Veterans Health Administration (VHA) Enrollment System (VES) 6.2.2
Quick Start User Guide

October 2022
Department of Veterans Affairs
Office of Information and Technology (OIT)

Revision History

Date	Revision	Description	Author
10/15/2022	40.1	**VES V6.2.2** added the following: • Project References updated, p. 2 • "COMPACT Act" (Override) Radio Button on Edit Current Eligibility, pgs. 10-11 • COMPACT Act Eligibility Rules Updates, pgs. 12-13 • "Clinical Evaluation" Secondary Eligibility Rule Scenarios, pg. 14 • "COMPACT Act" (Override) Disabled Radio Button on Edit Current Eligibility (Add a Person (AAP)), pg. 15 • "COMPACT Act" carveout VHAP, pg. 16 • VHAP Updates: o "HUD-VASH Restricted Care" carveout VHAP (profile 307), pg. 17 o "Veteran Restricted Med Benefits" core VHAP (profile code 222), pg. 17 o "Non-Veteran Other Restricted Med Benefits" core VHAP (profile 223), pgs. 17-18 o "Ineligible" core VHAP (profile 290), pgs. 18	BAHTW

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the Quick Start User Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A Quick Start User Guide is a technical communication document intended to give assistance to people using a particular system, such as the Veterans Health Administration (VHA) Enrollment System (VES). It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most quick start guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The Quick Start User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

Table of Contents

Table of Figures

List of Tables

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_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.

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.

1.2.5. 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.

1.2.6. User Guide Disclaimer

The appearance of external hyperlink references in this User Guide 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.

1.2.7. Project References

Refer to the following VES references:

- VES 6.2.2 Release Notes
- VES 6.2.2 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.
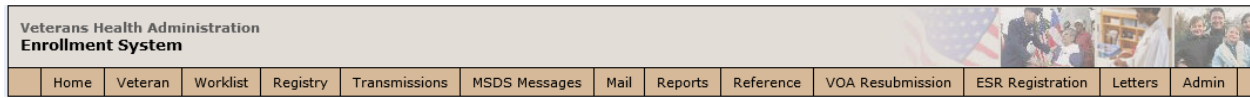
Figure 1: Menu Bar

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.
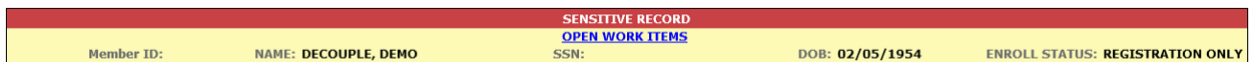
Figure 2: Summary with a Sensitive Record

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 ![symbol]. Re-clicking the category name or symbol re-sorts the previous sort.

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 ![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 ![icon].

Screen Help:

> Screen Help is the lower upper-right context-sensitive help button ![icon].

NOTE: *If you roll over the Help icons in VES, screen tips will appear distinguishing between "System Help" and "Screen Help".*
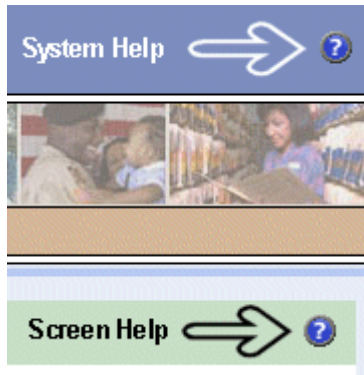
Figure 6**: System Help and Screen Help**

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

VES Online Help Tool Bar

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

Table of Contents:

Contents displays an expanded table of contents.

- Collapse / Expand ($\oplus$, $\ominus$)

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

Index:

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

Search:

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

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

Glossary:

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

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

Other buttons and functions

Hide/Show the left pane

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

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

Browser Toolbar

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

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

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

WebHelp Build Date

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

Adjusting the main screen and TOC size

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

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

Navigating Help Topics

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

Links (Online Help)

✱ symbol indicates a required field in the Online Help.

★ symbol indicates a required field in the user guide.

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

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

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

3.3. 508 Compliance & Accessibility

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

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

3.3.1. Accessibility Software

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

Table 1: Accessibility Software

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

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

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

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

3.4.   Standard Data Service (SDS) Lookup Tables

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

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

To display the SDS Lookup Tables:

1. Click the Reference Tables link and the SDS Lookup Tables page displays. SDS table and SDS History table names are listed in alphabetical order in the Navigation Bar.

2. Select an SDS table name from the navigation bar. The right panel displays the first five columns in the selected table and the Table Name contains a link for downloading the whole table as an Excel spreadsheet.   The Excel spreadsheet will display all the columns in the table.
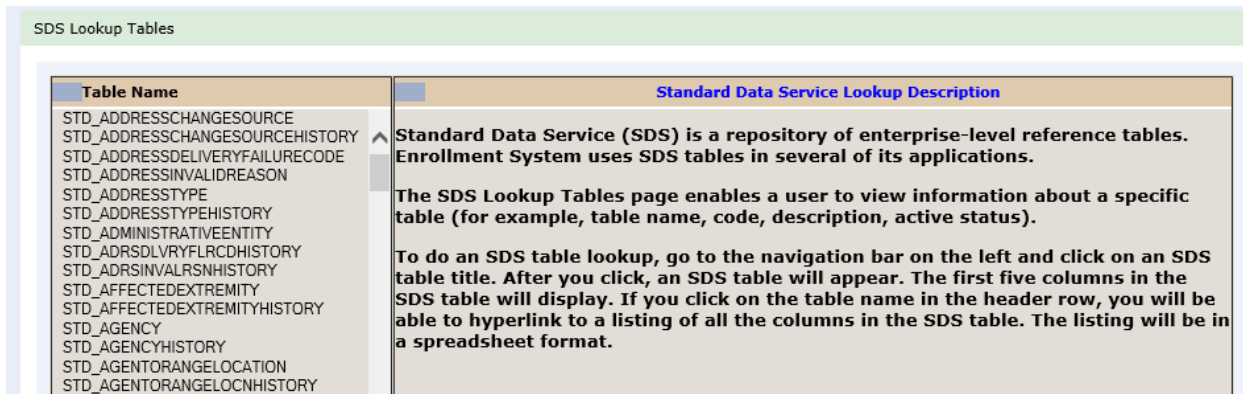
Figure 7: SDS Lookup Table

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

3.5.   Exiting VES

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

3.6.   Caveats and Exceptions

None.
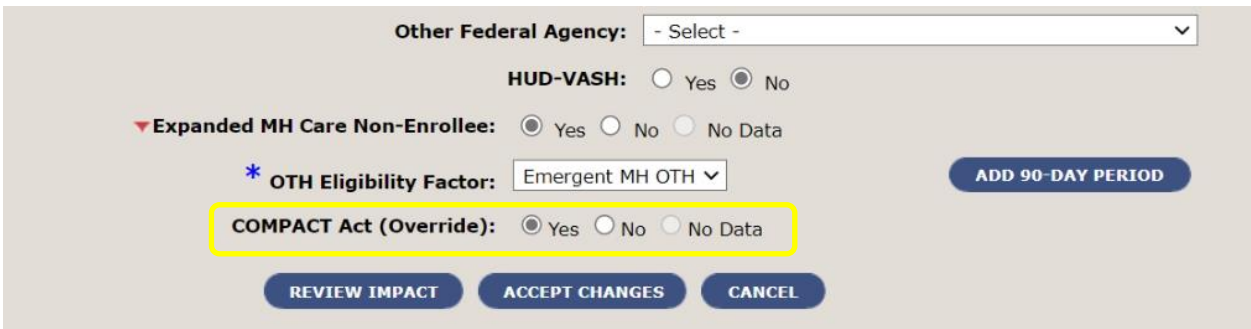
4.   Significant Additions and Updates to VES Version 6.2.2

Please refer to VES 6.2.2 additions below in the Online Help.

4.1.   "COMPACT Act" (Override) Radio Button on Edit Current Eligibility

Confirm the following Online Help updates.

Step	Action
1	Click the **Person Search Tabs** section on the table of contents on the Online Help
2	Click the **Eligibility** section.
3	Click the **Current Eligibility** section.
4	Click the **Edit Current Eligibility** section.
5	Scroll down to the **Non-Veteran Eligibility Codes** section.
6	Scroll down to the **COMPACT Act (Override)** radio button definition. **Note:** Veterans Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act of 2020.

Step	Action
7	Confirm the added **COMPACT Act (Override)** radio button definition is correct and accurate (located at the very bottom of topic). **COMPACT Act (Override):** 1. The COMPACT Act manual override radio button displays options of: a. Yes b. No c. No Data 2. Defaults to "No Data". 3. The radio button only displays when: a. Veteran Indicator is "Yes", Eligibility Status is "Verified", and Do You Wish To Enroll is "No", OR; b. Veteran Indicator is "No", Enrollment Status is "Not Applicable", and Do You Wish To Enroll is blank or "No Data" 4. The COMPACT Act (Override) radio button is only editable for Eligibility & Enrollment Legal Administrative Specialist (EE LAS) users with the "Edit COMPACT Act Eligibility" capability. 5. Upon the user clicking the "Accept Changes" button (with the COMPACT Act radio button as "Yes"), VES validates that one of the scenarios below occurs: a. Veteran Indicator is "Yes", Eligibility Status is "Verified", and the Do You Wish To Enroll is "No" b. Veteran Indicator is "No", Enrollment Status is "Not Applicable", and the Do You Wish To Enroll is "No Data" i. If neither scenario occurs above, VES displays the following error message: ▪ "One of the following scenarios must be true (Veteran Indicator is Yes, Eligibility is Verified, and Do You Wish To Enroll is No) Or (Veteran indicator is No, Enrollment Status is Not Applicable, and Do You Wish To Enroll is No Data) when the COMPACT Act (Override) is set to Yes" 6. Once the COMPACT Act (Override) radio button is set to "Yes" or "No", the "No Data" button disables. a. If "Yes", the "COMPACT Act Eligible" secondary eligibility (followed by the "COMPACT Eligible" carveout VHAP) automatically assigns to "not enrolled" Veteran records. b. If a Veteran no longer qualifies for COMPACT Act eligibility, the COMPACT Act radio button automatically updates from "Yes" to "No". **Note**: The "Yes/No/No Data" COMPACT Act radio button values do not display on Eligibility History.
8	Scroll down to the updated **Edit Current Eligibility** screen shot (bottom of topic).
9	Confirm the **COMPACT Act (Override)** radio button screen shot is correct and accurate. **Figure 8: COMPACT Act (Override) Radio Button**

4.2.   COMPACT Act Eligibility Rules Updates

Confirm the following Online Help updates.

Step	Action
1	Scroll down to the **COMPACT Act Eligibility Rules** section (still on the **Edit Current Eligibility** topic, and located below the **COMPACT Act** field definition).
2	Confirm the added **COMPACT Act Eligibility Rule Scenarios** are correct and accurate. **"COMPACT Act Eligible" Secondary Eligibility Rule Scenarios** The following "COMPACT Act Eligible" secondary eligibility rule scenarios apply to Veterans who are not enrolled, yet still eligible for COMPACT Act. Rule Scenario 1: • COMPACT Eligible: YES • Veteran Indicator: YES • Eligibility Status: Verified • Enrollment Status: ○ Cancelled Declined; or, ○ Closed Application; or, ○ Pending; Means Test Required; or, ○ Pending; Purple Heart Unconfirmed; or, ○ Not Eligible; Refused to Pay Copay Rule Scenario 2: • COMPACT Eligible: YES • Veteran Indicator: NO • Primary Eligibility: Expanded Mental Health Non-Enrollee ("OTH") Rule Scenario 3: • COMPACT Eligible: NO • Veteran Indicator: NO • Enrollment Status: Not Applicable

Step	Action

	Rule Scenario 4:
	- COMPACT Eligible: YES
	- Priority Group: 8e or 8g
	
	Rule Scenario 5:
	- COMPACT Eligible: YES
	- Veteran Indicator: YES
	- Eligibility Status:
	     ○ Pending Verification; or,
	     ○ Pending Re-Verification
	- Pending Verification Reason:
	     ○ Blue Water Navy Pending 713; or,
	     ○ OTH (Other Than Honorable) Pending 20-0986
	Rule Scenario 6:
	- COMPACT Eligible: YES
	- COMPACT Act Radio Button: YES
	     ○ AND one the following:
	          ■ Veteran Indicator is "Yes", Eligibility Status is "Verified", Do You Wish To Enroll is "No"; OR,
	          ■ Veteran Indicator is "No", Enrollment Status is "Not Applicable", Do You Wish To Enroll is blank or "No Data"
	
	Rule Scenario 7:
	- COMPACT Eligible: NO
	- Ineligible Reason: Ineligible Date

4.3. "Clinical Evaluation" Secondary Eligibility Rule Scenarios

Confirm the following Online Help updates.

Step	Action
1	Scroll down to the "**Clinical Evaluation**" **Secondary Eligibility Rule Scenarios** section (still on the **Edit Current Eligibility** topic, and located below the **COMPACT Act Eligibility Rules**).
2	Confirm the added "**Clinical Evaluation**" **Secondary Eligibility Rule Scenarios** are correct and accurate. **Clinical Evaluation Secondary Eligibility Rule Scenarios** All enrolled records (including COMPACT Act eligible records) are eligible for clinical evaluation. These clinical evaluation eligible records must have the Veteran indicator set to "Yes", Eligibility Status of "Verified", Enrollment Status as "Registration Only", and ineligible reasons (ACDUTRA ONLY, DVA 12D w/Ch 17, LESS THAN 24 MONTHS), but NOT for bar-to-benefit ineligible reasons ("Bad Conduct General Court Martial", "Dishonorable Discharge", "DVA 12D w/o Chapter 17", "DVA 12C", or "Fugitive Felon Program (FFP)). The clinical evaluation secondary eligibility is not assigned to any record with a bar-to-benefit ineligible reason. The following clinical evaluation secondary eligibility rule scenarios apply: Rule Scenario 1: • Clinical Evaluation Eligible: YES • Enrollment Status: ENROLLED Rule Scenario 2: • Clinical Evaluation Eligible: YES • Secondary Eligibility Code: COMPACT Act Eligible Rule Scenario 3: • Clinical Evaluation Eligible: YES • Veteran Indicator: YES • Eligibility Status: Verified • Enrollment Status: ○ Registration Only; OR, ○ Cancelled Declined; OR, ○ Closed Application; OR, ○ Pending; Means Test Required; OR, ○ Pending; Purple Heart Unconfirmed; OR, ○ Not Eligible; Refused to Pay Copay Rule Scenario 4: • Clinical Evaluation Eligible: YES • Veteran Indicator: NO • Primary Eligibility: Expanded Mental Health Non-Enrollee ("OTH") Rule Scenario 5: • Clinical Evaluation Eligible: YES • Priority Group: 8e or 8g Rule Scenario 6: • Clinical Evaluation Eligible: YES • Veteran Indicator: YES • Eligibility Status: Pending Verification, OR Pending Re-Verification • Pending Verification Reason: ○ Blue Water Navy Pending 7131; OR, ○ OTH (Other Than Honorable) Pending 20-0986 Rule Scenario 7: • Clinical Evaluation Eligible: YES • Eligibility Status: Verified • Ineligible Reason: ○ Less Than 24 Months; OR, ○ ACDUTRA ONLY; OR, ○ DVA 12D w/Ch 17, Seen for SC/MST

4.4.   COMPACT Act" (Override) Radio Button Disabled on Edit Current Eligibility (Add a Person (AAP))

Confirm the following Online Help updates.
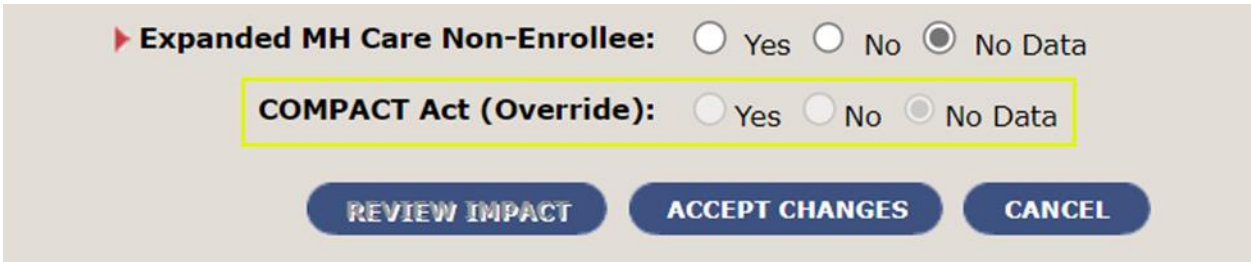
Step	Action
1	Click the **Person Search Tabs** section on the table of contents on the Online Help
2	Click the **Eligibility** section.
3	Click the **Current Eligibility** section.
4	Click the **Edit Current Eligibility** section.
5	Click the **Edit Current Eligibility (Add a Person)** topic.
6	Scroll down to the **Non-Veteran Eligibility Codes** section.
7	Scroll down to the **COMPACT Act (Override)** radio button definition.
8	Confirm the added **COMPACT Act (Override)** radio button definition is correct and accurate (located at the very bottom of topic). *COMPACT Act (Override):* The COMPACT Act manual override radio button is disabled during Add a Person (AAP). ▶ **Expanded MH Care Non-Enrollee:** ○ Yes ○ No ◉ No Data **COMPACT Act (Override):** ○ Yes ○ No ◉ No Data REVIEW IMPACT ACCEPT CHANGES CANCEL **Figure 9: COMPACT Act (Override) Disabled Radio Button**

4.5. "COMPACT Act" Carveout VHAP

Confirm the following Online Help updates.

Step	Action
1	Click the **Menu Bar** section on the table of contents on the Online Help
2	Click the **References** section.
3	Click the **VHA Profiles** section.
4	Click the **Carveout VHAPs** topic. **Note:** Veteran's Health Administration Profile (VHAP).
6	Scroll down to the **COMPACT Act** carveout VHAP (profile code 309) definition (last VHAP on the table).
7	Confirm the added **COMPACT Act** carveout VHAP definition is correct and accurate.

COMPACT Act Eligible	COMPACT	309	Under the Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, and make referrals (as appropriate) for care (following the period of emergent suicide care) to eligible Veterans. Eligible Veterans served in active military service and meet minimum duty requirements, (including those who were discharged, excluding those who received a dishonorable discharge, or were discharged or dismissed for any bar-to-benefits reason that deems them ineligible). • Cancelled/Declined - Receive medical benefits for service-connected (SC) conditions only • Rejected - Receive medical benefits for SC conditions only • Pending; Means Test Required - Veterans whose Veteran's status has been verified, and who have not provided initial means test to determine enrollment. • Enrollment Status is "Rejected, Below Enrollment Group Threshold (EGT)" • Enrollment Status is "Closed Application" • Enrollment Status is "Not Eligible; Refuse to pay copay"	CP0110

4.6.   VHAP Updates

Confirm the following Online Help updates.

Step	Action
1	Scroll to the **HUD-VASH Restricted Care** VHAP (profile 307) (still on the **Carveout VHAP** topic from the previous section, and above the **COMPACT Act Eligible** carveout VHAP). **Note:** U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH).
2	Confirm the **HUD-VASH Restricted Care** VHAP definition is correct and accurate. <table><tr><td>HUD-VASH Restricted Care</td><td>HUDVASH</td><td>307</td><td>Veterans who are enrolled (or not enrolled), as well as 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. Veterans and former service members are not subject to copayment requirements, and are exempt from copayments for inpatient services and medications related to HUD-VASH services. Veterans and former service members assigned the HUD-VASH Restricted Care VHAP must meet one of the following conditions: • Cancelled/Declined - Receive medical benefits for HUD-VASH conditions only • Rejected - Receive medical benefits for HUD-VASH and service-connected (SC) conditions only • Ineligible and SC 0% - Receive medical benefits for HUD-VASH and SC conditions only • Ineligible and military sexual trauma (MST) - Receive medical benefits for HUD-VASH and MST conditions only • Ineligible with an ineligible reason (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)</td><td>HUD1001</td></tr></table>
3	Navigate back to the **Menu Bar** section on the table of contents on the Online Help
4	Click the **Core VHAPs** topic under the **Reference** section, and the **VHA Profiles** section.
5	Scroll down to the **Veteran Restricted Med Benefits** VHAP (profile code 222).
6	Confirm the **Veteran Restricted Med Benefits** VHAP definition is correct and accurate. <table><tr><td>Veteran Restricted Med Benefits</td><td>RM</td><td>222</td><td>Veterans who are not enrolled, but can be seen for service-connected (SC) conditions only (and/or military sexual trauma (MST) if MST is indicated). Veterans eligible to be screened for MST and Presumptive Psychosis or other active mental illness. Veterans are exempt from screening encounter copayments. Veterans assigned the "Veteran Restricted Med Benefits" VHAP must meet one of the following conditions: • Cancel/Decline - Receive medical benefits for SC conditions only • Rejected - Receive medical benefits for SC conditions only • Ineligible and SC 0% - Receive medical benefits for SC conditions only • Ineligible and MST - Receive medical benefits for MST conditions only</td><td>RM01001</td></tr></table>
6	Scroll down to the **Non-Veteran Other Restricted Med Benefits** VHAP (profile 223).

Step	Action
7	Confirm the **Non-Veteran Other Restricted Med Benefits** VHAP definition is correct and accurate. <table><tr><td>Non-Veteran Other Restricted Med Benefits</td><td>ORM</td><td>223</td><td>Veterans eligible to be screened for military sexual trauma (MST) and Presumptive Psychosis or other active mental illness. Veterans are exempt from screening encounter copayments. Non-Veterans authorized to receive medical benefits are limited to very specific situations which includes any of the following: • MST - Non-Veteran (Active Duty) • Presumptive (38 USC 1702- 38 CFR 17.109) • Former service members with "Other Than Honorable (OTH)" discharges who present for certain services</td><td>OR01001</td></tr></table>
	Scroll down to the **Ineligible** VHAP (profile 290).
	Confirm the **Ineligible** VHAP definition is correct and accurate. <table><tr><td>Ineligible</td><td>Inel</td><td>290</td><td>Non-Veterans (and non-Service-Connected Veterans) who applied for VA healthcare services, but are not enrolled due to an enrollment decision, or, after a one year period, the application is administratively closed due to no receipt of information needed to verify Veteran status, and/or financial information used to determine enrollment status. Veterans eligible to be screened for military sexual trauma (MST) and Presumptive Psychosis or other active mental illness. Veterans are exempt from screening encounter copayments. Veterans eligible based on income, but refuse to agree to pay copayment. Non-Veterans and Veterans assigned the "Ineligible" VHAP must meet one of the following conditions: • Enrollment Status is "Rejected, Below Enrollment Group Threshold (EGT)" • Enrollment Status is "Closed Application", for reason "Pending Means Test Required" • Enrollment Status is "Not Eligible; Ineligible Date" • Enrollment Status is "Not Eligible; Refuse to Pay Copay"</td><td>IN01001</td></tr></table>

5. Troubleshooting

5.1. 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 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.*