

**Veterans Health Administration (VHA) Enrollment
System (VES) 6.1
Quick Start User Guide**



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Revision History

Date	Revision	Description	Author
05/21/2022	39.0	<p>VES V6.1 added the following:</p> <ul style="list-style-type: none"> • Updated “Health_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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1. Introduction

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

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

VES is one component of the "system of systems" needed to implement the Vista/GUI Hybrids (formerly Health_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 6.1 Release Notes
- VES 6.1 Online Help

2. System Summary

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

2.1. System Design Document

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

2.2. User Access Levels

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

2.3. ESM Application Information System Contingency Plan

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

2.4. ESM Project Artifacts (VDL)

Click the following [link](#) to access the ESM Project Artifacts located in the VA Software Document Library (VDL). Scroll down to VA Enrollment System (VES) to access VES artifacts.

3. Getting Started

3.1. VES Layout

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

Menu Bar

Menu Bar is where utility buttons for VES are located.

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

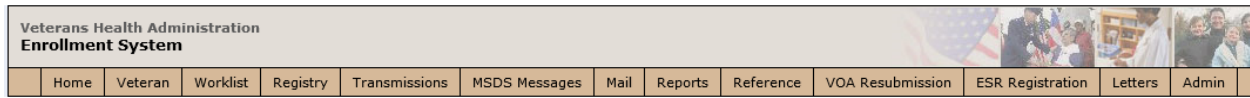


Figure 1: Menu Bar

Summary

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

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

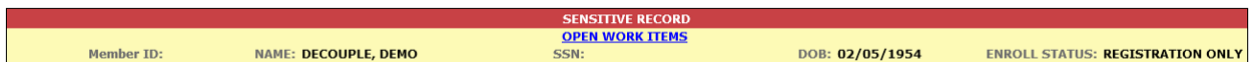


Figure 2: Summary with a Sensitive Record

Person Search Tabs

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




Figure 3: Person Search Tabs

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



Figure 4: Summary and Main Screen on VES

Sorting Columns


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

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”.*

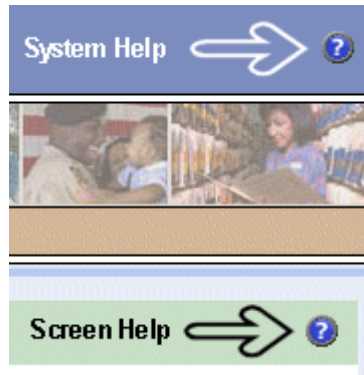


Figure 6: System Help and Screen Help





(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 ( , )
- 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.

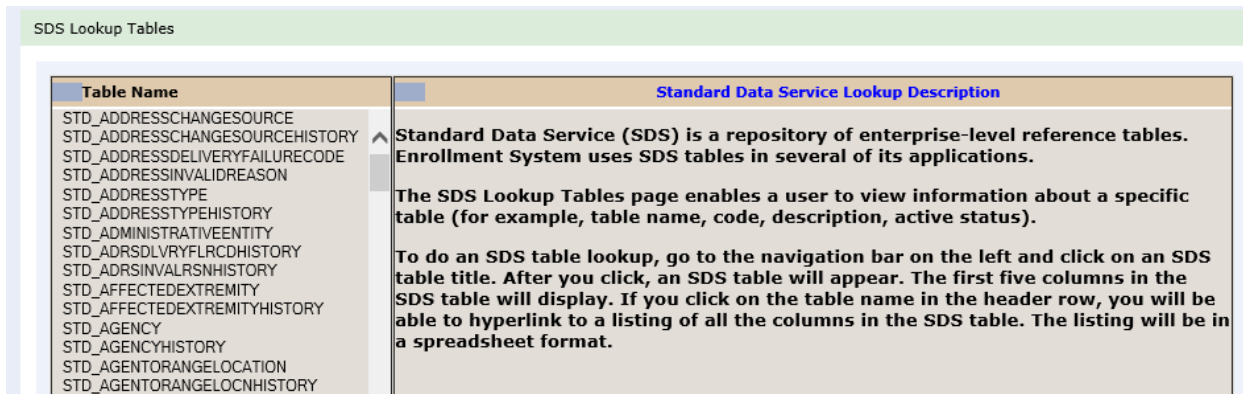


Figure 7: SDS Lookup Table

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 6.1

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

4.1. 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

Step	Action					
	<table border="1"> <tr> <td data-bbox="300 283 586 1360">HUD-VASH Restricted Care</td> <td data-bbox="586 283 727 1360">HUDVASH</td> <td data-bbox="727 283 834 1360">307</td> <td data-bbox="834 283 1255 1360"> <p>Veterans who are enrolled and not enrolled Veterans and former service members can be seen for services related to their enrollment in the Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) program. These Veterans and former service members are not subject to copayment requirements and are exempt from copayments for inpatient services and medications related to their HUD-VASH services.</p> <p>Veterans and former service members assigned the HUD-VASH Restricted Care VHAP must meet one of the following conditions:</p> <ul style="list-style-type: none"> • Cancelled/Declined - Receive medical benefits for HUD-VASH conditions only • Rejected - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and SC 0% - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and MST - Receive medical benefits for HUD-VASH and MST conditions only • Ineligible with a bar to benefits (excluding Dishonorable, Bad Conduct General Court Martial and Fugitive Felon Program (FFP)) – Receive medical benefits for HUD-VASH conditions only. • Former service members with Other Than Honorable (OTH) discharges who present for certain services • Presumptive (38 USC 1702- 38 CFR 17.109) <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.</p> </td> <td data-bbox="1255 283 1495 1360">HUD1001</td> </tr> </table>	HUD-VASH Restricted Care	HUDVASH	307	<p>Veterans who are enrolled and not enrolled Veterans and former service members can be seen for services related to their enrollment in the Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) program. These Veterans and former service members are not subject to copayment requirements and are exempt from copayments for inpatient services and medications related to their HUD-VASH services.</p> <p>Veterans and former service members assigned the HUD-VASH Restricted Care VHAP must meet one of the following conditions:</p> <ul style="list-style-type: none"> • Cancelled/Declined - Receive medical benefits for HUD-VASH conditions only • Rejected - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and SC 0% - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and MST - Receive medical benefits for HUD-VASH and MST conditions only • Ineligible with a bar to benefits (excluding Dishonorable, Bad Conduct General Court Martial and Fugitive Felon Program (FFP)) – Receive medical benefits for HUD-VASH conditions only. • Former service members with Other Than Honorable (OTH) discharges who present for certain services • Presumptive (38 USC 1702- 38 CFR 17.109) <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.</p>	HUD1001
HUD-VASH Restricted Care	HUDVASH	307	<p>Veterans who are enrolled and not enrolled Veterans and former service members can be seen for services related to their enrollment in the Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) program. These Veterans and former service members are not subject to copayment requirements and are exempt from copayments for inpatient services and medications related to their HUD-VASH services.</p> <p>Veterans and former service members assigned the HUD-VASH Restricted Care VHAP must meet one of the following conditions:</p> <ul style="list-style-type: none"> • Cancelled/Declined - Receive medical benefits for HUD-VASH conditions only • Rejected - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and SC 0% - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and MST - Receive medical benefits for HUD-VASH and MST conditions only • Ineligible with a bar to benefits (excluding Dishonorable, Bad Conduct General Court Martial and Fugitive Felon Program (FFP)) – Receive medical benefits for HUD-VASH conditions only. • Former service members with Other Than Honorable (OTH) discharges who present for certain services • Presumptive (38 USC 1702- 38 CFR 17.109) <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.</p>	HUD1001		
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.					

Overview Eligibility **VFMP Eligibility** Demographics Military Service Financials Enrollment Facility Communications Document Management

Edit Current Eligibility

Required fields are indicated with an asterisk/star *

* **Veteran Indicator:** Yes **CHANGE INDICATOR TO NO**

▶ **Do You Wish To Enroll:** Yes No No Data

* **Eligibility Status:** VERIFIED

* **Eligibility Status Date:** 10/11/2021 (mm/dd/yyyy)

Eligibility Verification Method: 3d214

Service Connected: 100 %

Effective Date of Combined Evaluation:

▼ **Rated SC Disabilities**

Code	Description	Diagnostic Extremity	SC (%)	Original Effective Date	Current Effective Date
<input checked="" type="checkbox"/> 9411	Post traumatic stress disorder		100 %		

ADD RATED SC DISABILITIES REMOVE ALL RATED SC DISABILITIES

▼ **VOA File Attachment**

FileName	FileType	DocType	VOA File Attachment Updated	By
No documents on file				

▼ **Prisoner Of War Indicator:** No Data **CHANGE TO NO**

No POW Episode Available

ADD POW EPISODE

Purple Heart Status:

Aid & Attendance: Yes No

Housebound: Yes No

▶ **VA Pension:** Yes No

Pension Termination Date: (mm/dd/yyyy)

Pension Termination Reason 1: - Select -

Pension Termination Reason 2: - Select -

Pension Termination Reason 3: - Select -

Pension Termination Reason 4: - Select -

Receiving VA Disability Compensation: Yes No Unknown

Total Monthly Check Amount:

Annual Check Amount:

Unemployable: Yes No

▼ **Permanent & Total:** Yes No

Permanent & Total Effective Date: (mm/dd/yyyy)

▼ **Rated Incompetent:** Yes No No Data

Civil Date: (mm/dd/yyyy)

VA Date: (mm/dd/yyyy)

▼ **Eligible For Medicaid:** Yes No No Data

Date Medicaid Last Updated:

▶ **Ineligible Date:** (mm/dd/yyyy)

▼ **Other Eligibility Factors**

Discharge Due to Disability: Yes No No Data

Military Disability Retirement: Yes No No Data

Agent Orange Exposure Location: Not Exposed

Radiation Exposure Method: Not Exposed

SW Asia Conditions: Yes No

Spinal Cord Injury: NOT APPLICABLE

Nose and Throat Radium Treatments: Yes No Unknown

▼ **Camp Lejeune Eligibility:** Yes No

Verified Methods:

- CDC
- DPRIS
- DoD
- NPRC
- OMPF
- OTHER
- USMC

Comments:

CL Date Registered: (mm/dd/yyyy)

CL Eligibility Change Site:

CL Eligibility Source of Change:

▼ **Non-Veteran Eligibility Codes**

Humanitarian Emergency: Yes No

TRICARE: Yes No

Sharing Agreement: Yes No

Allied Veteran Country: - Select -

CHAMPVA: Yes No

Employee: Yes No

Collateral Of Vet: Yes No

Other Federal Agency: - Select -

HUD-VASH: Yes No

▶ **Expanded MH Care Non-Enrollee:** Yes No No Data

* **OTH Eligibility Factor:** - Select -

REVIEW IMPACT ACCEPT CHANGES CANCEL

Step	Action
	<p>Figure 8: HUD-VASH field on the Edit Current Eligibility screen</p>
12	<p>Scroll down to the HUD-VASH Non-Veteran Eligibility Code field. The following text and rules have been added:</p> <p>HUD-VASH Non-Veteran Eligibility Code: "HUD-VASH Non-Veteran Eligibility Code" has two selectable radio button options: "Yes" and "No". All HUD-VASH records have "No" assigned by default unless "Yes" is selected or assigned. When the HUD-VASH Non-Veteran Eligibility Code defaults to "NO", the Veteran's record will <u>not</u> have the following assigned:</p> <ol style="list-style-type: none"> 1. Secondary eligibility of "HUD-VASH" 2. Carveout VHAP of "HUD-VASH Restricted Care" <p>If a user manually selects the "YES" radio button on the HUD-VASH Non-Veteran Eligibility Code field for a HUD-VASH qualifying Veteran record, and clicks the Accept Changes button, the record saves successfully. VES assigns the secondary eligibility of "HUD-VASH" (in addition to other secondary eligibilities, if assigned), assigns the carveout VHAP "HUD-VASH Restricted Care" (in addition to other carveout VHAPs, if assigned), and displays the secondary eligibility of "HUD-VASH" (as well as other secondary eligibilities, if assigned) on the Eligibility History screen. VES sends an update to Vista with the new secondary eligibility code and the carveout VHAP, "HUD-VASH Restricted Care" when both are associated with the person's record.</p> <p>The "HUD-VASH" Non-Veteran secondary eligibility code is shared on the E&E webservice. If a Veteran completes the HUD-VASH program, but HUD-VASH is removed by a Vista user at a site, VES removes HUD-VASH from that same Veteran. When VES receives a HUD-VASH secondary eligibility on a Z07 segment from Vista:</p> <ol style="list-style-type: none"> 1. If the person's record in VES qualifies for HUD-VASH, then the HUD-VASH secondary eligibility and the corresponding carveout VHAP, "HUD-VASH Restricted Care" are assigned in VES. 2. If the person's record in VES does NOT qualify for HUD-VASH, either through a non-qualifying Ineligible Reason Code or through a non-qualifying Pending Verification/Re-Verification Reason, then the HUD-VASH Secondary Eligibility and the corresponding VHAP are <u>NOT</u> assigned in VES. No work item is created. 3. If the person's record in VES is either missing the Ineligible Reason Code or the Pending Verification/Re-Verification Reason, and VES is unable to determine if HUD-VASH can be assigned or not, then a work item is created. 4. If a person's record has HUD-VASH assigned in Vista, but VES is unable to determine if HUD-VASH can be assigned or not, a work item is created. The work item screen displays the Functional Group of "Enrollment Eligibility", Item Type of "Review File", and the following error message, "HUD-VASH Eligibility Discrepancy". Note: HUD-VASH work items are created the same as the other work items created. 5. If HUD-VASH is removed in VES, VES sends a Z11 to remove HUD-VASH in Vista. <p>If a user selects "YES" on the HUD-VASH Non-Veteran Eligibility Code field for a record with a currently assigned Ineligible Reason Code that does NOT qualify for HUD-VASH, and clicks the Accept Changes button, VES does not accept the changes and displays an error message. The error message informs the user that HUD-VASH cannot be selected along with the currently assigned ineligible reason code.</p> <p>The list below determines if the Ineligible Reason is HUD-VASH eligible.</p> <p>Ineligible Reason: ACDUTRA Only HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: Bad Conduct General Court Martial HUD-VASH eligible?: No</p> <p>Ineligible Reason: DVA 12C HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: DVA 12D w/Ch 17, See for SC/MST HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: DVA 12D w/o Chapter 17 HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: Dishonorable Discharge HUD-VASH eligible?: No</p> <p>Ineligible Reason: Fugitive Felon Program (FFP) HUD-VASH eligible?: No</p> <p>Ineligible Reason: Less Than 24 Months HUD-VASH eligible?: Yes</p> <p>If the user manually changes "YES" to "NO" on the HUD-VASH Non-Veteran Eligibility Code field for a HUD-VASH qualifying person record, and clicks the Accept Changes button, the record saves successfully. VES removes the assigned secondary eligibility of "HUD-VASH" from the record, leaves already existing secondary eligibilities on the record, removes the assigned carveout VHAP of "HUD-VASH Restricted Care", and continues to display the HUD-VASH secondary eligibility on the Eligibility History screen even after removal.</p> <p>When the VES user selects "YES" for HUD-VASH Non-Veteran Eligibility Code field for a record with a Pending Verification/Re-verification Reason that does not qualify for HUD-VASH, and clicks the Accept Changes button, VES does not accept the changes and displays an error message. The error message informs the user that HUD-VASH cannot be selected along with the currently selected Pending Verification/Re-verification Reason. VES users can assign other Non-Veteran eligibilities to the record, if needed.</p> <p>The list below determines if the Eligibility Status Pending Reason is HUD-VASH eligible.</p>

Step	Action
	<p>Eligibility Status Pending Reason: Active Duty HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: Blue Water Navy Pending 7131 HUD-VASH Eligible?: Yes</p> <p>Eligibility Status Pending Reason: Demobilization HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: OTH (Other Than Honorable) Pending 20-0986 HUD-VASH Eligibilities?: Yes</p> <p>Eligibility Status Pending Reason: Other HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: Pending Proof of Qualifying Military Service HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: Signature Required HUD-VASH Eligible?: Yes</p> <p>Any user that has edit capability can assign and remove HUD-VASH.</p>
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.

Overview Eligibility VFPF Eligibility Demographics Military Service Financials Enrollment Facility Communications Document Management

Edit Current Eligibility

Required fields are indicated with an asterisk/star *

* Veteran Indicator: Yes **CHANGE INDICATOR TO NO**

▶ Do You Wish To Enroll: Yes No No Data

* Eligibility Status: VERIFIED

* Eligibility Status Date: 10/11/2021 (mm/dd/yyyy)

Eligibility Verification Method: 30214

Service Connected: 100 %

Effective Date of Combined Evaluation:

▼ **Rated SC Disabilities**

Code	Description	Diagnostic Extremity	SC (%)	Original Effective Date	Current Effective Date
<input checked="" type="checkbox"/> 9411	Post traumatic stress disorder		100 %		

ADD RATED SC DISABILITIES REMOVE ALL RATED SC DISABILITIES

▼ **VOA File Attachment**

FileName	FileType	DocType	VOA File Attachment Updated	By
No documents on file				

▼ **Prisoner Of War Indicator:** No Data **CHANGE TO NO**

No POW Episode Available

ADD POW EPISODE

Purple Heart Status:

Aid & Attendance: Yes No

Housebound: Yes No

▶ VA Pension: Yes No

Pension Termination Date: (mm/dd/yyyy)

Pension Termination Reason 1: - Select -

Pension Termination Reason 2: - Select -

Pension Termination Reason 3: - Select -

Pension Termination Reason 4: - Select -

Receiving VA Disability Compensation: Yes No Unknown

Total Monthly Check Amount: \$

Annual Check Amount: \$

Unemployable: Yes No

▼ Permanent & Total: Yes No

Permanent & Total Effective Date: (mm/dd/yyyy)

▼ Rated Incompetent: Yes No No Data

Civil Date: (mm/dd/yyyy)

VA Date: (mm/dd/yyyy)

▼ Eligible For Medicaid: Yes No No Data

Date Medicaid Last Updated:

▶ Ineligible Date: (mm/dd/yyyy)

▼ **Other Eligibility Factors**

Discharge Due to Disability: Yes No No Data

Military Disability Retirement: Yes No No Data

Agent Orange Exposure Location: Not Exposed

Radiation Exposure Method: Not Exposed

SW Asia Conditions: Yes No

Spinal Cord Injury: NOT APPLICABLE

Nose and Throat Radium Treatments: Yes No Unknown

▼ Camp Lejeune Eligibility: Yes No

Verified Methods:

- CDC
- DPRIS
- DoD
- NPRC
- OMPF
- OTHER
- USMC

Comments:

CL Date Registered: (mm/dd/yyyy)

CL Eligibility Change Site:

CL Eligibility Source of Change:

▼ **Non-Veteran Eligibility Codes**

Humanitarian Emergency: Yes No

TRICARE: Yes No

Sharing Agreement: Yes No

Allied Veteran Country: - Select -

CHAMPVA: Yes No

Employee: Yes No

Collateral Of Vet: Yes No

Other Federal Agency: - Select -

HUD-VASH: Yes No

▶ Expanded MH Care Non-Enrollees: Yes No No Data

REVIEW IMPACT ACCEPT CHANGES CANCEL

Step	Action
	Figure 9: HUD-VASH field on the Edit Current Eligibility (AAP) screen
16	<p>Scroll down to the HUD-VASH Non-Veteran Eligibility Code field. The following text and rules have been added:</p> <p>HUD-VASH Non-Veteran Eligibility Code:</p> <p>"HUD-VASH Non-Veteran Eligibility Code" has two selectable radio button options: "Yes" and "No". All HUD-VASH records have "No" assigned by default unless "Yes" is selected or assigned.</p> <p>When the HUD-VASH Non-Veteran Eligibility Code defaults to "NO", the Veteran's record will <u>not</u> have the following assigned:</p> <ol style="list-style-type: none"> 1. Secondary eligibility of "HUD-VASH" 2. Carveout VHAP of "HUD-VASH Restricted Care" <p>If a user manually selects the "YES" radio button on the HUD-VASH Non-Veteran Eligibility Code field for a HUD-VASH qualifying Veteran record, and clicks the Accept Changes button, the record saves successfully. VES assigns the secondary eligibility of "HUD-VASH" (in addition to other secondary eligibilities, if assigned), assigns the carveout VHAP "HUD-VASH Restricted Care" (in addition to other carveout VHAPs, if assigned), and displays the secondary eligibility of "HUD-VASH" (as well as other secondary eligibilities, if assigned) on the Eligibility History screen. VES sends an update to Vista with the new secondary eligibility code and the carveout VHAP, "HUD-VASH Restricted Care" when both are associated with the person's record.</p> <p>The "HUD-VASH" Non-Veteran secondary eligibility code is shared on the E&E webservice. If a Veteran completes the HUD-VASH program, but HUD-VASH is removed by a Vista user at a site, VES removes HUD-VASH from that same Veteran.</p> <p>When VES receives a HUD-VASH secondary eligibility on a Z07 segment from Vista:</p> <ol style="list-style-type: none"> 1. If the person's record in VES qualifies for HUD-VASH, then the HUD-VASH secondary eligibility and the corresponding carveout VHAP, "HUD-VASH Restricted Care" are assigned in VES. 2. If the person's record in VES does NOT qualify for HUD-VASH, either through a non-qualifying Ineligible Reason Code or through a non-qualifying Pending Verification/Re-Verification Reason, then the HUD-VASH Secondary Eligibility and the corresponding VHAP are <u>NOT</u> assigned in VES. No work item is created. 3. If the person's record in VES is either missing the Ineligible Reason Code or the Pending Verification/Re-Verification Reason, and VES is unable to determine if HUD-VASH can be assigned or not, then a work item is created. 4. If a person's record has HUD-VASH assigned in Vista, but VES is unable to determine if HUD-VASH can be assigned or not, a work item is created. The work item screen displays the Functional Group of "Enrollment Eligibility", Item Type of "Review File", and the following error message, "HUD-VASH Eligibility Discrepancy". Note: HUD-VASH work items are created the same as the other work items created. 5. If HUD-VASH is removed in VES, VES sends a Z11 to remove HUD-VASH in Vista. <p>If a user selects "YES" on the HUD-VASH Non-Veteran Eligibility Code field for a record with a currently assigned Ineligible Reason Code that does NOT qualify for HUD-VASH, and clicks the Accept Changes button, VES does not accept the changes and displays an error message. The error message informs the user that HUD-VASH cannot be selected along with the currently assigned ineligible reason code. The list below determines if the Ineligible Reason is HUD-VASH eligible.</p> <p>Ineligible Reason: ACDUTRA Only HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: Bad Conduct General Court Martial HUD-VASH eligible?: No</p> <p>Ineligible Reason: DVA 12C HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: DVA 12D w/Ch 17, See for SC/MST HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: DVA 12D w/o Chapter 17 HUD-VASH eligible?: Yes</p> <p>Ineligible Reason: Dishonorable Discharge HUD-VASH eligible?: No</p> <p>Ineligible Reason: Fugitive Felon Program (FFP) HUD-VASH eligible?: No</p> <p>Ineligible Reason: Less Than 24 Months HUD-VASH eligible?: Yes</p> <p>If the user manually changes "YES" to "NO" on the HUD-VASH Non-Veteran Eligibility Code field for a HUD-VASH qualifying person record, and clicks the Accept Changes button, the record saves successfully. VES removes the assigned secondary eligibility of "HUD-VASH" from the record, leaves already existing secondary eligibilities on the record, removes the assigned carveout VHAP of "HUD-VASH Restricted Care", and continues to display the HUD-VASH secondary eligibility on the Eligibility History screen even after removal.</p> <p>When the VES user selects "YES" for HUD-VASH Non-Veteran Eligibility Code field for a record with a Pending Verification/Re-verification Reason that does not qualify for HUD-VASH, and clicks the Accept Changes button, VES does not accept the changes and displays an error message. The error message informs the user that HUD-VASH cannot be selected along with the currently selected Pending Verification/Re-verification Reason. VES users can assign other Non-Veteran eligibilities to the record, if needed.</p> <p>The list below determines if the Eligibility Status Pending Reason is HUD-VASH eligible.</p>

Step	Action
	<p>Eligibility Status Pending Reason: Active Duty HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: Blue Water Navy Pending 7131 HUD-VASH Eligible?: Yes</p> <p>Eligibility Status Pending Reason: Demobilization HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: OTH (Other Than Honorable) Pending 20-0986 HUD-VASH Eligibilities?: Yes</p> <p>Eligibility Status Pending Reason: Other HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: Pending Proof of Qualifying Military Service HUD-VASH Eligible?: No</p> <p>Eligibility Status Pending Reason: Signature Required HUD-VASH Eligible?: Yes</p> <p>Any user that has edit capability can assign and remove HUD-VASH.</p>
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	<p>Confirm the added HUD-VASH text is correct as listed as number “10”.</p> <p>Non-Veteran Eligibility Codes: (click the Non-Veteran Eligibility Codes link for more detailed information on all Non-Veteran Eligibility Codes)</p> <ol style="list-style-type: none"> Expanded MH Care Non-Enrollee: Users can add “Expanded MH Care Non-Enrollee” as a non-Veteran primary eligibility code by selecting the “Yes” or “No” radio button “Expanded MH Care Non-Enrollee” options. TRICARE: TRICARE is The Department of Defense regionally managed Healthcare program for service families. Sharing Agreement: Defined as resources sharing between the two departments encompassing a wide range of services, from the construction of joint medical facilities for use by VA/DoD beneficiaries to joint use of laboratory or laundry services. Allied Veteran: Defined as the Beneficiary’s allied country of origin. If an Allied country is selected, the Beneficiary will be assigned an eligibility code of “Allied Veteran”. CHAMPVA: Civilian Health and Medical Program of the Uniformed Services or Veteran’s Affairs (CHAMPVA); an insurance program in which the VA shares the cost of covered health care services and supplies for active duty and retired career military persons, their dependents and survivors. Employee: Employees are contractors, volunteers, or full-time equivalent, who are not Veterans. Collateral of Vet: Collateral of Vet eligibility applies to Primary and Secondary eligibility. A <i>Collateral</i> is a Veteran or non-Veteran related to or associated with a Veteran receiving care from the VA. The Beneficiary is seen by a professional member of the VA Health Care facility’s staff either within the facility or at a site away from the facility for reasons relating to the Veterans clinical care. Collateral of Vet is one of the existing eligibility codes, and “Caregiver” is one of the many types of collateral a person can be. Other Federal Agency: Defined as another source for the Beneficiary’s rated SC disability. Examples might include any organization of the U.S. Government, such as Department of Defense, Department of the Army etc. Humanitarian Emergency: “Humanitarian” refers to an ineligible applicant receiving humanitarian care at a VAMC. Humanitarian care may include: visitors, family members, or a person with no military service. Veterans who are determined to be ineligible, but receive humanitarian care, may include Veterans who do not meet minimum duty requirements; rejected for VA health care benefits; or adjudicated as “Dishonorable for VA purpose”. HUD-VASH: Through U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) legislation, ineligible Veterans (and non-Veterans) are eligible and receive VA healthcare benefits from the HUD-VASH program. HUD-VASH eligibility for VA health care benefits at VA or through Community Care is based on the Veteran’s (or non-Veteran’s) enrollment. Services provided by a VAMC would be clinical in nature along with other support services. All existing Secondary eligibilities remain on the record. VES users can assign other Non-Veteran eligibilities. The “HUD-VASH” Non-Veteran Secondary Eligibility code is shared on the E&E Webservice. <p>Figure 10: HUD-VASH Non-Veteran Secondary Eligibility Code</p>
22	Scroll down to the Secondary Eligibility Codes section. HUD-VASH has been added as number “9” under the “Non-Veteran Eligibility Codes” section:

Step	Action
	<p>Secondary Eligibility Codes</p> <p>VES completes the calculation of the Primary Eligibility Code and determines if the Veteran record has none, one or many Secondary Eligibility Codes. (Cannot have a Secondary Eligibility Code without a Primary Eligibility Code).</p> <p>Note: VES does not assign any eligibility code as both a Primary and a Secondary eligibility code.</p> <p>VES assigns Veteran Eligibility Codes in the following order:</p> <ol style="list-style-type: none"> 1. Prisoner of War 2. Purple Heart Recipient 3. Aid & Attendance 4. Housebound 5. NSC, VA Pension 6. World War I 7. COMPACT 8. Special TX Authority Care <p>VES assigns Non-Veteran Eligibility Codes in the following order:</p> <ol style="list-style-type: none"> 1. TRICARE 2. Sharing Agreement 3. Allied Veteran 4. CHAMPVA 5. Employee 6. Collateral of Vet 7. Other Federal Agency 8. Homeless Emergency 9. HUD-VASH <p>Retired Non-Veteran Eligibility Codes:</p> <ol style="list-style-type: none"> 1. Reimbursable Insurance

4.2. 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	<p>Scroll down to the very bottom of the E&E Service topic. The following text and screen shot were added.</p> <p>Community Care Hardship Expiration Date</p> <p>The Community Care hardship expiration date on the Enrollment and Eligibility (E&E) web service displays in the Consult Tool Box (CTB2).</p> <p>CTB2 gives community providers the following Veteran information:</p> <ul style="list-style-type: none"> • Veteran Name • Date of Birth • Residential Address • Consult to Service/Specialty • Urgency: <ul style="list-style-type: none"> ◦ Routine – Routine consult indicates the patient should be seen in accordance with the clinically indicated date. ◦ Stat – Stat consults are defined as “immediate” need. ◦ Clinically Indicated Date (CID) ◦ Inpatient or outpatient status. ◦ Community Care eligibility <p>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.</p>  <p>The screenshot shows a tree view of web service segments. The root segment is 'eeSummary.communityCareEligibilityInfo'. It has several child segments, each with a green checkmark icon: 'eeSummary.communityCareEligibilityInfo.censusURHCodeDescription', 'eeSummary.communityCareEligibilityInfo.censusURHCodeName', 'eeSummary.communityCareEligibilityInfo.censusURHCode', 'eeSummary.communityCareEligibilityInfo.vceEffectiveDate', 'eeSummary.communityCareEligibilityInfo.vceDescription', 'eeSummary.communityCareEligibilityInfo.vceCode', 'eeSummary.communityCareEligibilityInfo.dateHardshipExpires' (highlighted with a yellow box), 'eeSummary.communityCareEligibilityInfo.eligibilities', and 'eeSummary.communityCareEligibilityInfo.geocodingInfo'.</p>

Figure 11: Hardship Expires

4.3. 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	<p>Scroll down to the very bottom of the Report Descriptions topic until you reach “Extract Reports”. The following “Extract Reports” section was added:</p> <p><u>Extract Reports</u> <small>Note: Extract reports are not seen on the VES user interface. Office of Policy and Planning (OPP) Extract reports, which are generated any time the OPP extraction for a particular file is completed. OPP reports are performed on the back end of VES and are directly uploaded to File Manager. File Manager is the storage on VES servers that allows VES developers to access batch process output files as well as any log file. OPP Extract report PDFs are automatically generated when the OPP Extract batch process is run. OPP Extract reports are not generated as CSVs.</small></p> <p>CLEAR Extract File Import Successful & Unsuccessful Reports <small>Camp Lejeune (CL-V) VHA Enrollment System Enhancements Public Law 112-154 was enacted to allow Veterans who were stationed at Camp Lejeune between August 1, 1953 and December 31, 1987 for at least 30 days to receive no cost treatment for 15 medical conditions that were caused by exposure to chemical leaks at Camp Lejeune. Functionality allows determination of Veteran's eligibility or lack of eligibility for this benefit. If determined eligible, the Veteran is automatically promoted to Priority Group (PG) 6, if the Veteran's PG is 7 or higher; if the Veteran already belongs to PG 6 or lower, his/her Priority Group remains unchanged. The Health Eligibility Center (HEC) sends a batch file to VES known as the CLEAR (Camp Lejeune Environmental Action Report) extract. This file is processed as a nightly batch process by the VES.</small></p> <p>OIT Homeless Program Report Extract <small>The Office of Information and Technology (OIT) Homeless Program Report extract is used to determine eligibility for VA Homeless Programs. This report includes Enrollment Statuses, Ineligible Reason Code, and Military Service Episode Data. VES runs a query to capture specific data extracts that are provided to the Office of Policy and Planning (OPP). The process generates a summary report for each of the extracts. This task is scheduled for the first day of every month but may be executed on demand. The report will be generated any time the Homeless Program Report extract is completed. The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</small></p> <p>OPP Extract Period Of Service File Summary Report (OPP 4) <small>A standard report that is generated by VES at the completion of the Office of Policy and Planning (OPP) data extraction of the Period Of Service (POS). The report provides the Office of Policy and Planning with a summary of the total numbers of records that have been written to the file. The report will be generated any time the OPP POS file extract is completed. The report will be generated any time the OPP Condition File extract is completed. The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</small></p> <p>OPP Extract Main File Summary Report (OPP 5) <small>A standard report that is generated by VES at the completion of the Office of Policy and Planning (OPP) data extraction of the Main File data. The report provides the Office of Policy and Planning with a summary of the total numbers of records by specific categories. The report will be generated any time the OPP Main File Extract is Completed. The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</small></p> <p>OPP Extract Eligibility File Summary Report (OPP 6) <small>A standard report that is generated by VES at the completion of the Office of Policy and Planning (OPP) data extraction of the Eligibility File data. The report provides the Office of Policy and Planning with a summary of the total numbers of records that have been written to the file. The report will be generated any time the OPP Eligibility file extract is completed. The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</small></p> <p>OPP Extract Rated Disabilities File Summary Report (OPP 7) <small>A standard report that is generated by VES at the completion of the Office of Policy and Planning (OPP) data extraction of the Rated Disabilities File data. The report provides the Office of Policy and Planning with a summary of the total numbers of records that have been written to the file. The report will be generated any time the OPP Rated Disabilities file extract is completed. The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</small></p> <p>OPP Extract Combat Data File (OPP 8) <small>A standard report that is generated by VES at the completion of the Office of Policy and Planning (OPP) data extraction of the Combat Data File. The report provides the Office of Policy and Planning with a summary of the total numbers of records that have been written to the file. The report will be generated any time the OPP Combat Data file extract is completed. The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</small></p>

4.4. 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	<p>Scroll down to the very bottom of the Report Descriptions topic until you reach “Extract Reports”. The following report text was added:</p> <p><i>OIT Homeless Program Report Extract</i></p> <p>The Office of Information and Technology (OIT) Homeless Program Report extract is used to determine eligibility for VA Homeless Programs. This report includes Enrollment Statuses, Ineligible Reason Code, and Military Service Episode Data. VES runs a query to capture specific data extracts that are provided to the Office of Policy and Planning (OPP). The process generates a summary report for each of the extracts. This task is scheduled for the first day of every month but may be executed on demand. The report will be generated any time the Homeless Program Report extract is completed.</p> <p>The report can be selected for viewing by clicking the appropriate View link from the Completed Reports page.</p>

4.5. VES Auto-Locks Accounts Inactive 90-Days

Confirm the following Online Help updates.

Step	Action
1	Click the VES Overview section.
2	<p>Click the VES Inactive Accounts topic. The following report text was added:</p> <p>VES Inactive Accounts</p> <p>VES Auto-Locks Accounts Inactive 90-Days</p> <p>VES locks accounts after 90-days of inactivity (90-days after the user's last login), per Federal Information Security Management Act (FISMA). VES users receive one reminder email seven days prior to locking the user's account (83-days after the user's last login). This will allow users the opportunity to login if they want to avoid the inactivity lock. Any existing user accounts in VES that have been inactive for 90 or more days will be locked as well.</p> <p>The email subject reads:</p> <p>"VHA Enrollment System User Account **Inactivity Warning**"</p> <p>The email body reads:</p> <p>Your VHA Enrollment System (VES) user account will be locked in 7-days due to inactivity.</p> <p>If you still require VES access, please login at the following url: <url where the account is located (Prod/Pre-Prod/SQA)>.</p> <p>If you no longer require this access, you may disregard this email.</p> <p>VES will lock user accounts even if the reminder email is returned as undeliverable. Existing "account lock date" processes remain in place under FISMA guidelines. User accounts can have a future account lock date (which is typically the end of the user's contract). User account can be locked by either 90-days of inactivity or by reaching their account lock date (end of contract). Anytime a user logs in, their last login date resets to the current date.</p>

4.6. Financials Updates

Confirm the following Online Help updates.

Step	Action
1	Click the Person Search Tabs section.
2	Click the Financials section.
3	<p>Click the Financial Details topic. The following outdated text was removed from this topic:</p> <p>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.</p> <p>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 “<u>Do you want to send this for Adjudication?</u>” below has been discontinued.</p> <p>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.</p> <p><u>Edit Financial Details (Income Year XXXX)</u></p> <p>Do you want to send this for Adjudication?: (Required) (Discontinued July 24th, 2014)</p> <p>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:</p> <p>When the GMT Threshold is greater than the MT Threshold and the user selects:</p> <ul style="list-style-type: none"> • Yes - Outcome will be “MT Copay Required” or “GMT Copay Required”. • No - MT Status will be set to GMT Copay Required. <p style="text-align: center;">or</p> <p>When the GMT Threshold is less than or equal to the MT Threshold and the user selects:</p> <ul style="list-style-type: none"> • 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. <p><u>Assets</u></p>

Step	Action
	<p data-bbox="289 289 1495 352">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:</p> <ul data-bbox="337 422 932 552" style="list-style-type: none"> <li data-bbox="337 422 813 453">● Cash and Bank Account Balance <li data-bbox="337 470 932 501">● Land, Buildings Less Mortgage, and Liens <li data-bbox="337 518 708 552">● Other Property of Assets <p data-bbox="289 621 1528 915">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.</p> <p data-bbox="289 989 1503 1119">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.</p> <ul data-bbox="337 1188 1495 1633" style="list-style-type: none"> <li data-bbox="337 1188 1463 1220">● Income Test: Single test entered in VES that is used to gather financial information. <li data-bbox="337 1236 1479 1335">● 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. <li data-bbox="337 1352 1495 1482">● 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. <li data-bbox="337 1499 1474 1633">● 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. <p data-bbox="289 1703 987 1734">Means Test Pending Adjudication Status Changes</p> <p data-bbox="289 1751 1528 1852">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</p>

Step	Action
	<p>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.</p> <p><u>Debts (pre-Feb. 2005 format):</u></p> <p>\$:</p> <p>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.</p> <p>This data is shared with VistA.</p> <p><i>Rules...</i></p> <ul style="list-style-type: none"> • 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.

4.7. 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: <small>The Add Dependent Spouse screen allows the user to add a dependent spouse for the person being registered. Note: Adding a dependent spouse is not required to complete a registration. When a user adds (registers) a new person, before completing registration, the following fields are enabled and display on the Add a Dependent Spouse screen.</small>

Add Dependent Spouse

Required fields are indicated with an asterisk/star *

Prefix:

* First Name:

Middle Name:

* Last Name:

Maiden Name:

Suffix:

SSN:

Pseudo SSN:

Pseudo SSN Reason:

* Gender: Male Female

* Date of Birth: (mm/dd/yyyy)

* Date of Marriage: (mm/dd/yyyy)

Inactive Date: (mm/dd/yyyy)

Address:

Last Changed:

Home Phone:

▶ Lived with Veteran Last Calendar Year: Yes No

Employment Status:

Employer Name:

Occupation:

Country:

Address Line 1:

Address Line 2:

Address Line 3:

Zip Code: -

City:

State:

County:

Employer Phone Number:

Date of Retirement: (mm/dd/yyyy)

Figure 12: Add a Spouse (Before Registration)

After a user adds (registers) a new person the following fields are enabled and display on the **Add a Dependent Spouse** screen.

Step	Action
	<div data-bbox="337 247 1490 1184" style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> Overview Eligibility VFMP Eligibility Demographics Military Service Financials Enrollment Facility Communications Document Management </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Edit Dependent Spouse </div> <p style="font-size: small; margin-bottom: 10px;">Required fields are indicated with an asterisk/star *</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div>Prefix: <input type="text"/></div> <div>* First Name: <input type="text" value="Inamespouse"/></div> <div>Middle Name: <input type="text"/></div> <div>* Last Name: <input type="text" value="Inamespouse"/></div> <div>Maiden Name: <input type="text"/></div> <div>Suffix: <input type="text"/></div> <div>SSN: <input type="text" value="99-99-9999"/></div> <div>Pseudo SSN: <input type="text"/></div> <div>Pseudo SSN Reason: <input type="text" value="- Select -"/></div> <div>* Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female</div> <div>* Date of Birth: <input type="text" value="03/15/1975"/> (mm/dd/yyyy)</div> <div>* Date of Marriage: <input type="text" value="02/01/2000"/> (mm/dd/yyyy)</div> <div>Inactive Date: <input type="text"/> (mm/dd/yyyy)</div> <div>Address: <input type="text"/></div> <div>Last Changed: <input type="text"/></div> <div>Home Phone: <input type="text"/></div> <div> <input checked="" type="checkbox"/> Lived with Veteran Last Calendar Year: <input type="radio"/> Yes <input type="radio"/> No </div> <div>SSN Source of Change: <input type="text" value="- Select -"/></div> <div>SSA Verification Status: <input type="text" value="New Record"/></div> <div>SSA Verification Date: <input type="text"/></div> <div>SSA Message: <input type="text"/></div> <div>Employment Status: <input type="text" value="Employed Full-Time"/></div> <div>Employer Name: <input type="text"/></div> <div>Occupation: <input type="text"/></div> <div>Employer Address: <input type="text" value="12345678901234567890"/></div> <div>Employer Phone Number: <input type="text"/></div> <div>Date of Retirement: <input type="text"/> (mm/dd/yyyy)</div> </div> <div style="display: flex; justify-content: center; gap: 10px; margin-top: 10px;"> UPDATE CANCEL DELETE </div> </div>
7	<p>Scroll down to the following updated fields and confirm if the definitions are correct and accurate.</p> <p>Address: Address displays as read-only and is sourced from the Demographics screen.</p> <p>Last Changed: Displays the date and time edits were made from the Demographics screen. Last Changed displays as read-only and is sourced from the Demographics screen.</p> <p>Home Phone: Home Phone displays as read-only and is sourced from the Demographics screen.</p>
8	<p>Scroll down to the following updated fields and confirm if the definitions are correct and accurate.</p>

Step	Action
	<p>Employment Status:</p> <p>Spouse employment status is defined as the current employment status of the spouse.</p> <p>If <i>Employment Status</i> is set to "Retired" the Date of Retirement field may be edited.</p> <p>If <i>Employment Status</i> is changed to "Unknown" or "Not Employed" the following field values will be deleted:</p> <ul style="list-style-type: none"> • Employer Name • Employer Address: Once the spouse has been completely registered, the "Employer Address" field is no longer available and not enabled. VistA can still add the employer address after registration. • Employer Phone • Date of Retirement
9	<p>Scroll down to the following updated fields and confirm if the definitions are correct and accurate.</p> <p>Country:</p> <p>From the dropdown, select the spouse employer's country. Once the spouse has been completely registered, the Country field is no longer available.</p> <p>Address Line 1:</p> <p>The employer's address is a free text field of 1 – 30 characters. <i>Address Line 1</i> is the number and street or post office box of a mailing address. Once the spouse has been completely registered, the Address Line 1 field is no longer available and not enabled.</p> <p>Address Line 2:</p> <p>The employer's address is a free text field of 1 – 30 characters. <i>Address Line 2</i> is the text supplemental to the number and street of a mailing address. Once the spouse has been completely registered, the Address Line 2 field is no longer available and not enabled.</p> <p>Address Line 3:</p> <p>The employer's address is a free text field of 1 – 30 characters. <i>Address Line 3</i> is the text supplemental to the number and street of a mailing address. Once the spouse has been completely registered, the Address Line 3 field is no longer available and not enabled.</p> <p>Zip Code:</p> <p>The employer's zip code is a free text field of 5 – 10 characters.</p> <p><i>Zip Code</i> is the mail code used for mail delivery within the USA only. If anything other than United States is selected in the Country field, the Zip Code field will not display. Once the spouse has been completely registered, the Zip Code field is no longer available.</p> <p>City:</p> <p>The employer's city is a free text field of 1 – 30 characters. Once the spouse has been completely registered, the City field is no longer available.</p> <p>State/Province:</p> <p>State: Enter the full state name associated with the employer's address.</p> <p>U.S. addresses should follow the standard U.S. Postal Service (USPS) format as closely as possible. USPS Publication 28 outlines those standards. The Veterans Health Administration (VHA) has a standard list of values for States and Counties. To view a standard list of values for States and Counties, visit the Administrative Data Quality Council Intranet Site.</p> <p>Province: Enter the full province name if a country other than United States is selected. <i>Province</i> can be up to 20 characters in length.</p> <p>Once the spouse has been completely registered, the State/Province field is no longer available.</p> <p>County/Postal Code:</p> <p>County: Enter the county in which the employer lives (not required).</p> <p>U.S. addresses should follow the standard U.S. Postal Service (USPS) format as closely as possible. USPS Publication 28 outlines those standards. The Veterans Health Administration (VHA) has a standard list of values for States and Counties. To view a standard list of values for States and Counties, visit the Administrative Data Quality Council Intranet Site.</p> <p>Postal Code: Enter a postal code if a country other than United States is selected. <i>Postal Code</i> can be up to 10 characters/numbers in length.</p> <p>Once the spouse has been completely registered, the County/Postal field is no longer available.</p>

4.8. 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	<p>Scroll down to the “VA Software Document Library” definition. Confirm the definition is correct and accurate.</p> <p>VA Software Document Library: The VDL website contains redacted documentation on various nationally released software applications created and/or used by VA. There are five sections related to software product documentation: Clinical, Infrastructure, Financial-Administrative, Vista/GUI Hybrids (formerly HealtheVet), and Monographs. Monographs are not maintained much anymore, but technically, are still listed as a section in the VDL. The VDL contains only redacted end-user documentation, which includes user manuals or guides, technical manuals, or systems management guides, installation guides, release notes, and other similar end-user items documents. Note: All documents on the VDL must be redacted to remove any sensitive content (e.g., port numbers, IP/DNS addresses, system identifiers, site codes and locations, etc.) or personally identifiable information (PII) (e.g., names/initials, phone numbers, VA email addresses, SSNs, other patient identifiers, etc.). Also, that the VDL only contains end-user documents and not project-related documents.</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.*
