**Veterans Health Administration (VHA) Enrollment System (VES) 6.1**

Quick Start User Guide



**May 2022**

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

| Date | Revision | Description | Author |
| --- | --- | --- | --- |
| 05/21/2022 | 39.0 | **VES V6.1** added the following:   * Updated “Health*e*Vet” with “VistA/GUI Hybrids”, p. 1 * Project References updated, p. 2 * Added “VDL” to the “ESM Project Artifacts” heading, p. 3 * U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) updates, pgs. 10-18 * Community Care Hardship Expiration Date, p. 19 * Placed back-end extract reports in their own section on the "Reports Description" topic because end users do not see these reports, p. 20. * OIT Homeless Program Report Extract, p. 21 * VES Auto-Locks Accounts Inactive 90-Days, p. 22 * Financials Updates, pgs. 23-29 * VDL Definition, p. 30 | TeamLibertyTW |

**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.

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# Introduction

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

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

VES is one component of the "system of systems" needed to implement the VistA/GUI Hybrids (formerly Health*e*Vet) REE (Registration, Eligibility & Enrollment) environment.

VES’s two main functions are:

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

## Purpose

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

## Overview

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

### Release Updates and Enhancements

Click the [link](https://ves.va.gov/esr/webhelp/esr_help_project.htm#t=es_overview%2Fupdates_releases_enhancements.htm) to view current and past VES release updates and enhancements on the Online Help.

### 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

### 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.

### 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.

#### Software Disclaimer

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

#### Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by VA of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

### Documentation Conventions

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

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

### Project References

Refer to the following VES references:

* VES 6.1 Release Notes
* VES 6.1 Online Help

# System Summary

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

## System Design Document

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

## 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.

## 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](https://yourit.va.gov/va) ticket to the NTL MNT EDB/ESR group for access.

## ESM Project Artifacts (VDL)

Click the following [link](https://www.va.gov/vdl/section.asp?secid=4) to access the ESM Project Artifacts located in the VA Software Document Library (VDL). Scroll down to VA Enrollment System (VES) to access VES artifacts.

# Getting Started

## 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 : Menu Bar

Summary

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

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

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

Figure : Summary with a Sensitive Record

Person Search Tabs

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

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

Figure : Person Search Tabs

1. The terms [Veteran](javascript:hhctrl.TextPopup('A%20veteran%20is%20a%20person%20who%20has%20served%20in%20the%20armed%20forces.','Arial,10',10,10,00000000,0xffffff)), [beneficiary](javascript:hhctrl.TextPopup('A%20beneficiary%20is%20one%20that%20receives%20a%20benefit%20as%20in%20VA%20health%20care%20benefits.','Arial,10',10,10,00000000,0xffffff)), [patient](javascript:hhctrl.TextPopup('A%20patient%20is%20one%20who%20receives%20medical%20attention,%20care,%20or%20treatment.','Arial,10',10,10,00000000,0xffffff)), and [applicant](javascript:hhctrl.TextPopup('An%20applicant%20is%20one%20that%20applies%20for%20benefits%20as%20in%20VA%20health%20care%20benefits.','Arial,10',10,10,00000000,0xffffff)) are used interchangeably throughout 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 : 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 ![Sorting Columns screen shot.
](). Re-clicking the category name or symbol re-sorts the previous sort.



Figure : 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**.

## VES Online Help

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

**Screen Help:**

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

1. If you roll over the Help icons in 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:** Table of Contents button

Contents displays an expanded table of contents.

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

**Index:** Index button

Index displays a multi-level list of keywords and keyword phrases. These terms are associated with topics in the 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 button

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:** Search button

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.

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

The TOC on the left side of the 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: left and right arrow Drag the pane to the right or left with the left mouse button held down.

**Navigating Help Topics**

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

**Links (Online Help)**

**\*** symbol indicates a required field in the Online Help.

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

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

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

1. Indicates a note or item of special interest.

## 508 Compliance & Accessibility

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

### Accessibility Software

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

Table : Accessibility Software

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

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

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

## Standard Data Service (SDS) Lookup Tables

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

## Exiting VES

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

## Caveats and Exceptions

None.

# Significant Additions and Updates to VES Version 6.1

Please refer to VES 6.1 additions below in the Online Help.

## U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) updates

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** section. |
| 2 | Click the **Reference** section. |
| 3 | Click the **VHA Profiles** section. |
| 4 | Click the **Carveout VHAP** topic. |
| 5 | Scroll down to the very bottom carveout VHAP on the carveout VHAP table.  **HUD-VASH Restricted Care**  **Code: 307**  Screen shot of the VHAP: HUD-VASH Restricted Care along with it's definition, abbreviation, and code. |
| 6 | Navigate back to the table contents. |
| 7 | Click the **Person Search Tabs** section. |
| 8 | Click the **Eligibility** section. |
| 9 | Click the **Current Eligibility** section. |
| 10 | Click the **Edit Current Eligibility** topic. |
| 11 | Confirm the new **HUD-VASH** field in the screen shot below.  Edit Current Eligibility  Figure 8: HUD-VASH field on the Edit Current Eligibility screen |
| 12 | Scroll down to the **HUD-VASH Non-Veteran Eligibility Code** field. The following text and rules have been added:  HUD-VASH Non-Veteran Eligibility Code definition.  HUD-VASH Non-Veteran Eligibility Code definition.  HUD-VASH Non-Veteran Eligibility Code definition.  HUD-VASH Non-Veteran Eligibility Code definition.  HUD-VASH Non-Veteran Eligibility Code definition. |
| 13 | Navigate back to the table of contents. |
| 14 | Click the **Edit Current Eligibility (Add a Person)** topic (still under the **Current Eligibility** section). |
| 15 | Confirm the new **HUD-VASH** field on the screenshot below.  Edit Current Eligibility (AAP)  Figure 9: HUD-VASH field on the Edit Current Eligibility (AAP) screen |
| 16 | Scroll down to the **HUD-VASH Non-Veteran Eligibility Code** field. The following text and rules have been added:  HUD-VASH Non-Veteran Eligibility Code definition. HUD-VASH Non-Veteran Eligibility Code definition. HUD-VASH Non-Veteran Eligibility Code definition.  HUD-VASH Non-Veteran Eligibility Code definition.  HUD-VASH Non-Veteran Eligibility Code definition. |
| 17 | Click the **Person Search Tabs** section from the table of contents to the left of the Online Help. |
| 18 | Click the **Eligibility** section |
| 19 | Click the **Primary and Secondary Eligibility Codes** topic. |
| 20 | Scroll down to the **Non-Veteran Eligibility Codes** section with a list of a 1-10. |
| 21 | Confirm the added HUD-VASH text is correct as listed as number “10”.  HUD-VASH Non-Veteran Secondary Eligibility Code  Figure : HUD-VASH Non-Veteran Secondary Eligibility Code |
| 22 | Scroll down to the **Secondary Eligibility Codes** section. HUD-VASH has been added as number “9” under the “Non-Veteran Eligibility Codes” section:  HUD-VASH secondary eligibility code. |

## Community Care Hardship Expiration Date

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** section. |
| 2 | Click the **Admin** section. |
| 3 | Click the **E&E Service** section. |
| 4 | Click the **E&E Service** topic. |
| 5 | Scroll down to the very bottom of the **E&E Service** topic. The following text and screen shot were added.  Community Care Hardship Expiration Date definition.  CTB2 users can view the hardship expiration date and inform providers of the hardship expiration date when scheduling an appointment in the community.   The Community Care "Future Date Hardship Expires" is within the eeSummary.communityCareEligibilityInfo segment.  Figure : Hardship Expires |

## Organized Extract Reports into Their Own Section

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** section. |
| 2 | Click the **Reports** section. |
| 3 | Click the **Report Descriptions** topic. |
| 4 | Scroll down to the very bottom of the **Report Descriptions** topic until you reach “Extract Reports”. The following “Extract Reports” section was added:  List of Extract Reports and their definitions. |

## OIT Homeless Program Report Extract

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Menu Bar** section. |
| 2 | Click the **Reports** section. |
| 3 | Click the **Report Descriptions** topic. |
| 4 | Scroll down to the very bottom of the **Report Descriptions** topic until you reach “Extract Reports”. The following report text was added:  OIT Homeless Program Report Extract and its definition. |

## VES Auto-Locks Accounts Inactive 90-Days

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **VES Overview** section. |
| 2 | Click the **VES Inactive Accounts** topic. The following report text was added:  VES Inactive Accounts and its definition. |

## Financials Updates

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** section. |
| 2 | Click the **Financials** section. |
| 3 | Click the **Financial Details** topic. The following outdated text was removed from this topic:  **~~Note:~~** ~~The rules for setting GMT Copay Required or Pending Adjudication were changed beginning in calendar year 2010. This General Counsel ruling affected the Priority Group assigned to the Veteran.~~  ~~Effective July 24th, 2014, the setting for “GMT Copay Required” or “Pending Adjudication”, that had changed for those Veterans who met the Income and Net Worth ranges as described under the field “~~***~~Do you want to send this for Adjudication?~~***~~” below has been discontinued.~~  ~~Veterans who had very low income where the GMT Threshold is less than the MTT and the person's net income is less than or equal to the GMTT, yet their net income plus assets was greater than the Net Worth Threshold, will be placed in Priority Group 7 is also no longer valid as of July 24th, 2014.~~  **~~Edit Financial Details (Income Year XXXX)~~**    ***~~Do you want to send this for Adjudication?: (Required)~~*** *~~(Discontinued July 24th, 2014)~~*  ~~This displays only when after completing a current Means Test and the evaluation of total computed income, MT and GMT Thresholds. Threshold determines the means test status could be one of three statuses:~~  ~~When the GMT Threshold is greater than the MT Threshold and the user selects:~~   * ~~Yes - Outcome will be “MT Copay Required” or “GMT Copay Required”.~~ * ~~No - MT Status will be set to GMT Copay Required.~~   ~~or~~  ~~When the GMT Threshold is less than or equal to the MT Threshold and the user selects:~~   * ~~Yes - MT Status will be set to Pending Adjudication.~~ * ~~No - If Net Income is greater than the GMT Threshold, MT Status will be set to MT Copay Required.~~ * ~~No - If Net Income is less than or equal to the GMT Threshold, MT Status will be set to GMT Copay Required.~~   **~~Assets~~**    ~~On the~~ **~~Assets~~** ~~panel, the following fields are now disabled as of the 5.13 release; September 2020. Users can no longer enter data into these fields:~~     * ~~Cash and Bank Account Balance~~ * ~~Land, Buildings Less Mortgage, and Liens~~ * ~~Other Property of Assets~~     ~~Disabling these fields prevents the supplemental adjudication question from being presented. The supplemental adjudication question is no longer required as part of the financial assessment process used to assign a Veteran’s enrollment priority group, copay responsibilities and other benefits and should no longer be presented in any financial assessment scenario. VES will hide the three fields when completing a new Income Test OR viewing a historical Income Test with no values (zero or no data). Existing records display read-only values (greater than zero only) in the three fields (“Cash and Bank Account Balance”, “Land, Buildings Less Mortgage, and Liens”, and “Other Property of Assets”) if they are on file for historical Income Tests.~~    **~~Note:~~** ~~VES users can enter a single “Income Test” each year for a record. The financial information entered as part of the “Income Test” will be used to automatically create a “Means Test” and/or “RX Copay/Pharmacy Test” depending on the type of financial testing that the Beneficiary is subject to.~~     * ~~Income Test: Single test entered in VES that is used to gather financial information.~~ * ~~Means Test: If a Beneficiary is subject to means testing, information from the income test is used to create a means test. The status of the means test determines if the Beneficiary will be required to make copayments for treatment.~~ * ~~RX Copay/Pharmacy Test: If a Beneficiary is subject to RX Copay/Pharmacy testing, information from the income test is used to create a RX Copay/Pharmacy test. The status of the RX Copay/Pharmacy test determines if the Beneficiary will be required to make copayments for prescription medications.~~ * ~~Long Term Care (LTC) Test: If a Beneficiary is subject to Long Term Care testing, a separate Long Term Care (LTC) test will be completed. The status of the Long Term Care test determines if the Beneficiary will be required to make copayments for long term care services.~~     **~~Means Test Pending Adjudication Status Changes~~**  ~~The Means Test calculation is being updated to assure multiple things: (1) that new Means Tests are not put in a “Pending Adjudication” status forever, (2) that the Veteran is not placed in a priority group he or she does not qualify for; and (3) that the Veteran does not incorrectly appear to be waiting for adjudication of his or her means test. The outcome of these changes is that a new Means Test will no longer be placed in a “Pending Adjudication” status.~~    **~~Debts (pre-Feb. 2005 format):~~**    ***~~$:~~***  ~~Here is where all debts are individually entered for the Veteran and Spouse only. Debt information is only collected for the pre-Feb 2005 Format Tests.~~  ~~This data is shared with VistA.~~    ***~~Rules...~~***   * *~~Debts~~* ~~must be a dollar amount 0 to 9999999.00.~~ * *~~Debts~~* ~~for a person cannot exceed the dollar amount in the asset type of Other Property or Assets amount for that same person.~~ |

## Add Spouse (Financials Update)

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **Person Search Tabs** section on the table of contents of the VES Online Help. |
| 2 | Click the **Financials** section. |
| 3 | Click the **Dependents** section. |
| 4 | Click the **Add/Edit Spouse** section. |
| 5 | Click the **Add Spouse** topic. |
| 6 | Confirm the added screen shots:  Add Dependent Spouse screen description.  Add Dependent Spouse screen.  Figure 12: Add a Spouse (Before Registration)  Add Dependent Spouse screen description.  Edit Dependent Spouse screen.  Figure 13: Add a Spouse (After Registration) |
| 7 | Scroll down to the following updated fields and confirm if the definitions are correct and accurate.  Edit Dependent Spouse screen field descriptions. |
| 8 | Scroll down to the following updated fields and confirm if the definitions are correct and accurate.  Employment Status field description. |
| 9 | Scroll down to the following updated fields and confirm if the definitions are correct and accurate.  Edit Dependent Spouse field description.  Edit Dependent Spouse field description. |

## VDL Definition

Confirm the following Online Help updates.

| **Step** | **Action** |
| --- | --- |
| 1 | Click the **VES Overview** section. |
| 2 | Click the **Acronyms and Definitions** topic. |
| 3 | Click the “V” link located at the top of the topic. |
| 4 | Scroll down to the “VA Software Document Library” definition. Confirm the definition is correct and accurate.  VA Software Document Library (VDL) description. |

# Troubleshooting

## National Service Desk and Other Contacts

Table 2: Support Contact Information

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

## Browser & Operating System Compatibility

VES is functional through Windows using Chrome or Edge.

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