) Indianapolis, IN (582) Saginaw, MI (515) Baltimore, MD (513) Ann Arbor, MI (504) Northern Indiana (518)</p> <p><b>VSN 11</b> Tampa, FL (570) West Michigan, MI (505) Madison, WI (507) Milwaukee, WI (505) North Chicago, IL (504) Troy, MI (576) Chicago, IL (517) Illiana, IL (510)</p> <p><b>VSN 12</b> Columbus, MO (509) Eastern Kansas (505) Kansas City, MO (589) Wichita, KS (505) Wichita, KS (507) Peoria, MO (557) St. Louis, MO (557)</p> <p><b>VSN 13</b> Fargo, ND (521) Des Moines, IA (524) Iowa City, IA (530) Minneapolis, MN (518) Omaha, NE (504) Sioux Falls, SD (438) St. Cloud, MN (556) Black Hills, SD (554)</p> <p><b>VSN 23</b> Lana, UT (550) Long Beach, CA (549) New Mexico (501) Northern Arizona (549) Phoenix, AZ (544) San Diego, CA (554) Southern Arizona (578) Greater LA, CA (591)</p> </div> <div data-bbox="1071 525 1315 1102" style="width: 45%;"> <p><b>CCN Region 3</b></p> <p><b>VSN 7</b> Augusta, GA (500) Birmingham, AL (521) Charleston, SC (534) Columbia, SC (544) Atlanta, GA (530) Dallas, GA (517) Tallahassee, FL (575) Central Alabama (519)</p> <p><b>VSN 8</b> Daytona, FL (516) Miami, FL (516) Fort Lauderdale, FL (572) Orlando, FL (535) San Juan, PR (512) Tampa, FL (571) West Palm Beach, FL (548)</p> <p><b>VSN 9</b> Memphis, TN (514) Mountain View, TN (511) Nashville, TN (512)</p> <p><b>VSN 10</b> Albuquerque, NM (502) Fort Worth, TX (544) Houston, TX (504) New Orleans, LA (528) Shreveport, LA (527) Central Arkansas, AR (590) Baton Rouge, LA (530)</p> <p><b>VSN 11</b> Madison, WI (507) Oklahoma City, OK (525)</p> <p><b>CCN Region 1</b></p> <p><b>VSN 1</b> Boston, MA (510) Manchester, NH (509) Central Vermont, VT (504) Providence, RI (504) Troy, NY (507) Boston, MA (512) Connecticut, CT (504) White River Junction, VT (504)</p> <p><b>VSN 2</b> Baton Rouge, LA (530) Albany, NY (518) Buffalo, NY (520) Cleveland, OH (530) Syracuse, NY (520) New York, NY (510) Hartford, CT (504) Hudson Valley, NY (517) Long Beach, CA (549)</p> <p><b>VSN 3</b> Albuquerque, NM (502) Baton Rouge, LA (530) Fort Worth, TX (544) Houston, TX (504) New Orleans, LA (528) Shreveport, LA (527) Central Arkansas, AR (590) Baton Rouge, LA (530)</p> <p><b>VSN 4</b> Albuquerque, NM (502) Baton Rouge, LA (530) Fort Worth, TX (544) Houston, TX (504) New Orleans, LA (528) Shreveport, LA (527) Central Arkansas, AR (590) Baton Rouge, LA (530)</p> <p><b>VSN 5</b> Baltimore, MD (513) Charleston, WV (517) Charleston, WV (540) Martinsburg, WV (513) Baltimore, MD (513) Washington, DC (548)</p> <p><b>VSN 6</b> Arlington, VA (557) Durham, NC (538) Fayetteville, NC (540) Hampton, VA (500) Richmond, VA (552) Salisbury, NC (509)</p> </div> </div> <p style="text-align: center; font-size: small;">Date Updated: August 10, 2021</p> <p style="text-align: center; font-size: small;">Community Care Network Regions Map (2021)</p> </div>

## 4.12. Paginating and Filtering User Profiles

Confirm the following online help updates.

Step	Action
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.
2	Click the <b>Admin</b> book.
3	Click the <b>User Profiles</b> book.
4	Click the second <b>User Profiles</b> book.
5	Click the View User Profiles topic.
6	Scroll down to the “Paginating and Filtering User Profiles” section
7	<p>Confirm the following text added for paginating and filtering user profiles is correct and accurate:</p> <p><b>Paginating and Filtering User Profiles</b>  Users may enter a full last name, full first name, or full last and first name. Users may also enter just a single letter or partial last and/or first name and get a result back with all users matching the filter criteria. The same applies for the <b>User ID</b> field. One or all three user profile fields may have data in them and be filtered upon. If no users are found, the following error displays, <i>“No users match the entered criteria”</i>.</p> <p><b>APPLY FILTER:</b>  Displays results of all users matching filtered criteria.</p> <p><b>RESET FILTER:</b>  Resets all user profile fields and refreshes the screen.</p>  <p>Paginating and Filtering buttons</p>



## 4.13. Carveout VHAP Description Update

Confirm the following online help updates.

Step	Action
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.
2	Click the <b>References</b> book.
3	Click the <b>VHA Profiles</b> book.
4	Click the <b>Carveout VHAP</b> topic.
5	<p>Confirm the following text added to the Carveout VHAP topic is correct and accurate:</p> <p><i>Carveout VHA Profiles (VHAPs) are optional and may or may not be assigned together or separately to a Veteran's core VHAP.</i></p> <p><b>Carveout VHAPs</b></p> <hr/> <p style="text-align: right;"><a href="#">[Back to Reference &gt; VHAPs]</a>   <a href="#">[back to VHAP Overview]</a></p> <p>Careout VHA Profiles (VHAPs) are optional and may or may not be assigned together or separately to a Veteran's core VHAP.</p>

## 4.14. CCP VHAP Description Update



Confirm the following online help updates.

Step	Action
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.
2	Click the <b>References</b> book.
3	Click the <b>VHA Profiles</b> book.
4	Click the <b>CCP VHAP</b> topic.
5	<p>Confirm the following text added to the CCP VHAP topic is correct and accurate:</p> <p><i>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.</i></p> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: right;"> <h3>Enrollment System</h3> <p>Veterans Health Administration</p> </div>  </div> <h3>CCP VHAPs</h3> <hr/> <p style="text-align: right;"> <a href="#">[Back to Reference &gt; VHAPs]</a>    <a href="#">[back to VHAP Overview]</a> </p> <div style="border: 2px solid yellow; padding: 5px; margin: 10px 0;"> <p>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.</p> </div> <p>On June 6th, 2019, the following eligibilities moved over to the Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) CCP VHAPs, and are described in the table below:</p>



## 4.15. Core VHAP Description Update

Confirm the following online help updates.

Step	Action
1	Click the <b>Menu Bar</b> book on the table of contents on the online help.
2	Click the <b>References</b> book.
3	Click the <b>VHA Profiles</b> book.
4	Click the <b>Core VHAP</b> topic.
5	<p>Confirm the following text added to the Core VHAP topic is correct and accurate:</p> <p><i>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.</i></p> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: right;"> <h3>Enrollment System</h3> <p>Veterans Health Administration</p> </div> </div>  <h3>Core VHAPs</h3> <hr/> <p style="text-align: right;"> <a href="#">[Back to Reference &gt; VHAPs]</a>    <a href="#">[back to VHAP Overview]</a> </p> <div style="border: 2px solid yellow; padding: 5px; margin: 10px 0;"> <p>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.</p> </div> <p>The Enrollment System stores and displays the following core VHAPs below.</p>

## 5. Troubleshooting

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