

**Veterans Health Administration (VHA) Enrollment
System (VES) 6.0
Quick Start User Guide**



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Office of Information and Technology (OIT)**

Revision History

Date	Revision	Description	Author
02/XX/2022	38.0	<p>VES V6.0 added the following:</p> <ul style="list-style-type: none"> • Updated section 1.2.1 Release Updates and Enhancements cloud production link, p. 1 • Project References updated, p. 2 • Removed “Data Flows” from “System Summary” section as the Production Operations Manual (POM) is no longer in use in section 2, p.3 • Removed “System Configuration” and replaced with “System Design Document (SDD)” as well as updated link in section 2.1, p. 3 • Updated the ESM Application Information System Contingency Plan link in section 2.3, p. 3 • Updated ESM Project Artifacts link in section 2.4, p.3 • Deleted “MAGic Keystrokes” and “Window-Eyes” from the 3.3 508 Compliance & Accessibility section as they are no longer approved by VA per Technical Reference Model (TRM), pgs. 8-9 • Demographics updates for the following fields, pgs. 11-13 <ul style="list-style-type: none"> ○ Race ○ Ethnicity ○ Religion ○ Marital Statue ○ Benefit Applied For • Demographics and Veterans Affairs (VA) Profile update, p. 14 • Demographics Overview subtab order change, pgs. 15 <ul style="list-style-type: none"> ○ Overview ○ Identity Traits ○ Personal ○ Addresses ○ Associates ○ Insurance • Claims Processing & Eligibility (CP&E) Veterans Health Administration Profiles (VHAPs) updates, pgs. 16-18 <ul style="list-style-type: none"> ○ Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) Standard (108) ○ Beneficiary Spina Bifida (109) ○ Beneficiary Children of Women of Vietnam Veterans (110) 	TeamLibertyTW

Date	Revision	Description	Author
		<ul style="list-style-type: none"> ○ Veteran Foreign Medical Program (122) ○ CHAMPVA Caregiver (305) ○ Camp Lejeune Family (306) • Carveout VHAPs updates, pgs. 19-20 <ul style="list-style-type: none"> ○ VA Department of Defense (DoD) Direct Resource Sharing Agreements (295) ○ TRICARE (229) ○ Active Duty (303) ○ Joint Incentive Fund (304) • Enrollment updates: Application Signature Date and Application Method, pgs. 21-22 • Self-Reported Registration Only Reasons added, pgs. 23-24 <ul style="list-style-type: none"> ○ 4th Mission ○ Clinical Evaluation ○ U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) ○ Immunizations • Enterprise Health Benefits Determination (EHBD) Updated to Eligibility and Enrollment (E&E), p. 25 • Updated “Enrollment System” and “VES” to “Veterans Health Administration (VHA). Enrollment System (VES)” and “VES”, p. 26 • Updated the Troubleshooting section, removed the Production Operations Manual (POM) as it is no longer in use, and added “National Service Desk and Other Contacts”, and “Browser & Operating System Compatibility” sections, p. 38 	

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the Quick Start User Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A Quick Start User Guide is a technical communication document intended to give assistance to people using a particular system, such as the Veterans Health Administration (VHA) Enrollment System (VES). 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 Quick Start User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

Table of Contents

1. Introduction	1
1.1. Purpose	1
1.2. Overview	1
1.2.1. Release Updates and Enhancements	1
1.2.2. Organization of the Manual	1
1.2.3. Assumptions	2
1.2.4. Installation, Maintenance, & Monitoring	2
1.2.5. Documentation Conventions	2
1.2.6. Project References	2
2. System Summary	3
2.1. System Design Document	3
2.2. User Access Levels	3
2.3. ESM Application Information System Contingency Plan	3
2.4. ESM Project Artifacts	3
3. Getting Started	3
3.1. VES Layout	3
3.2. VES Online Help	5
3.3. 508 Compliance & Accessibility	8
3.3.1. Accessibility Software	8
3.4. Standard Data Service (SDS) Lookup Tables	9
3.5. Exiting VES	10
3.6. Caveats and Exceptions	10
4. Significant Additions and Updates to VES Version 6.0	10
4.1. Demographics screen field updates	10
4.2. Demographics and VA Profile	22
4.3. Demographics Overview Subtab Order Change	23
4.4. CP&E Veterans Health Administration Profile (VHAP) Updates	24
4.5. Carveout VHAP Updates	29
4.6. Enrollment updates: Application Signature Date and Application Method	32
4.7. Four New Self-Reported Registration Reasons	34
4.8. "EHBD" Updated to "E&E"	36
4.9. Updated "Enrollment System" and "VES" to "Veterans Health Administration (VHA) Enrollment System (VES)" and "VES"	37
5. Troubleshooting	38
5.1. National Service Desk and Other Contacts	38
5.2. Browser & Operating System Compatibility	38

Table of Figures

Figure 1: Menu Bar	4
Figure 2: Summary with a Sensitive Record	4
Figure 3: Person Search Tabs	4
Figure 4: Summary and Main Screen on VES	5
Figure 5: Sorting Columns	5
Figure 6: System Help and Screen Help.....	6
Figure 7: SDS Lookup Table.....	10
Figure 8: Identity Traits screen	11
Figure 9: Race field on Identity Traits screen	12
Figure 10: Ethnicity on Identity Traits screen.....	12
Figure 11: Identity Traits on Add a Person (AAP) screen	13
Figure 12: Personal screen.....	16
Figure 13: Benefit Applied For dropdown on the Personal screen	17
Figure 14: Marital Status dropdown on the Personal screen	17
Figure 15: Religion dropdown on the Personal screen	18
Figure 16: Personal on Add a Person (AAP) screen	19
Figure 17: Benefit Applied For field on the Personal (AAP) screen	20
Figure 18: Marital Status on the Personal (AAP) screen	20
Figure 19: Religion field on the Personal (AAP) screen.....	21
Figure 20: CHAMPVA VHAP	24
Figure 21: Beneficiary Spina Bifida VHAP	24
Figure 22: Beneficiary Children of Women of Vietnam Veterans VHAP	25
Figure 23: Veteran Foreign Medical Program VHAP	25
Figure 24: CHAMPVA Caregiver VHAP.....	25
Figure 25: Camp Lejeune Family VHAP	25
Figure 26: VA DoD Direct Resource Sharing Agreements VHAP	29
Figure 27: TRICARE VHAP	29
Figure 28: Active Duty VHAP.....	29
Figure 29: Joint Incentive Fund.....	30

List of Tables

Table 1: Accessibility Software	8
Table 2: Support Contact Information	38

1. Introduction

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

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

VES is one component of the "system of systems" needed to implement the Health_eVet REE (Registration, Eligibility & Enrollment) environment.

VES's two main functions are:

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

1.1. Purpose

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

1.2. Overview

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

1.2.1. Release Updates and Enhancements

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

1.2.2. Organization of the Manual

This Quick Start User Guide contains the following:

- Introduction
- System Summary
- Getting Started
- Significant Additions and Updates to VES Version

- Troubleshooting

1.2.3. Assumptions

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

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

1.2.4. Installation, Maintenance, & Monitoring

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

1.2.4.1. 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 VES references:

- VES 6.0 Release Notes
- VES 6.0 Online Help

2. System Summary

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

2.1. System Design Document

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

2.2. User Access Levels

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

2.3. ESM Application Information System Contingency Plan

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

2.4. ESM Project Artifacts

Click the following [link](#) to access the ESM Project Artifacts. Scroll down to VA Enrollment System (VES) to access VES artifacts.

3. Getting Started

3.1. VES Layout

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

Menu Bar

Menu Bar is where utility buttons for VES are located.

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

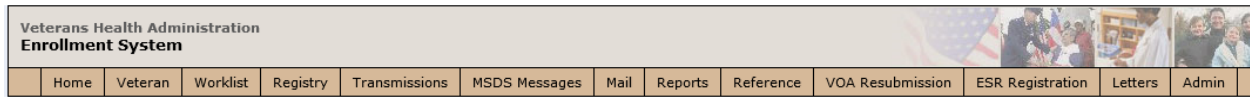


Figure 1: Menu Bar

Summary

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

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

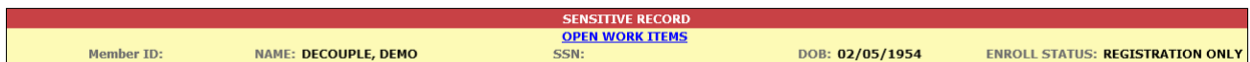


Figure 2: Summary with a Sensitive Record

Person Search Tabs

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




Figure 3: Person Search Tabs

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



Figure 4: Summary and Main Screen on VES

Sorting Columns


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

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


Figure 5: Sorting Columns

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


3.2. VES Online Help

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

System Help:

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

Screen Help:

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

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

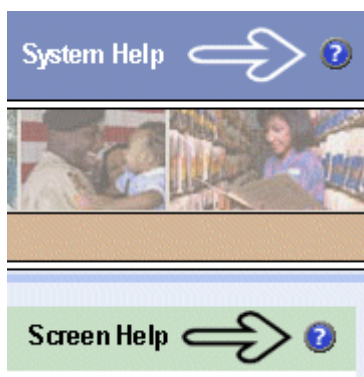


Figure 6: System Help and Screen Help



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

VES Online Help Tool Bar

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

Table of Contents: 

Contents displays an expanded table of contents.

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

Index: 

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

Search: 

Search provides a way to explore the content of the VES Online Help and find matches to VES-defined words. Unlike Index that lists author-defined keywords such as terms, synonyms, and

cross-references, Search lists words used within the content of topics. To find a topic in which the word appears, click the letter link to display the words that begin with the letter being searched for. Words that appear once are in bold. Words that appear in multiple topics are listed with numbers. Click on a number to display the topic in the right-hand pane in which the word appears.

Glossary:



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

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

Other buttons and functions

Hide/Show the left pane

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

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

Browser Toolbar

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

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


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

WebHelp Build Date

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

Adjusting the main screen and TOC size

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


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


Navigating Help Topics


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

Links (Online Help)

 symbol indicates a required field in the Online Help.

 symbol indicates a required field in the user guide.




 symbol is displayed when a submitted field has an error.

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

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

3.3. 508 Compliance & Accessibility

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

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

3.3.1. Accessibility Software

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

Table 1: Accessibility Software

Accessibility Software	Description	Keyboard Shortcuts
Jaws (Job Access with Speech)	Assists blind and visually impaired Veterans with reading screens on VES either with a	JAWS Keystrokes

Accessibility Software	Description	Keyboard Shortcuts
	text-to-speech output or a Braille display.	
ZoomText Magnifier / Reader	Magnifies VES screens to varying levels and assists Veterans with screen reading.	ZoomText Tutorial
Dragon Naturally Speaking	Through dictating VES functions, assists disabled Veterans with VES document downloads and exports.	Dragon NaturallySpeaking User Documentation

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

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

3.4. Standard Data Service (SDS) Lookup Tables

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

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

To display the SDS Lookup Tables:

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

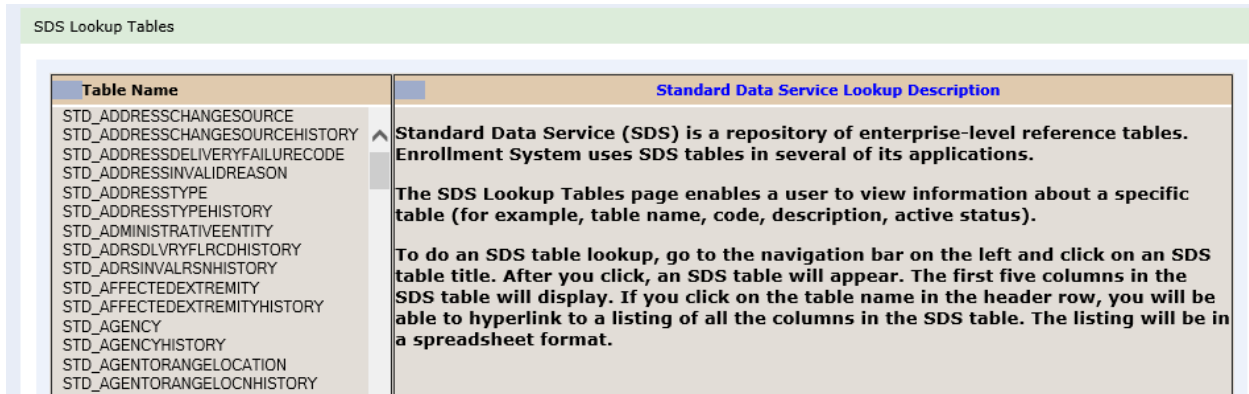


Figure 7: SDS Lookup Table

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

3.5. Exiting VES

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

3.6. Caveats and Exceptions

None.

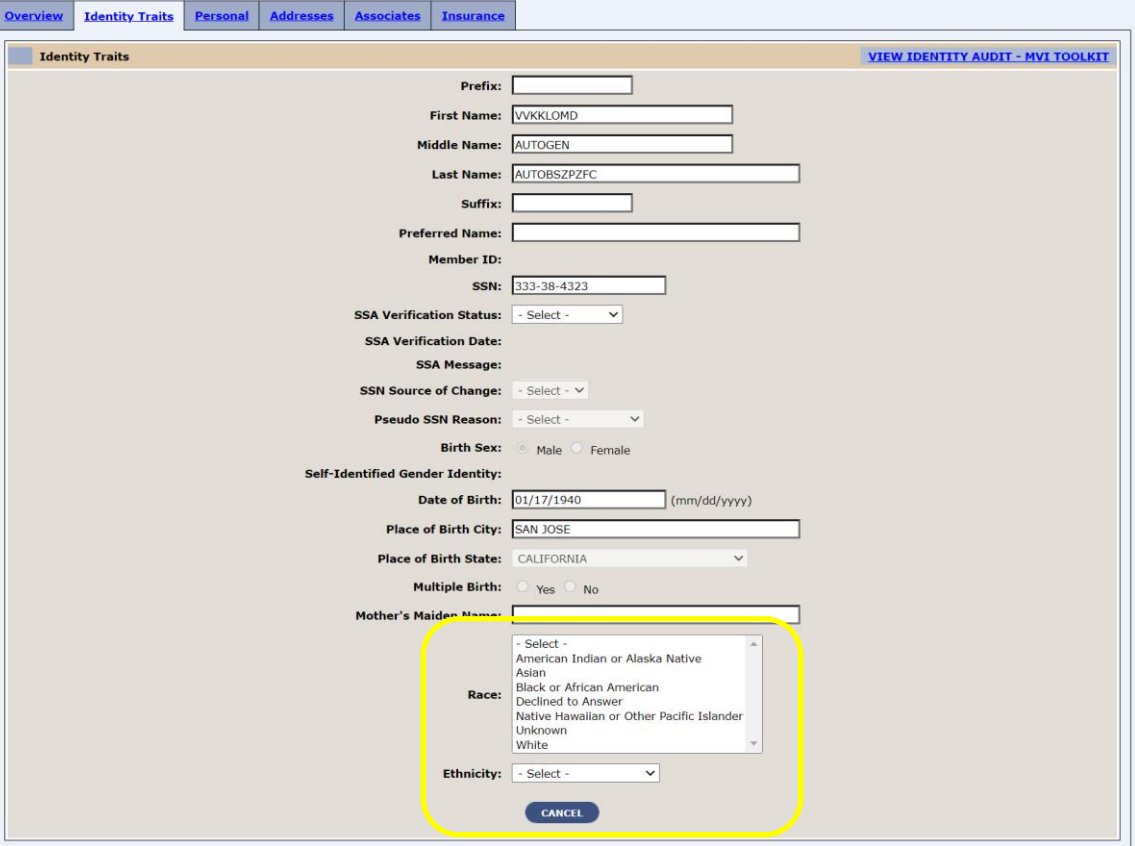
4. Significant Additions and Updates to VES Version 6.0

Please refer to 6.0 additions in below.

4.1. Demographics screen field updates

Confirm the following Online Help updates.

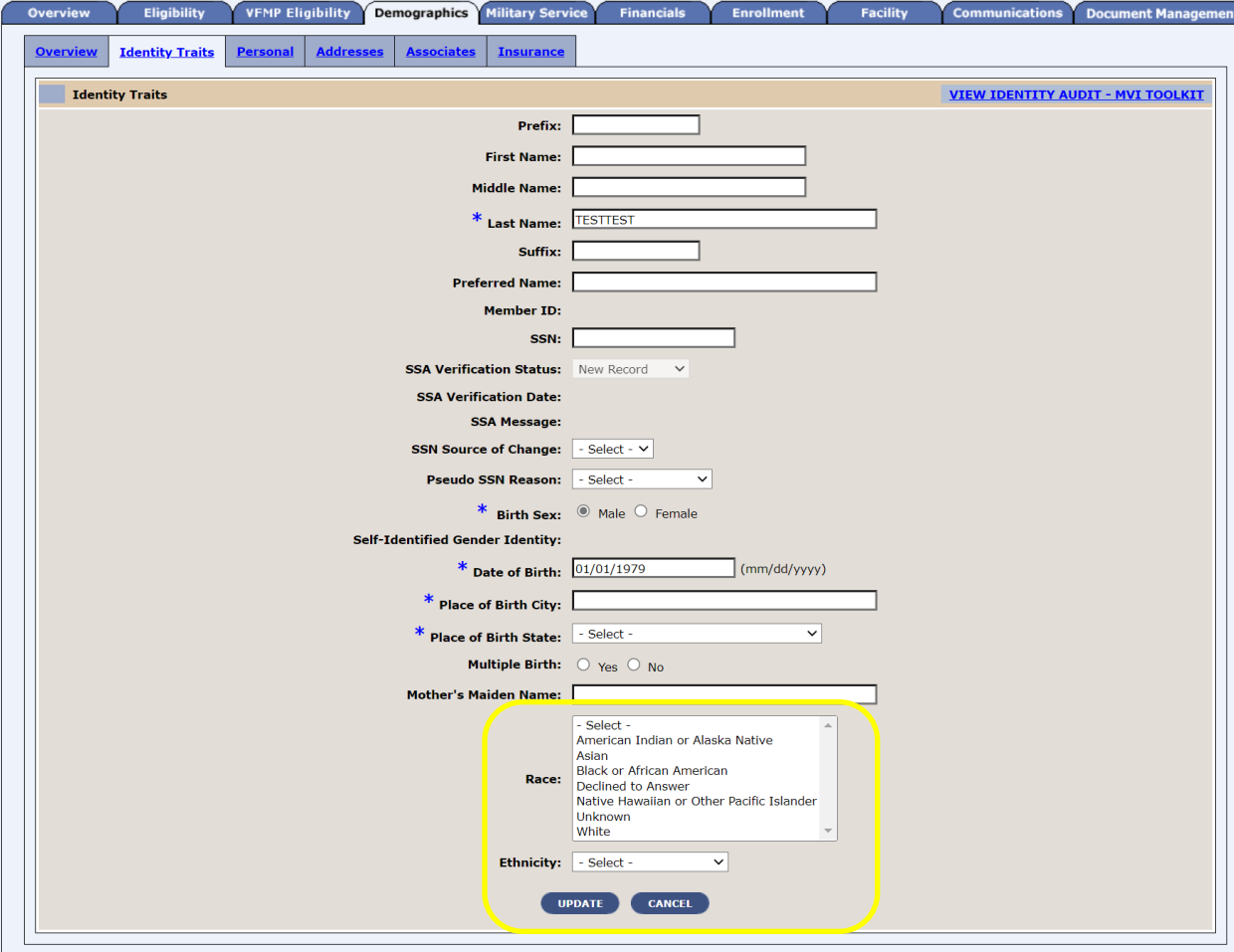
Step	Action
1	Click the Person Search Tabs section from the table of contents to the left of the Online Help.
2	Click the Demographics section.
3	Click the Identity Traits topic.

Step	Action
	 <p>The screenshot shows the 'Identity Traits' screen with a navigation bar at the top containing 'Overview', 'Identity Traits', 'Personal', 'Addresses', 'Associates', and 'Insurance'. The main form includes fields for Prefix, First Name (VVKLOMD), Middle Name (AUTOGEN), Last Name (AUTOBSZPZFC), SSN (333-38-4323), Date of Birth (01/17/1940), and Place of Birth (SAN JOSE, CALIFORNIA). A dropdown menu for 'Race' is open, listing options: American Indian or Alaska Native, Asian, Black or African American, Declined to Answer, Native Hawaiian or Other Pacific Islander, Unknown, and White. A 'CANCEL' button is visible at the bottom of the dropdown.</p>
4	<p>Scroll down to the Race field. The following text and rules have been added:</p>

Step	Action
	<div data-bbox="289 239 675 373"> </div> <p data-bbox="289 411 802 441">Figure 9: Race field on Identity Traits screen</p> <p data-bbox="321 478 406 508">Race:</p> <p data-bbox="370 529 1321 558">Race or racial group to which the Beneficiary belongs. Select all that apply.</p> <p data-bbox="370 579 704 609">Race is shared with VistA.</p> <p data-bbox="370 625 763 655">Race is shared with VA Profile.</p> <p data-bbox="321 726 428 756">Rules...</p> <ol data-bbox="370 777 1516 961" style="list-style-type: none"> 1. Race can be edited outside of "Add a Person" in VES. 2. An add or change to the "Race" field sends an update message to VistA and VA Profile. 3. VistA sends updates to VES when the "Race" field is modified. 4. Race is not a required field.
5	<p data-bbox="289 1054 1237 1083">Scroll down to the Ethnicity field. The following text and rules have been added:</p> <div data-bbox="289 1125 893 1440"> </div> <p data-bbox="289 1478 808 1507">Figure 10: Ethnicity on Identity Traits screen</p>

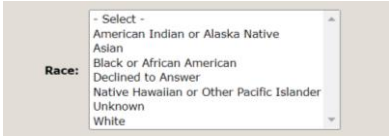
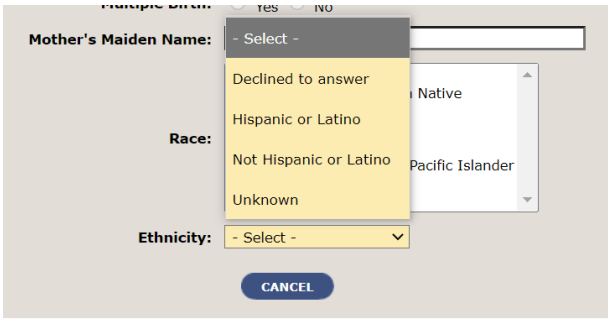
Step	Action
	<p>Ethnicity:</p> <p>The ethnicity to which the Beneficiary belongs. Select from the dropdown.</p> <p>Ethnicity is shared with VistA.</p> <p>Ethnicity is shared with VA Profile.</p> <p>Rules...</p> <ol style="list-style-type: none"> 1. Ethnicity can be edited outside of "Add a Person" in VES. 2. An add or change to the "Ethnicity" field sends an update message to VistA and VA Profile. 3. VistA sends updates to VES when the "Ethnicity" field is modified. 4. Ethnicity is not a required field.

6 Click the **Identity Traits (Add a Person)** topic on the table of contents.



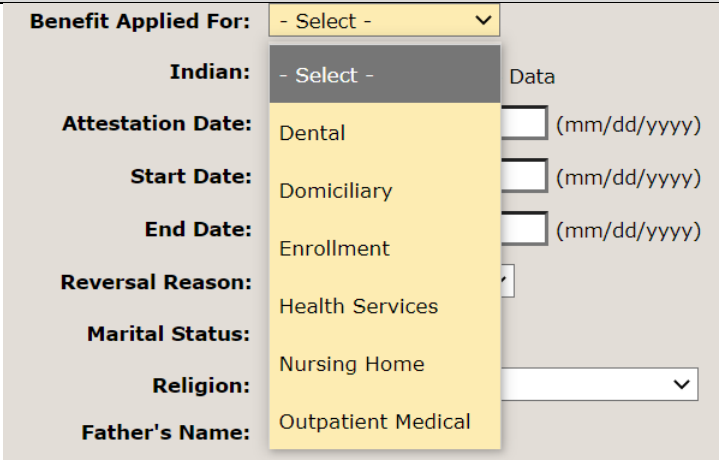
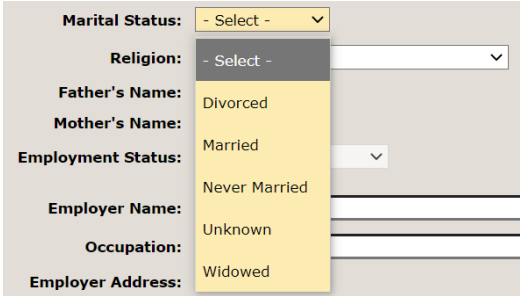
The screenshot displays the 'Identity Traits' form within a navigation menu. The 'Race' dropdown is highlighted with a yellow box, showing the following options: - Select -, American Indian or Alaska Native, Asian, Black or African American, Declined to Answer, Native Hawaiian or Other Pacific Islander, Unknown, and White. Below the dropdown is the 'Ethnicity' field, also a dropdown menu, and 'UPDATE' and 'CANCEL' buttons.

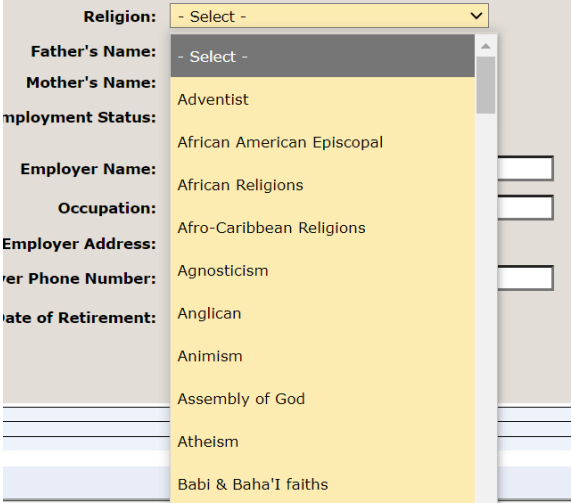
Figure 11: Identity Traits on Add a Person (AAP) screen

Step	Action
7	<p>Scroll down to the Race field. The following text and rules have been added:</p>  <p>Race:</p> <p>Race or racial group to which the Beneficiary belongs. Select all that apply.</p> <p>Race is shared with VistA.</p> <p>Race is shared with VA Profile.</p> <p>Rules...</p> <ol style="list-style-type: none"> 1. Race is editable in VES when adding a person. 2. Race can be edited outside of "Add a Person" in VES. 3. An add or change to the "Race" field sends an update message to VistA and VA Profile. 4. VistA sends updates to VES when the "Race" field is modified. 5. Race is not a required field.
8	<p>Scroll down to the Ethnicity field. The following text and rules have been added:</p> 

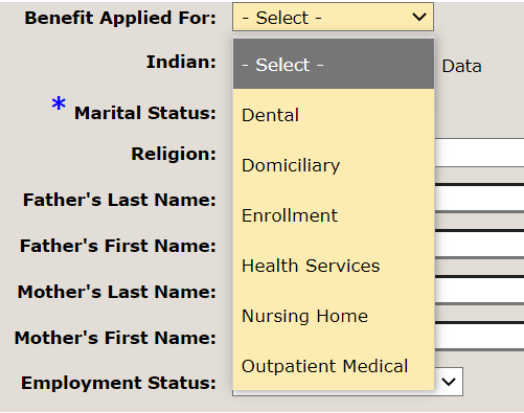
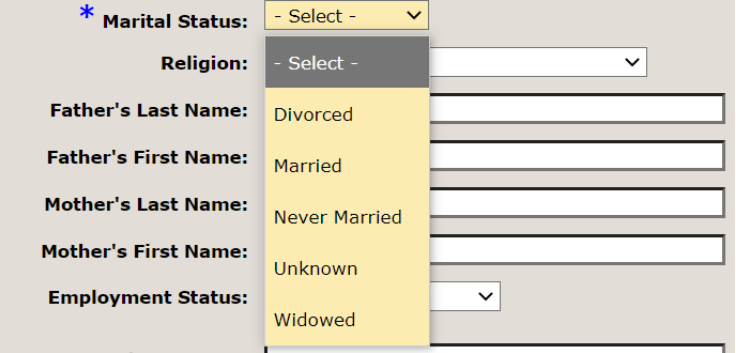
Step	Action
	<p><i>Ethnicity:</i></p> <p>The ethnicity to which the Beneficiary belongs. Select from the dropdown.</p> <p>Ethnicity is shared with VistA.</p> <p>Ethnicity is shared with VA Profile.</p> <p><i>Rules...</i></p> <ol style="list-style-type: none"> 1. Ethnicity is editable in VES when adding a person. 2. Ethnicity can be edited outside of "Add a Person" in VES. 3. An add or change to the "Ethnicity" field sends an update message to VistA and VA Profile. 4. VistA sends updates to VES when the "Ethnicity" field is modified. 5. Ethnicity is not a required field.
9	Click the Personal section on the table of contents.
10	Click the Personal topic.

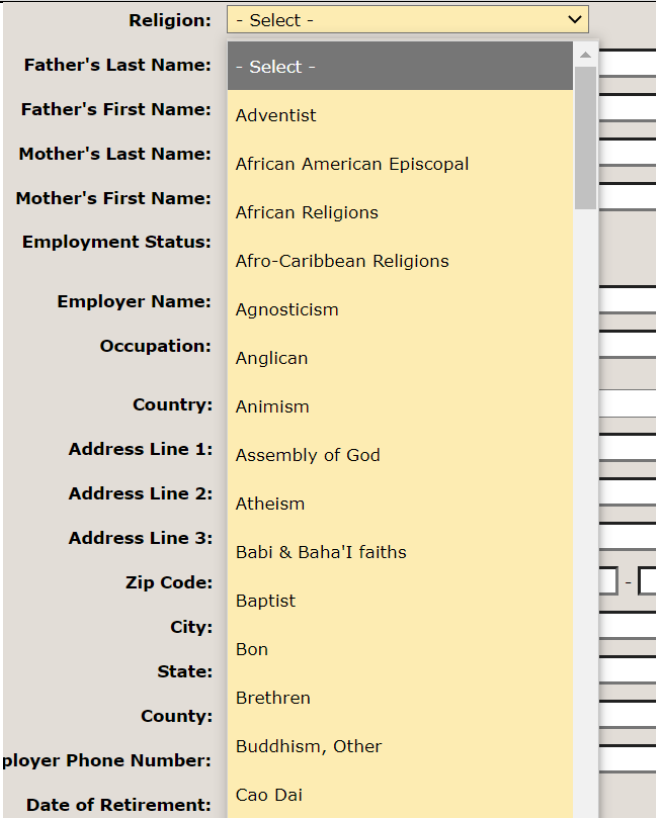
Step	Action
	<div data-bbox="293 237 1531 1566"> <p>The screenshot displays the 'Personal' screen of a software application. At the top, there are navigation tabs: Overview, Identity Traits, Personal (selected), Addresses, Associates, and Insurance. Below these are links for 'USAGE NOTES' and 'VIEW HISTORICAL PERSONAL DATA'. A note states 'Required fields are indicated with an asterisk/star *'. The form contains numerous fields, with 'Benefit Applied For' and 'Marital Status' highlighted in yellow. A 'CANCEL' button is located at the bottom center of the form area.</p> </div>
11	Scroll down to the Benefit Applied For field. The newly added text is as follows:

Step	Action
	 <p>Benefit Applied For: - Select -</p> <p>Indian: - Select - Data</p> <p>Attestation Date: Dental (mm/dd/yyyy)</p> <p>Start Date: Domiciliary (mm/dd/yyyy)</p> <p>End Date: Enrollment (mm/dd/yyyy)</p> <p>Reversal Reason: Health Services</p> <p>Marital Status: Nursing Home</p> <p>Religion: [Dropdown]</p> <p>Father's Name: Outpatient Medical</p> <p>Figure 13: Benefit Applied For dropdown on the Personal screen</p> <p>Benefit Applied For:</p> <p>Benefit Applied For is the benefit for which the Beneficiary has applied. Benefit Applied For can be edited outside of "Add a Person" in VES.</p> <p>Not a required field. Select from the dropdown.</p>
12	<p>Scroll down to the Marital Status field. The newly added text is as follows:</p>  <p>Marital Status: - Select -</p> <p>Religion: - Select -</p> <p>Father's Name: Divorced</p> <p>Mother's Name: Married</p> <p>Employment Status: Never Married</p> <p>Employer Name: Unknown</p> <p>Occupation: Widowed</p> <p>Employer Address:</p> <p>Figure 14: Marital Status dropdown on the Personal screen</p> <p>Marital Status:</p> <p>This is the marital status of the Beneficiary and is a required field. Marital Status can be modified in VES. Select from the dropdown.</p> <p>This data is shared with VistA.</p>
13	<p>Scroll down to the Religion field. The newly added text is as follows:</p>

Step	Action
	 <p>Religion: - Select -</p> <p>Father's Name: - Select -</p> <p>Mother's Name: - Select -</p> <p>Employment Status: Adventist</p> <p>Employer Name: African American Episcopal</p> <p>Occupation: African Religions</p> <p>Employer Address: African Religions</p> <p>Home Phone Number: Agnosticism</p> <p>Date of Retirement: Anglican</p> <p>Animism</p> <p>Assembly of God</p> <p>Atheism</p> <p>Babi & Baha'I faiths</p> <p>Figure 15: Religion dropdown on the Personal screen</p> <p>Religion:</p> <p>Religion is defined as the listed religion for the Beneficiary. Religion is editable outside of "Add a Person" in VES. VistA sends updates to VES when religion is modified. A change to Religion sends an update message to VistA.</p> <p>Not a required field. Select from the dropdown.</p>
14	Click the Personal (Add a Person) topic on the table of contents.

Step	Action
	<div data-bbox="300 247 1511 1787"> <div style="display: flex; justify-content: space-between;"> Personal USAGE NOTES VIEW HISTORICAL PERSONAL DATA </div> <p>Required fields are indicated with an asterisk/star *</p> <p>Sensitivity Flag: <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Sensitivity Flag Change Source: <input type="text" value="HEC"/></p> <p>Sensitivity Flag Change Site: <input type="text" value="HEALTH ELIGIBILITY CENTER"/></p> <p>Degree: <input type="text"/></p> <p>Alias First Names: <input type="text"/></p> <p>Alias Last Names: <input type="text"/></p> <p>Alias SSNs: <input type="text"/></p> <p>Date of Death: <input type="text"/> (mm/dd/yyyy)</p> <p>Death Notification Source: <input type="text"/></p> <p>Supporting Document Short Name: <input type="text" value="- Select -"/></p> <p>Death Notification Site: <input type="text" value="- Select -"/></p> <p>Date of Death Report Date: <input type="text"/></p> <p>* Preferred Facility: <input type="text" value="- Select -"/> <input type="text" value="- Select -"/></p> <p>* Preferred Language: <input type="text" value="English"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="text" value=""/></p> <p>Language Entry Date: <input type="text"/> (mm/dd/yyyy)</p> <p>Claim Folder Number: <input type="text"/> <input type="button" value="SAME AS SSN"/></p> <p>Claim Folder Location: <input type="text" value="- Select -"/></p> <p>Emergency Response: <input type="checkbox"/> Pandemic</p> <p>User Enrollee Valid Through: <input type="text"/></p> <p>User Enrollee Site: <input type="text"/></p> <p>Appointment Request Date: <input type="text"/></p> <p>* Appointment Request Response: <input type="text" value="- Select -"/></p> <p>Benefit Applied For: <input type="text" value="- Select -"/></p> <p>Insured: <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> No Data</p> <p>* Marital Status: <input type="text" value="- Select -"/></p> <p>Religion: <input type="text" value="- Select -"/></p> <p>Father's Last Name: <input type="text"/></p> <p>Father's First Name: <input type="text"/></p> <p>Mother's Last Name: <input type="text"/></p> <p>Mother's First Name: <input type="text"/></p> <p>Employment Status: <input type="text" value="- Select -"/></p> <p>Employer Name: <input type="text"/></p> <p>Occupation: <input type="text"/></p> <p>Country: <input type="text" value="- Select -"/></p> <p>Address Line 1: <input type="text"/></p> <p>Address Line 2: <input type="text"/></p> <p>Address Line 3: <input type="text"/></p> <p>Zip Code: <input type="text"/> - <input type="text"/></p> <p>City: <input type="text"/></p> <p>State: <input type="text"/></p> <p>County: <input type="text"/></p> <p>Employer Phone Number: <input type="text"/></p> <p>Date of Retirement: <input type="text"/> (mm/dd/yyyy)</p> <p style="text-align: center;"><input type="button" value="UPDATE"/> <input type="button" value="CANCEL"/></p> </div>
<p>Figure 16: Personal on Add a Person (AAP) screen</p>	

Step	Action
15	<p>Scroll down to the Benefit Applied For field. The newly added note is as follows:</p>  <p>Benefit Applied For: - Select -</p> <p>Indian: - Select - Data</p> <p>* Marital Status: Dental</p> <p>Religion: Domiciliary</p> <p>Father's Last Name: Enrollment</p> <p>Father's First Name: Health Services</p> <p>Mother's Last Name: Nursing Home</p> <p>Mother's First Name:</p> <p>Employment Status: Outpatient Medical</p> <p>Figure 17: Benefit Applied For field on the Personal (AAP) screen</p> <p>Benefit Applied For: Benefit Applied For is the benefit for which the Beneficiary has applied. Note: Benefit Applied For can be edited outside of "Add a Person" in VES. Not a required field. Select from the dropdown.</p>
16	<p>Scroll down to the Marital Status field. The newly added note is as follows:</p>  <p>* Marital Status: - Select -</p> <p>Religion: - Select -</p> <p>Father's Last Name: Divorced</p> <p>Father's First Name: Married</p> <p>Mother's Last Name: Never Married</p> <p>Mother's First Name: Unknown</p> <p>Employment Status: Widowed</p> <p>Figure 18: Marital Status on the Personal (AAP) screen</p> <p>Marital Status: This is marital status of the Beneficiary, and is a required field. Marital Status can be added in VES. Select from the dropdown. This data is shared with VistA.</p>
17	<p>Scroll down to the Religion field. The newly added note is as follows:</p>

Step	Action
	 <p>Religion: - Select -</p> <p>Father's Last Name: - Select -</p> <p>Father's First Name: Adventist</p> <p>Mother's Last Name: African American Episcopal</p> <p>Mother's First Name: African Religions</p> <p>Employment Status: Afro-Caribbean Religions</p> <p>Employer Name: Agnosticism</p> <p>Occupation: Anglican</p> <p>Country: Animism</p> <p>Address Line 1: Assembly of God</p> <p>Address Line 2: Atheism</p> <p>Address Line 3: Babi & Baha'I faiths</p> <p>Zip Code: Baptist</p> <p>City: Bon</p> <p>State: Brethren</p> <p>County: Buddhism, Other</p> <p>Employer Phone Number: Cao Dai</p> <p>Date of Retirement:</p>
	<p>Figure 19: Religion field on the Personal (AAP) screen</p> <p>Religion: Religion is defined as the listed religion for the Beneficiary. Adding a religion sends a message to VistA. Note: Religion is editable outside of "Add a Person" in VES. Not a required field. Select from the dropdown.</p>

4.2. Demographics and VA Profile

Step	Action
1	Click the Person Search Tabs section on the table of contents of the online help.
1	Click the Overview topic under the Demographics section. RESULT: The Overview topic displays.
2	Scroll down to the Demographics and VA Profile dropdown link.
3	Click the Demographics and VA Profile dropdown link. The following text ahas been added: Demographics and VA Profile (click to expand) VES sends updates to VA Profile when Demographics information is added or updated within VES. Demographics messages sent to VA Profile are viewable on the VA Profile Message Search screen. Note: "Demographics" is associated with the demographic service message log and is a selectable option on the Data Type dropdown on the VA Profile Message Search screen. Messages are saved in the <i>VA Profile Message Log</i> with the data type of "Demographics".

4.3. Demographics Overview Subtab Order Change

Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section from the table of contents to the left of the Online Help.
2	Click the Demographics section.
3	Click the Overview topic.
5	<p>The Demographics Overview subtabs are the following order:</p> <ul style="list-style-type: none"> • Overview • Identity Traits • Personal • Addresses • Associates • Insurance

[Overview](#) |
 [Identity Traits](#) |
 [Personal](#) |
 [Addresses](#) |
 [Associates](#) |
 [Insurance](#)

[Overview](#) |
 [Identity Traits](#) |
 [Personal](#) |
 [Addresses](#) |
 [Associates](#) |
 [Insurance](#)

[ADD/EDIT ADDRESS](#)

Update Addresses

Residential Address: 9999 MAIN STREET
PO BOX 9999
CITY, ST 99999-9999
UNITED STATES
PROCESSING
(999) 999-9999

Mailing Address: 9999 MAIN STREET
PO BOX 9999
CITY, ST 99999-9999
UNITED STATES
PROCESSING
(999) 999-9999

Update Personal

Employment Status: Employed Full-Time

Date of Death Status: Alive

Preferred Language: English

Emergency Response: Pandemic

Indian: Yes

Attestation Date: 03/19/2025

Start Date: 01/05/2022

Update Associates [ADD OTHER ASSOCIATES](#)

Name	Relationship	Role
SMITH, JOE (NA)	FATHER	Emergency Contact

Update Insurance

Carrier	Facility	Group Name
ANTHEM BC/BS	ZZ MARION VAMC (#609)	FEDERAL EMPLOYEE
Cigna	MANCHESTER VAMC (#608)	Grp-1

4.4. CP&E Veterans Health Administration Profile (VHAP) Updates

Confirm the following Online Help updates.

Step	Action
1	Click the Menu Bar section from the table of contents to the left of the Online Help.
2	Click the Reference section.
3	Click the VHA Profile section.
4	Click the Carveout VHAPs topic.
5	<p>The CP&E VHAPs include:</p> <ul style="list-style-type: none"> CHAMPVA Standard (108) <div data-bbox="292 739 1534 1056" style="background-color: #f0f0f0; padding: 5px;"> <p>▼ CHAMPVA Standard CHAMPVA 108 03/14/2019</p> <p>The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The program is administered by the Veterans Health Administration Office of Community Care (VHA OCC) in Denver, Colorado. To be eligible for CHAMPVA, the beneficiary cannot be eligible for TRICARE, and one of these categories: The spouse or child of a Veteran who has been rated permanently and totally disabled for a service-connected disability by a VA regional office. The surviving spouse or child of a Veteran who died from a VA-rated service-connected disability. The surviving spouse or child of a Veteran who was at the time death rated permanently and totally disabled from a service-connected disability. The surviving spouse or child of a military member who died in the line of duty, not due to misconduct. Note: in most of these cases, these family members are eligible for TRICARE, not CHAMPVA. >> Refer to User Guide for full description and qualifiers.</p> </div> <p>Figure 20: CHAMPVA VHAP</p> <ul style="list-style-type: none"> Beneficiary Spina Bifida (109) <div data-bbox="292 1213 1534 1507" style="background-color: #f0f0f0; padding: 5px;"> <p>▼ Beneficiary Spina Bifida SB 109 03/14/2019</p> <p>The Department of Veterans Affairs (VA) provides monetary allowances, vocational training and rehabilitation and VA financed health care benefits to certain Korea and Vietnam Veterans' birth children who have been diagnosed with spina bifida (SB). If you are the birth child of a Vietnam Veteran and you have been diagnosed with spina bifida, you may already be receiving monetary allowances, vocational training or rehabilitation due to your condition. For the purpose of the VA SB Health Care Benefits Program, spina bifida is defined as all forms or manifestations of spina bifida (except spina bifida occulta). The Veterans Health Administration Office of Community Care (VHA OCC) in Denver, CO, manages the SB Health Care Benefits Program, including authorization of benefits and the subsequent processing and payment of health care claims after a determination of eligibility has been made by the Denver VA Regional Office (VARO).</p> </div> <p>Figure 21: Beneficiary Spina Bifida VHAP</p> <ul style="list-style-type: none"> Beneficiary Children of Women of Vietnam Veterans (110)

▼ [Beneficiary Children of Women of Vietnam Veterans](#) CWVV 110 03/14/2019

The Department of Veterans Affairs (VA) provides VA-financed health care benefits to women Vietnam Veterans' birth children who the Veterans Benefits Administration (VBA) has determined to have a covered birth defect. The Children of Women Vietnam Veterans (CWVV) Health Care Benefits Program is not a comprehensive health care plan and only covers those services necessary for the treatment of a covered birth defect and associated medical conditions. It does not cover care that is unrelated to a covered birth defect. The Department of Veterans Affairs (VA) provides VA-financed health care benefits to women Vietnam Veterans' birth children who the Veterans Benefits Administration (VBA) has determined to have a covered birth defect. The Children of Women Vietnam Veterans (CWVV) Health Care Benefits Program is not a comprehensive health care plan and only covers those services necessary for the treatment of a covered birth defect and associated medical conditions. It does not cover care that is unrelated to a covered birth defect. >> Refer to User Guide for full description and qualifiers.

Figure 22: Beneficiary Children of Women of Vietnam Veterans VHAP

- Veteran Foreign Medical Program (122)

▼ [Veteran Foreign Medical Program](#) FMP 122 03/14/2019

VA will pay for medical services for treating your service-connected disabilities, or any disability that is associated with and aggravating a service-connected disability if you live or travel outside the United States. This program will also reimburse you for certain treatment of medical services while you are outside the United States, if needed as part of your VA-approved vocational rehabilitation program.,

Figure 23: Veteran Foreign Medical Program VHAP

- CHAMPVA Caregiver (305)

▼ [CHAMPVA Caregiver](#) CHAMPVACG 305 12/20/2021

The VHA Office of Community Care (VHA OCC) is responsible for enrolling the eligible Primary Family Caregiver into the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) when there is no other health insurance (OHI) coverage, to include TRICARE, Medicare, Medicaid, commercial health plans through employment and individual plans. VHA Office of Community Care is also responsible for processing health care claims for eligible Primary Family Caregivers under CHAMPVA, processing reconsiderations, and providing customer service support to Primary Family Caregivers for questions related to stipend payment and CHAMPVA benefits.

Figure 24: CHAMPVA Caregiver VHAP

- Camp Lejeune Family (306)

▼ [Camp Lejeune Family](#) CLF 306 12/20/2021

The Camp Lejeune Family Member Program (CLFMP) is for family members of Veterans that lived or served at U.S. Marine Corps Base Camp Lejeune, North Carolina, between August 1, 1953, and December 31, 1987, and were potentially exposed to drinking water contaminated with industrial solvents, benzene, and other chemicals. On August 6, 2012, the Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012 was signed into law. This law (H.R. 1627, now Public Law 112-154) requires the Department of Veterans Affairs (VA) to provide health care to Veterans who served on active duty at Camp Lejeune and to reimburse eligible Camp Lejeune family members for health care costs related to one or more of 15 specified illnesses or medical conditions listed in the law.

Figure 25: Camp Lejeune Family VHAP

CHAMPVA Standard (108)

Step	Action			
	CHAMPVA Standard	CHAMPVA	108	<p>The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The CHAMPVA program is administered by the Veterans Health Administration Office of Community Care (VHA OCC) in Denver, Colorado.</p> <p>The CHAMPVA plan provides health care to dependents who may qualify for VA's Civilian Health and Medical Program of the Department of Veteran Affairs (CHAMPVA). Dependents must not have eligibility under TRICARE, and must be dependents of a:</p> <ul style="list-style-type: none"> • Veteran who is rated Permanently and Totally (P&T) disabled due to a Service-connected condition. • Veteran who died from VA rated Service-connected condition, or who, at the time of death, was rated Permanently and Totally disabled. • Veteran who died on active duty and in the line of duty (not due to misconduct). <p>For more information, call 1-800-733-8387 or go to: CHAMPVA - Community Care</p>
Beneficiary Spina Bifida (109)				
	Beneficiary Spina Bifida	SB	109	<p>Spina Bifida (SB) Plan provides monetary allowances, vocational training and rehabilitation, and VA-financed health care benefits to certain Korean and Vietnam Veterans' birth children who have been diagnosed with spina bifida. For the purpose of the program, spina bifida is defined as all forms or manifestations of spina bifida (except spina bifida occulta).</p> <p>The Veterans Health Administration Office of Community Care (VHA OCC) in Denver, CO, manages the SB Health Care Benefits Program, including authorization of benefits and the subsequent processing and payment of health care claims after a determination of eligibility has been made by the Denver VA Regional Office (VARO).</p> <p>For more information, call 1-888-820-1756 or go to: Spina Bifida Health Care Benefits Program (SBHCBP) - Community Care (va.gov)</p>
Beneficiary Children of Women of Vietnam Veterans (110)				

Step	Action				
	Beneficiary Children of Women of Vietnam Veterans	CWVV	110	<p>Children of Women Vietnam Veterans (CWVV) Plan provides "NEEDED CARE" to an eligible child, such health care as the Secretary determines is needed by the child for that child's covered birth defects, or any disability that is associated with those birth defects. (38 USC 1811-1816)</p> <p>For more information: Children of Women Vietnam Veterans Health Care Benefits Program - Community Care (va.gov)</p>	CW01001
Veteran Foreign Medical Program (122)					
	Veteran Foreign Medical Program	FMP	122	<p>Foreign Medical Program Plan provides pay for medical services for treating your service-connected disabilities, or any disability that is associated with and aggravates a service-connected disability if you live or travel outside the United States. The Veteran Foreign Medical Program will also reimburse you for certain treatment of medical services while you are outside the United States, if needed as part of your VA-approved vocational rehabilitation program. If you are living or planning to travel outside the U.S. (other than in the Philippines), you need to register with VA's Foreign Medical Program office, P.O. Box 469061, Denver, CO 80246-9061, USA: telephone 303-331-7590.</p> <p>For information, visit: Foreign Medical Program (FMP) - Community Care (va.gov)</p>	FM01001
Camp Lejeune Family (306)					
	Camp Lejeune Family	CLF	306	<p>The Camp Lejeune Family Member Program (CLFMP) is for family members of Veterans that lived or served at U.S. Marine Corps Base Camp Lejeune, North Carolina, between August 1, 1953, and December 31, 1987, and were potentially exposed to drinking water contaminated with industrial solvents, benzene, and other chemicals.</p> <p>On August 6, 2012, the <i>Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012</i> was signed into law. This law (H.R. 1627, now Public Law 112-154) requires the Department of Veterans Affairs (VA) to provide health care to Veterans who served on active duty at Camp Lejeune and to reimburse eligible Camp Lejeune family members for health care costs related to one or more of 15 specified illnesses or medical conditions listed in the law.</p> <p>For more information: Camp Lejeune Family Member Program - Community Care (va.gov)</p>	CL01001
CHAMPVA Caregiver (305)					

Step	Action				
	CHAMPVA Caregiver	CHAMPVACG	305	<p>The VHA Office of Community Care (VHA OCC) is responsible for enrolling the eligible Primary Family Caregiver into the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) when there is no other health insurance (OHI) coverage, to include TRICARE, Medicare, Medicaid, commercial health plans through employment and individual plans.</p> <p>VHA Office of Community Care is also responsible for processing health care claims for eligible Primary Family Caregivers under CHAMPVA, processing reconsiderations, and providing customer service support to Primary Family Caregivers for questions related to stipend payment and CHAMPVA benefits.</p> <p>For more information: Information for Caregivers - Community Care (va.gov)</p>	CV01002

4.5. Carveout VHAP Updates

Confirm the following Online Help updates.

Step	Action												
1	Click the Menu Bar section from the table of contents to the left of the Online Help.												
2	Click the Reference section.												
3	Click the VHA Profiles section.												
4	<p>Click the Carveout VHAPs topic. The following updated Carveout VHAPs include:</p> <ul style="list-style-type: none"> VA DoD Direct Resource Sharing Agreements (295) <table border="1"> <tr> <td> <p>▼ VA DoD Sharing Medical Resources</p> <p>VA/DoD Health Care Resource Sharing Agreements (38 USC 8111) Patient receiving care at Department of Defense (DoD) under a Health Care Resource Sharing Agreement: *Eligible Veteran referred to DoD for health care treatment / (ref. VHA OCC DoD Referral Management SOP) *TRICARE authorization not applicable (ref. TRICARE Health Plan) / (e.g. dual eligible Veteran elects TRICARE Health Plan vs Veteran benefit) *Inactive Reserve and National Guard / Patients potentially enrolled at VAMC (ref VHA Directive 1601A.02) (e.g. VAMC provides annual health screenings or fitness for duty screenings) *If patient has a Veteran status and on Active Duty Orders (ref. Active Duty Health Plan) / Includes active Reserve and National Guard - Federal orders must exceed 30 days</p> </td> <td>SHAGR</td> <td>295</td> <td>05/18/2020</td> </tr> </table> <p>Figure 26: VA DoD Direct Resource Sharing Agreements VHAP</p> <ul style="list-style-type: none"> TRICARE (229) <table border="1"> <tr> <td> <p>▼ TRICARE</p> <p>TRICARE Health Plan Patient receiving care at a VAMC as a TRICARE patient of the Department of Defense: *TRICARE Authorization: *Required for TRICARE Prime patients - Retiree and Retiree Family enrollees *NOT required for TRICARE Select patients - AD Family, Retiree, Retiree Family and Reserve Select enrollees *VA/DoD Health Care Resource Sharing Agreements not applicable (ref. VA/DoD Direct Resource Sharing Agreements) *(e.g. dual eligible Veteran elects Veteran benefit vs TRICARE Health Plan) *If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply *Even if treatment is Service Connected - Patient considered TRICARE Prime enrollee *Includes active Reserve and National Guard - Federal orders must exceed 30 days</p> </td> <td>TRI</td> <td>229</td> <td>06/21/2019</td> </tr> </table> <p>Figure 27: TRICARE VHAP</p> <ul style="list-style-type: none"> Active Duty (303) <table border="1"> <tr> <td> <p>▼ Active Duty</p> <p>Active Duty (AD) and AD Family Prime Patient receiving care at a VAMC as AD of the Department of Defense: * TRICARE Authorization: * Required for TRICARE Prime patients - AD and AD Family Prime *If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply *Even if treatment is Service Connected - Patient considered TRICARE Prime enrollee *Includes active Reserve and National Guard - Federal orders must exceed 30 days</p> </td> <td>AD</td> <td>303</td> <td>01/10/2022</td> </tr> </table> <p>Figure 28: Active Duty VHAP</p> <ul style="list-style-type: none"> Joint Incentive Fund (304) 	<p>▼ VA DoD Sharing Medical Resources</p> <p>VA/DoD Health Care Resource Sharing Agreements (38 USC 8111) Patient receiving care at Department of Defense (DoD) under a Health Care Resource Sharing Agreement: *Eligible Veteran referred to DoD for health care treatment / (ref. VHA OCC DoD Referral Management SOP) *TRICARE authorization not applicable (ref. TRICARE Health Plan) / (e.g. dual eligible Veteran elects TRICARE Health Plan vs Veteran benefit) *Inactive Reserve and National Guard / Patients potentially enrolled at VAMC (ref VHA Directive 1601A.02) (e.g. VAMC provides annual health screenings or fitness for duty screenings) *If patient has a Veteran status and on Active Duty Orders (ref. Active Duty Health Plan) / Includes active Reserve and National Guard - Federal orders must exceed 30 days</p>	SHAGR	295	05/18/2020	<p>▼ TRICARE</p> <p>TRICARE Health Plan Patient receiving care at a VAMC as a TRICARE patient of the Department of Defense: *TRICARE Authorization: *Required for TRICARE Prime patients - Retiree and Retiree Family enrollees *NOT required for TRICARE Select patients - AD Family, Retiree, Retiree Family and Reserve Select enrollees *VA/DoD Health Care Resource Sharing Agreements not applicable (ref. VA/DoD Direct Resource Sharing Agreements) *(e.g. dual eligible Veteran elects Veteran benefit vs TRICARE Health Plan) *If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply *Even if treatment is Service Connected - Patient considered TRICARE Prime enrollee *Includes active Reserve and National Guard - Federal orders must exceed 30 days</p>	TRI	229	06/21/2019	<p>▼ Active Duty</p> <p>Active Duty (AD) and AD Family Prime Patient receiving care at a VAMC as AD of the Department of Defense: * TRICARE Authorization: * Required for TRICARE Prime patients - AD and AD Family Prime *If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply *Even if treatment is Service Connected - Patient considered TRICARE Prime enrollee *Includes active Reserve and National Guard - Federal orders must exceed 30 days</p>	AD	303	01/10/2022
<p>▼ VA DoD Sharing Medical Resources</p> <p>VA/DoD Health Care Resource Sharing Agreements (38 USC 8111) Patient receiving care at Department of Defense (DoD) under a Health Care Resource Sharing Agreement: *Eligible Veteran referred to DoD for health care treatment / (ref. VHA OCC DoD Referral Management SOP) *TRICARE authorization not applicable (ref. TRICARE Health Plan) / (e.g. dual eligible Veteran elects TRICARE Health Plan vs Veteran benefit) *Inactive Reserve and National Guard / Patients potentially enrolled at VAMC (ref VHA Directive 1601A.02) (e.g. VAMC provides annual health screenings or fitness for duty screenings) *If patient has a Veteran status and on Active Duty Orders (ref. Active Duty Health Plan) / Includes active Reserve and National Guard - Federal orders must exceed 30 days</p>	SHAGR	295	05/18/2020										
<p>▼ TRICARE</p> <p>TRICARE Health Plan Patient receiving care at a VAMC as a TRICARE patient of the Department of Defense: *TRICARE Authorization: *Required for TRICARE Prime patients - Retiree and Retiree Family enrollees *NOT required for TRICARE Select patients - AD Family, Retiree, Retiree Family and Reserve Select enrollees *VA/DoD Health Care Resource Sharing Agreements not applicable (ref. VA/DoD Direct Resource Sharing Agreements) *(e.g. dual eligible Veteran elects Veteran benefit vs TRICARE Health Plan) *If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply *Even if treatment is Service Connected - Patient considered TRICARE Prime enrollee *Includes active Reserve and National Guard - Federal orders must exceed 30 days</p>	TRI	229	06/21/2019										
<p>▼ Active Duty</p> <p>Active Duty (AD) and AD Family Prime Patient receiving care at a VAMC as AD of the Department of Defense: * TRICARE Authorization: * Required for TRICARE Prime patients - AD and AD Family Prime *If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply *Even if treatment is Service Connected - Patient considered TRICARE Prime enrollee *Includes active Reserve and National Guard - Federal orders must exceed 30 days</p>	AD	303	01/10/2022										

VA/DoD Joint Incentive Fund (JIF) Patient receiving care at either VA Medical Center or Department of Defense (DoD) facility under an active JIF project in which bi-directional billing for shared resources will not occur: *Eligible Veteran referred to DoD for health care treatment / (ref. VHA OCC DoD Referral Management SOP) *Eligible DoD beneficiaries (including TRICARE beneficiaries) referred to VA for health care treatment *TRICARE authorization not applicable (services are not billed to TRICARE)

Figure 29: Joint Incentive Fund

VA DoD Direct Resource Sharing Agreements (295)

VA DoD Direct Resource Sharing Agreements	SHAGR	295	<p>Patient receiving care at Department of Defense (DoD) under a Health Care Resource Sharing Agreement:</p> <ul style="list-style-type: none"> • Eligible Veteran referred to DoD for health care treatment / (ref. VHA OCC DoD Referral Management SOP) • TRICARE authorization not applicable (ref. TRICARE Health Plan) / (e.g. dual eligible Veteran elects TRICARE Health Plan vs Veteran benefit) • Inactive Reserve and National Guard / Patients potentially enrolled at VAMC (ref VHA Directive 1601A.02)(e.g. VAMC provides annual health screenings or fitness for duty screenings) • If patient has a Veteran status and on Active Duty Orders (ref. Active Duty Health Plan) / Includes active Reserve and National Guard – Federal orders must exceed 30 days <p>Derived from 38 USC 8111.</p>	DR01001
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TRICARE (229)

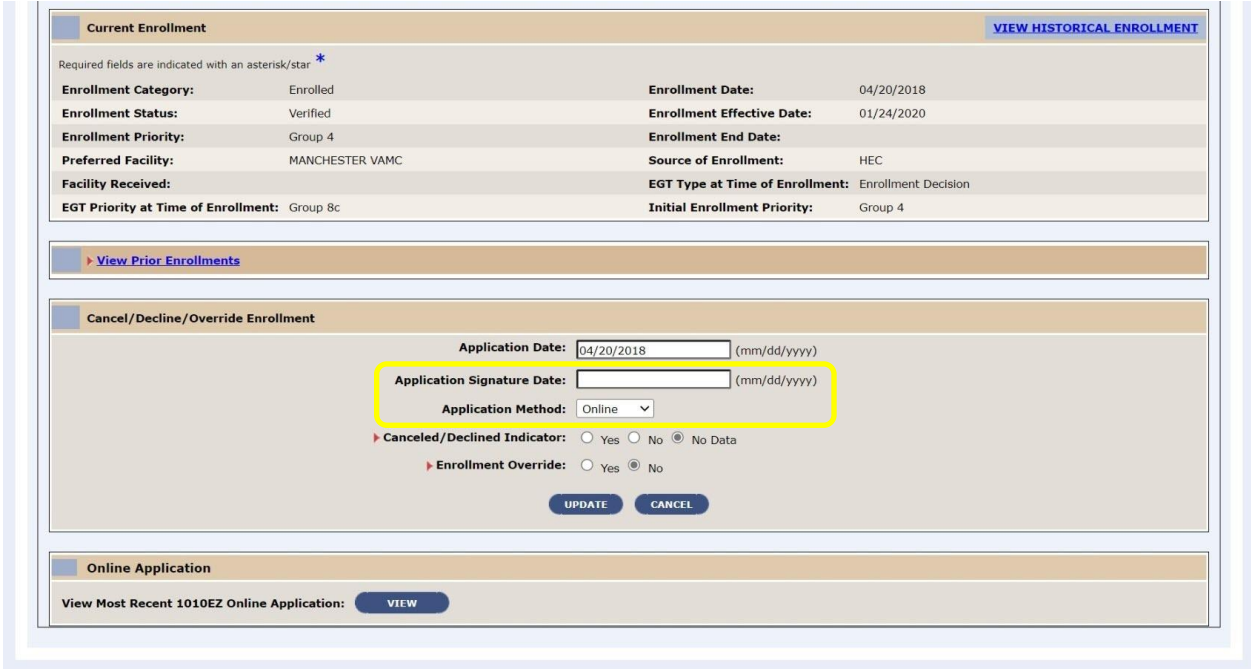
TRICARE	TRI	229	<p>Patient receiving care at a VAMC as a TRICARE patient of the Department of Defense:</p> <ul style="list-style-type: none"> • TRICARE Authorization: <ul style="list-style-type: none"> ◦ Required for TRICARE Prime patients – Retiree and Retiree Family enrollees ◦ NOT required for TRICARE Select patients – AD Family, Retiree, Retiree Family and Reserve Select enrollees • VA/DoD Health Care Resource Sharing Agreements not applicable (ref. VA/DoD Direct Resource Sharing Agreements) <ul style="list-style-type: none"> ◦ (e.g. dual eligible Veteran elects Veteran benefit vs TRICARE Health Plan) • If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply: <ul style="list-style-type: none"> ◦ Even if treatment is Service Connected – Patient considered TRICARE Prime enrollee ◦ Includes active Reserve and National Guard – Federal orders must exceed 30 days 	AC01001
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Active Duty (303)

Step	Action			
Active Duty	AD	303	Patient receiving care at a VAMC as AD of the Department of Defense: <ul style="list-style-type: none"> • TRICARE Authorization: <ul style="list-style-type: none"> ◦ Required for TRICARE Prime patients – AD and AD Family Prime • If patient has a Veteran status and on Active Duty Orders, then all Active Duty rules apply: <ul style="list-style-type: none"> • Even if treatment is Service Connected – Patient considered TRICARE Prime enrollee • Includes active Reserve and National Guard – Federal orders must exceed 30 days 	AD01001
Joint Incentive Fund (304)				
Joint Incentive Fund	JIF	304	Patient receiving care at either VA Medical Center or Department of Defense (DoD) facility under an active JIF project in which bi-directional billing for shared resources will not occur : <ul style="list-style-type: none"> • Eligible Veteran referred to DoD for health care treatment / (ref. VHA OCC DoD Referral Management SOP) • Eligible DoD beneficiaries (including TRICARE beneficiaries) referred to VA for health care treatment • TRICARE authorization not applicable (services are not billed to TRICARE) 	JF01001

4.6. Enrollment updates: Application Signature Date and Application Method

Confirm the following Online Help updates.

Step	Action																								
1	Click the Person Search Tabs section from the table of contents to the left of the Online Help.																								
2	Click the Enrollment section.																								
3	<p>Click the Enrollment topic. The following screen has been updated to continue displaying the following fields after “Add a Person” is complete:</p> <ul style="list-style-type: none"> • Application Signature Date • Application Method  <p>The screenshot shows the 'Current Enrollment' section with a 'VIEW HISTORICAL ENROLLMENT' link. Below it is a table of enrollment details:</p> <table border="1"> <tr> <td>Enrollment Category:</td> <td>Enrolled</td> <td>Enrollment Date:</td> <td>04/20/2018</td> </tr> <tr> <td>Enrollment Status:</td> <td>Verified</td> <td>Enrollment Effective Date:</td> <td>01/24/2020</td> </tr> <tr> <td>Enrollment Priority:</td> <td>Group 4</td> <td>Enrollment End Date:</td> <td></td> </tr> <tr> <td>Preferred Facility:</td> <td>MANCHESTER VAMC</td> <td>Source of Enrollment:</td> <td>HEC</td> </tr> <tr> <td>Facility Received:</td> <td></td> <td>EGT Type at Time of Enrollment:</td> <td>Enrollment Decision</td> </tr> <tr> <td>EGT Priority at Time of Enrollment:</td> <td>Group 8c</td> <td>Initial Enrollment Priority:</td> <td>Group 4</td> </tr> </table> <p>Below this is a 'View Prior Enrollments' link. The main section is 'Cancel/Decline/Override Enrollment' with the following fields:</p> <ul style="list-style-type: none"> Application Date: 04/20/2018 (mm/dd/yyyy) Application Signature Date: (mm/dd/yyyy) - highlighted in yellow Application Method: Online (dropdown) - highlighted in yellow Canceled/Declined Indicator: <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> No Data Enrollment Override: <input type="radio"/> Yes <input checked="" type="radio"/> No <p>Buttons for 'UPDATE' and 'CANCEL' are at the bottom. Below this is an 'Online Application' section with a 'VIEW' button for the most recent application.</p>	Enrollment Category:	Enrolled	Enrollment Date:	04/20/2018	Enrollment Status:	Verified	Enrollment Effective Date:	01/24/2020	Enrollment Priority:	Group 4	Enrollment End Date:		Preferred Facility:	MANCHESTER VAMC	Source of Enrollment:	HEC	Facility Received:		EGT Type at Time of Enrollment:	Enrollment Decision	EGT Priority at Time of Enrollment:	Group 8c	Initial Enrollment Priority:	Group 4
Enrollment Category:	Enrolled	Enrollment Date:	04/20/2018																						
Enrollment Status:	Verified	Enrollment Effective Date:	01/24/2020																						
Enrollment Priority:	Group 4	Enrollment End Date:																							
Preferred Facility:	MANCHESTER VAMC	Source of Enrollment:	HEC																						
Facility Received:		EGT Type at Time of Enrollment:	Enrollment Decision																						
EGT Priority at Time of Enrollment:	Group 8c	Initial Enrollment Priority:	Group 4																						
4	Click the View Historical Enrollment topic under the Enrollment section on the table of contents of the Online Help.																								
5	<p>Confirm the following fields have been added to the View Historical Enrollment screen.</p> <ul style="list-style-type: none"> • Application Signature Date • Application Method 																								

Step	Action																																																																																																																
	<div data-bbox="313 247 1502 1039"> <p>Enrollment Change History RETURN TO ENROLLMENT</p> <p>Change Times: 12/22/2021 8:45:08AM VIEW DATA EXPORT</p> <p>History Change Details (12/22/2021 8:45:08AM)</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Old Value</th> <th>New Value</th> <th>Data Changed</th> </tr> </thead> <tbody> <tr> <td>Enrollment Category:</td> <td>In-Process</td> <td>In-Process</td> <td></td> </tr> <tr> <td>Application Date:</td> <td>12/03/2021</td> <td>12/03/2021</td> <td></td> </tr> <tr> <td>Application Signature Date:</td> <td></td> <td>04/04/2021</td> <td></td> </tr> <tr> <td>Application Method:</td> <td></td> <td>In Person</td> <td></td> </tr> <tr> <td>Enrollment Status:</td> <td>Pending; Means Test Required</td> <td>Pending; Means Test Required</td> <td></td> </tr> <tr> <td>Enrollment Date:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Priority:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Effective Date:</td> <td>12/09/2021</td> <td>12/09/2021</td> <td></td> </tr> <tr> <td>Enrollment End Date:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Source of Enrollment:</td> <td>HEC</td> <td>HEC</td> <td></td> </tr> <tr> <td>EGT Priority at Time of Enrollment:</td> <td>Group 8c</td> <td>Group 8c</td> <td></td> </tr> <tr> <td>EGT Type at Time of Enrollment:</td> <td>Enrollment Decision</td> <td>Enrollment Decision</td> <td></td> </tr> <tr> <td>Canceled/Declined Indicator:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Canceled/Declined Effective Date:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reason Canceled/Declined:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reason Canceled/Declined Not Processed:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Canceled/Declined Remarks:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Reason:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Comments:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Date/Time:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Completed By:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reason for Closed Application:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Closed Application Remarks:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Source of Update:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Last Update:</td> <td>12/14/2021 12:31:39PM</td> <td>12/22/2021 8:45:08AM</td> <td></td> </tr> <tr> <td>Last Updated By:</td> <td>User, Anonymous</td> <td>User, Anonymous</td> <td></td> </tr> </tbody> </table> </div>	Category	Old Value	New Value	Data Changed	Enrollment Category:	In-Process	In-Process		Application Date:	12/03/2021	12/03/2021		Application Signature Date:		04/04/2021		Application Method:		In Person		Enrollment Status:	Pending; Means Test Required	Pending; Means Test Required		Enrollment Date:				Enrollment Priority:				Enrollment Effective Date:	12/09/2021	12/09/2021		Enrollment End Date:				Source of Enrollment:	HEC	HEC		EGT Priority at Time of Enrollment:	Group 8c	Group 8c		EGT Type at Time of Enrollment:	Enrollment Decision	Enrollment Decision		Canceled/Declined Indicator:				Canceled/Declined Effective Date:				Reason Canceled/Declined:				Reason Canceled/Declined Not Processed:				Canceled/Declined Remarks:				Enrollment Override:				Enrollment Override Reason:				Enrollment Override Comments:				Enrollment Override Date/Time:				Enrollment Override Completed By:				Reason for Closed Application:				Closed Application Remarks:				Source of Update:				Last Update:	12/14/2021 12:31:39PM	12/22/2021 8:45:08AM		Last Updated By:	User, Anonymous	User, Anonymous	
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Last Updated By:	User, Anonymous	User, Anonymous																																																																																																															

4.7. Four New Self-Reported Registration Reasons


Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section from the table of contents to the left of the Online Help.
2	Click the Eligibility section.
3	Click the Current Eligibility section.
4	Click the Edit Current Eligibility topic.
5	<p>Scroll down to the Self-Reported Registration Only Reasons section. The following new reasons added include:</p> <ul style="list-style-type: none"> • 4th Mission • Clinical Evaluation • HUD-VASH • Immunizations <p>The following reasons will be available to the user through a dropdown:</p> <ul style="list-style-type: none"> • 4th Mission: Patient registering is seeking a 4th Mission (click to collapse). VA's "Fourth Mission" improves the Nation's preparedness for response to war, terrorism, national emergencies, and natural disasters by developing plans and taking actions to ensure continued service to Veterans, as well as to support national, state, and local emergency management, public health, safety and homeland security efforts. • ART/IVF: Patient is registering for the purpose of ART/IVF (click to expand). • Active Duty: Patient registering is active duty (click to expand). • Beneficiary: Patient registering is a beneficiary (click to expand). • C&P Disability Benefits Exam: Patient registering is seeking a C&P Disability Benefits Exam (click to expand). • Clinical Evaluation: Patient registering is seeking a clinical evaluation (click to collapse). "Clinical Evaluation" is used to identify Veterans who do not wish to be enrolled so that they can be screened for military sexual trauma (MST). Clinical Evaluation only applies when the Veteran Indicator is set to "YES". Clinical Evaluation is for Veterans requesting an eligibility assessment, clinical evaluation, care or treatment pursuant to a special treatment authority provided in 38 C.F.R. 17.37. NOTE: If the Veteran Indicator is "NO" and Self-Reported Registration Only Reason is "Clinical Evaluation", ES displays an error message. The error message indicates to the user that the Veteran Indicator must be "Yes" to select "Clinical Evaluation" as the Self-Reported Registration Only Reason. • HUD-VASH: Patient is registering is seeking HUD-VASH (click to collapse). Legislation that allows individuals not eligible for VA health care to become eligible and receive benefits from the HUD-VASH program. Services provided by VAMC would be of a clinical nature along with other support services. • Humanitarian/Emergency Room: Patient registering is a humanitarian/emergency room (click to expand). • Immunizations: Patient registering is seeking immunizations. "Immunizations" will be used for Veterans who do not wish to be enrolled in VA healthcare or individuals who are not eligible to be enrolled but may be eligible to receive immunizations.
	Click back to the Current Eligibility section from the table of contents to the left of the Online Help.
	Click the Edit Current Eligibility (Add a Person) topic.
	<p>Scroll down to the Self-Reported Registration Only Reasons section. The following new reasons added include:</p> <ul style="list-style-type: none"> • 4th Mission • Clinical Evaluation • HUD-VASH

Step	Action
	<ul style="list-style-type: none"> • Immunizations <p>The following reasons will be available to the user through a dropdown:</p> <ul style="list-style-type: none"> • 4th Mission: Patient registering is seeking a 4th Mission (click to collapse). VA's "Fourth Mission" improves the Nation's preparedness for response to war, terrorism, national emergencies, and natural disasters by developing plans and taking actions to ensure continued service to Veterans, as well as to support national, state, and local emergency management, public health, safety and homeland security efforts. • ART/IVF: Patient is registering for the purpose of ART/IVF: (click to expand). • Active Duty: Patient registering is active duty (click to expand). • Beneficiary: Patient registering is a beneficiary (click to expand). • C&P Disability Benefits Exam: Patient registering is seeking a C&P Disability Benefits Exam: (click to expand). • Clinical Evaluation: Patient registering is seeking a clinical evaluation (click to collapse). "Clinical Evaluation" is used to identify Veterans who do not wish to be enrolled so that they can be screened for military sexual trauma (MST). Clinical Evaluation only applies when the Veteran Indicator is set to "YES". Clinical Evaluation is for Veterans requesting an eligibility assessment, clinical evaluation, care or treatment pursuant to a special treatment authority provided in 38 C.F.R. 17.37. NOTE: If the Veteran Indicator is "NO" and Self-Reported Registration Only Reason is "Clinical Evaluation", ES displays an error message. The error message indicates to the user that the Veteran Indicator must be "Yes" to select "Clinical Evaluation" as the Self-Reported Registration Only Reason. • HUD-VASH: Patient is registering is seeking HUD-VASH (click to collapse). Legislation that allows individuals not eligible for VA health care to become eligible and receive benefits from the HUD-VASH program. Services provided by VAMC would be of a clinical nature along with other support services. • Humanitarian/Emergency Room: Patient registering is a humanitarian/emergency room: (click to expand). • Immunizations: Patient registering is seeking immunizations. "Immunizations" will be used for Veterans who do not wish to be enrolled in VA healthcare or individuals who are not eligible to be enrolled but may be eligible to receive immunizations.


4.8. “EHBD” Updated to “E&E”

Confirm the following Online Help updates.

Step	Action
1	Click the Search icon  from the table of contents to the left of the Online Help.
2	Type in “EHBD” the search field section.
3	Confirm “E&E” has been noted as the replacement for “EHBD”.

4.9. Updated “Enrollment System” and “VES” to “Veterans Health Administration (VHA) Enrollment System (VES)” and “VES”

Confirm the following Online Help updates.

Step	Action
1	Click the Search icon  from the table of contents to the left of the Online Help.
2	Type in “VES” the search field section. “Enrollment System” and “VES” has been replaced with “Veterans Health Administration (VHA)” and “VES” throughout the VES Online Help and VES quick start-user guide.
3	Click the VHA Enrollment System (VES) topic on the table of contents.
4	<p>Scroll down to the Overview section. The following sentence has been added detailing the renaming of “ES” to “VES”.</p> <p>Overview</p> <p>Veterans Health Administration (VHA) Enrollment System or (VES) is the renaming of the Enrollment System (ES) project. This renaming occurred during the 6.0 release, February 26, 2022.</p> <p>Enrollment System Redesign (ESR) V3.1 (now the "VES") added additional requested functionality and minor enhancements. These enhancements were developed on both the VistA Registration, Eligibility, and Enrollment (REE) Legacy and ESR systems. The idea was to ensure the VAMCs maintained their ability to make initial enrollment and eligibility determinations while supporting the replacement and enhancements of the HEC Legacy Software Application.</p> <p>Enrollment System (VES) 3.0 is the replacement system for the decommissioned product known as "HEC Atlanta Legacy"; it is both a re-host of HEC Atlanta Legacy and some in some instances, a re-engineering.</p> <p>President George W. Bush established a Task Force for returning Global War on Terror (GWOT) heroes who resulted in enhancements that improved the delivery of Federal services and benefits to GWOT service members and Veterans. Among the recommendations associated with the Task Force was to focus on enhancing the delivery of services and information to GWOT service members and Veterans within existing authority and resource levels.</p>

5. Troubleshooting

5.1. National Service Desk and Other Contacts

Table 2: Support Contact Information

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

5.2. Browser & Operating System Compatibility

VES is functional through Windows using Chrome or Edge.

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