

**Veterans Health Administration (VHA) Enrollment  
System (VES) 6.2  
Quick Start User Guide**



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Department of Veterans Affairs  
Office of Information and Technology (OIT)**

## Revision History

Date	Revision	Description	Author
09/17/2022	40.0	<p><b>VES V6.2</b> added the following:</p> <ul style="list-style-type: none"> <li>• Project References updated, p. 2</li> <li>• "Enrollment System Community Care (ESCC)" to "VHA Enrollment System (VES) Integrated Veteran Care (IVC) Systems Impact (VES/IVC SI)" change, p. 10</li> <li>• "Expanded MH Care Non-Enrollee" field definition for Ineligible Records updates, pgs.11-12</li> <li>• Ineligible Reason and Rules updates including: <ul style="list-style-type: none"> <li>○ VBA Query Status for ineligible records, pg. 13</li> <li>○ Self-Reported Registration Only Reason (Clinical Evaluation), p.13</li> <li>○ "Remove All Rated SC Disabilities" button definition, pg. 14</li> <li>○ Manual entry scenarios for service connected (SC) % and Ineligible information, pgs. 14-16</li> <li>○ Added "Other" and definition to Ineligible Reason dropdown, pg. 16</li> <li>○ Ineligible Reason Rules..., pg. 17</li> <li>○ Ineligible Reason and Special Tx Authority Care rules..., pg. 17</li> <li>○ "COMPACT ACT Eligible" indicator, pg. 17</li> </ul> </li> <li>• Core VHAP updates: (Veteran Restricted Med Benefits, code: 222; Non-Veteran Other Restricted Med Benefits, code: 223; Humanitarian, code: 225; Applicant in Process, code: 226; and Ineligible, code: 290), pgs. 18-19</li> <li>• Clinical Evaluation Secondary Eligibility Code update, pg.20</li> <li>• "Application Date" label changed to "Application Received Date"; updated "Application Date" to "Application Received Date" throughout VES Online Help and User Guide, pgs. (definition updated), (Current Eligibility screen shot updated), (definition updated); (Eligibility History screen shot updated), (Enrollment screen shot updated) (Enrollment History screen shot updated), pgs. 21-29</li> <li>• Grammatical and formatting changes throughout quick start.</li> </ul>	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.

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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<sub>e</sub>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 Release Notes
- VES 6.2 Online Help

## 2. System Summary

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

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### 2.1. System 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

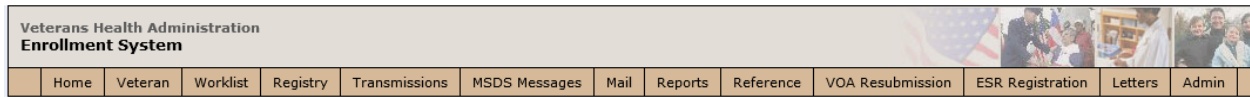
VES displays a beneficiary's record data. The "Menu Bar" and the "Person Search Tabs" provide access to various screens for viewing, updating, adding, and deleting information on VES.

#### **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.



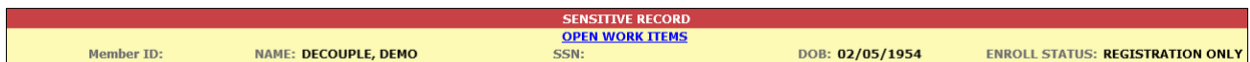


**Figure 1: Menu Bar**

## **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**

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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.*

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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	<a href="#">Add/Edit</a>


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 .

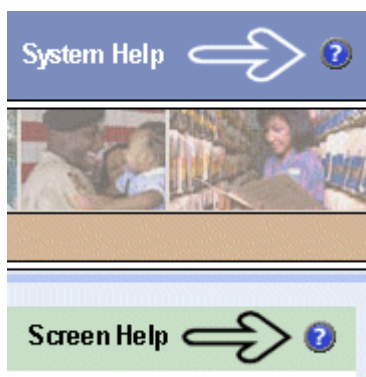
### Screen Help:

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

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

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**Figure 6: System Help and Screen Help**





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

### **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.

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

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
The TOC on the left side of the 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*

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


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#### *Links (Online Help)*

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

★ symbol indicates a required field in the user guide.

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

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




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

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## 3.3. 508 Compliance & Accessibility

With every release, the Department of Veterans Affairs strives to improve accessibility in 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	<a href="#">JAWS Keystrokes</a>

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.	<a href="#">ZoomText Tutorial</a>
Dragon Naturally Speaking	Through dictating VES functions, assists disabled Veterans with VES document downloads and exports.	<a href="#">Dragon NaturallySpeaking User Documentation</a>

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

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

### 3.4. Standard Data Service (SDS) Lookup Tables

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

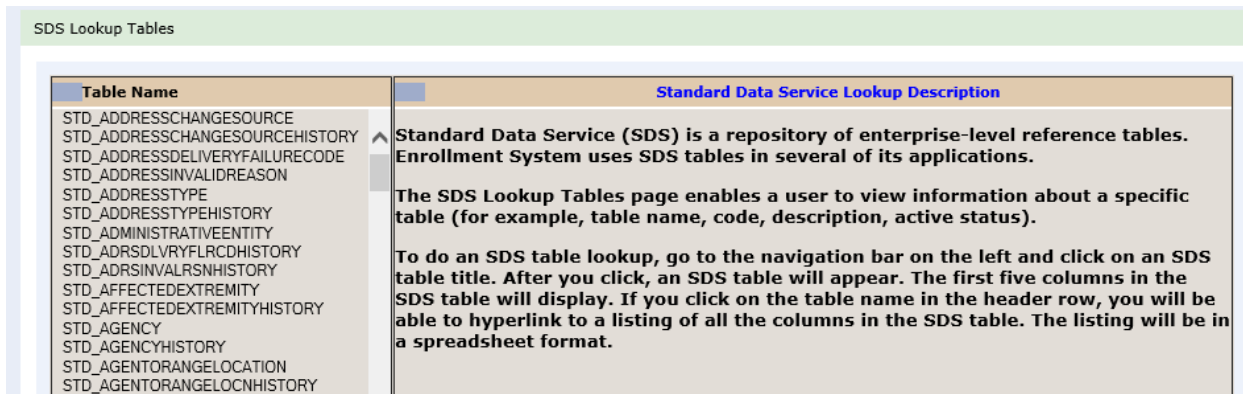


Figure 7: SDS Lookup Table

*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

Please refer to VES 6.2 additions below in the Online Help.

### 4.1. "Enrollment System Community Care (ESCC)" to "VHA Enrollment System (VES) Integrated Veteran Care (IVC) Systems Impact (VES/IVC SI)" change

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help
2	Click the <b>Eligibility</b> section.
3	Click the <b>Community Care</b> section.
4	Click the <b>VES/IVC SI Quality Report</b> topic.
6	Confirm "ESCC" has been removed from this report.

## 4.2. “Expanded MH Care Non-Enrollee” field definition for Ineligible Records

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help
2	Click the <b>Eligibility</b> section.
3	Click the <b>Current Eligibility</b> section.
4	Click the <b>Edit Current Eligibility</b> topic.
5	Scroll down to the <b>MH CARE NON-ENROLEE</b> field.
6	<p>Confirm text is correct and accurate.</p> <p><b>Expanded MH Care Non-Enrollee:</b></p> <p>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. If an OTH Eligibility Factor is removed, the primary eligibility of "Expanded MH Care Non-Enrollee" is also automatically removed.</p> <p>A person cannot be assigned the primary eligibility code of "Expanded MH Care Non-Enrollee" when the person is ineligible to receive healthcare benefits from VA. Any record that has an Ineligible Date populated, "Expanded MH Care Non-Enrollee" will be removed, and any user who attempts to assign the primary eligibility code are prevented.</p> <p><b>Rules...</b></p> <ul style="list-style-type: none"> <li>• If a user clicks the "Accept Changes" button for a record that has a primary eligibility of "Expanded MH Care Non-Enrollee", and Ineligible Date for that record is also populated, VES displays an error message informing the user that the primary eligibility of "Expanded MH Care Non-Enrollee" is not valid when the Ineligible Date is populated. The record will not be saved.</li> <li>• If "Expanded MH Care Non-Enrollee" is set to "YES" (regardless of the OTH Eligibility Factor selected), and the Ineligible Date is populated, then the "Expanded MH Care Non-Enrollee" sets to "NO", and the Eligibility and Enrollment are recalculated.</li> </ul> <p>VES no longer accepts "MH OTH Factor" from a Z07 message received from VistA if there is Ineligible Date on the record.</p>
7	Navigate back to the table of contents on the Online Help
10	Click the <b>Edit Current Eligibility (Add a Person)</b> topic still under the <b>Person Search Tabs</b> section and under <b>Current Eligibility</b> section.
11	Scroll down to the <b>MH CARE NON-ENROLEE</b> field.
12	Confirm the added text is correct and accurate.



Step	Action
	<p><b>Expanded MH Care Non-Enrollee:</b></p> <p>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. If an OTH Eligibility Factor is removed, the primary eligibility of "Expanded MH Care Non-Enrollee" is also automatically removed.</p> <p>A person cannot be assigned the primary eligibility code of "Expanded MH Care Non-Enrollee" when the person is ineligible to receive healthcare benefits from VA. Any record that has an Ineligible Date populated, "Expanded MH Care Non-Enrollee" will be removed, and any user who attempts to assign the primary eligibility code are prevented.</p> <p><b>Rules...</b></p> <ul style="list-style-type: none"> <li>• If a user clicks the "Accept Changes" button for a record that has a primary eligibility of "Expanded MH Care Non-Enrollee", and Ineligible Date for that record is also populated, VES displays an error message informing the user that the primary eligibility of "Expanded MH Care Non-Enrollee" is not valid when the Ineligible Date is populated. The record will not be saved.</li> <li>• If "Expanded MH Care Non-Enrollee" is set to "YES" (regardless of the OTH Eligibility Factor selected), and the Ineligible Date is populated, then the "Expanded MH Care Non-Enrollee" sets to "NO", and the Eligibility and Enrollment are recalculated.</li> </ul> <p>VES no longer accepts "MH OTH Factor" from a Z07 message received from VistA if there is Ineligible Date on the record.</p>

### 4.3. Ineligible Reasons and Rules Updates

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help
2	Click the <b>Eligibility</b> section.
3	Click the <b>Current Eligibility</b> section.
4	Scroll down to the <b>VBA Query Status</b> field.
5	<p>Confirm the following text is correct and accurate:</p> <p><b>VBA Query Status:</b> The query response status from the Veterans Business Administration (VBA) for the Beneficiary's eligibility.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• No VBA Data on File</li> <li>• Data Accepted – Manual Upload</li> <li>• Auto-upload – Upload VBA Data</li> <li>• Queried – Pending Receipt of Data</li> <li>• Data Pending Review</li> <li>• Eligibility Data Received from <a href="#">AAC</a></li> <li>• VBA Data Rejected</li> </ul> <div style="border: 2px solid yellow; border-radius: 15px; padding: 10px; margin: 10px 0;"> <p>If VBA data is received for an ineligible record on file:</p> <ol style="list-style-type: none"> <li>1. VBA data is ignored.</li> <li>2. The VBA Query Status sets to "VBA Data Rejected".</li> <li>3. A work item is created indicating that "VBA data received on Ineligible record".</li> <li>4. VA Profile message log displays an "Error" status.</li> </ol> <p><b>Note:</b> If there was no data on file, a work item is not created, the VBA Query Status sets to "No Data on File", and no VBA rules are processed.</p> </div>
6	Navigate back to the Table of Contents.
7	Click the <b>Edit Current Eligibility</b> topic (still under Current Eligibility)
8	Scroll down to the <b>Self-Reported Registration Only Reason (Required)</b> field.
9	<p>Scroll down to <b>CLINICAL EVALUATION</b> in the bulleted list.</p> <ul style="list-style-type: none"> <li>• <u>Clinical Evaluation</u>: Patient registering is seeking a clinical evaluation. Clinical Evaluation is for Veterans requesting an eligibility assessment, clinical evaluation, care, or treatment pursuant to a special treatment authority provided in 38 C.F.R. 17.37. Clinical Evaluation is used to identify Veterans who do not wish to be enrolled so that they can be screened for military sexual trauma (MST). Clinical Evaluation only applies when the Veteran Indicator is set to "YES". If the Veteran Indicator is set to "NO", but record is NOT marked as "ineligible", VES displays the following error message: "A Self-Reported Registration Reason of "Clinical Evaluation can only be selected if Veteran Indicator is set to "Yes"". If the Veteran Indicator is set to "NO", but an ineligible date exists, no error message displays. Note: VES does not check for a Self-Reported Registration Only Reason when an Ineligible Date is on the record.</li> </ul>
10	Scroll down to the <b>Remove All Rated SC Disabilities</b> button definition.

Step	Action
11	<p>Confirm the added text is accurate and correct.</p> <p><b>"Remove All Rated SC Disabilities" button:</b></p> <p>When a VES user clicks the <b>Remove All Rated SC Disabilities</b> button, VES clears all data from the following fields:</p> <ul style="list-style-type: none"> <li>i. Service Connected: %</li> <li>ii. Effective Date of Combined Evaluation</li> <li>iii. Rated SC Disabilities: <i>Code, Description, Diagnostic Extremity, Service Connected Percentage, and Original Effective Date</i></li> <li>iv. Receiving VA Disability Compensation</li> <li>v. Total Monthly Check Amount</li> <li>vi. Annual Check Amount</li> <li>vii. Unemployable</li> </ul> <p>Further, when a VES user clicks the <b>Remove All Rated SC Disabilities</b> button, VES allows and accepts an Ineligible Date and Ineligible Reason without having to accept the changes first.</p>
12	<p>Scroll down to the <b>Reason Eligibility Status is Pending Verification</b> field</p>
13	<p>Confirm the added NOTE is correct and accurate.</p> <p><b>Reason Eligibility Status is Pending Verification:</b></p> <p>Allows the user to select a reason the eligibility status is pending verification. If "Other" is selected, a text box is displayed to allow the user to enter a reason. This field is present when Eligibility Status is "Pending Re-verification" or "Pending Verification" and will be one of these values:</p> <ul style="list-style-type: none"> <li>• Active Duty</li> <li>• Blue Water Navy Pending 7131</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• VES excludes records with the eligibility status of "Pending Verification" or "Pending Re-Verification" with reason of "Blue Water Navy Pending 7131" from the 365 Pending Closed Records process.</li> <li>• VES updates the "ORU/ORFZ11" messages to include "B" for Blue Water Navy as a valid value for the Agent Orange Exposure Location in the ZEL segment, data element "29". VES updates the rules to receive and process "ORU/ORFZ07" messages received from Vista with a value of "B" for Blue Water Navy as the Agent Orange Exposure Location in the ZEL segment data element "29".</li> </ul> <ul style="list-style-type: none"> <li>• Demobilization</li> <li>• OTH (Other Than Honorable) Pending 20-0986</li> <li>• Other</li> <li>• Pending Proof or Qualifying Military Service <ul style="list-style-type: none"> <li>◦ Note: VES assigns the "Humanitarian" core VHAP when a record's eligibility status is "Pending" with a pending reason of "Pending Proof of Qualifying Military Service", and the enrollment status as either "Pending" or "Closed Application".</li> </ul> </li> <li>• Signature Required</li> </ul>
14	<p>Scroll down to the "Manual entry scenarios for service connected (SC) % and Ineligible information" text.</p>
15	<p>Confirm the text is correct and accurate.</p>

Step	Action
	<p><b>Manual entry rules for SC % equal to "0" when a record is Ineligible</b></p> <p>Scenarios for Service Connected (SC) % and Ineligible information where manual entries in the following text fields are enabled and disabled.</p> <p><b>Rule:</b> When SC% is BLANK, Veteran Indicator is "No", an Ineligible Date exists without any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user cannot enter SC% of zero.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS BLANK</li> <li>• <b>Veteran Indicator:</b> NO</li> <li>• <b>Ineligible Date:</b> YES</li> <li>• <b>Ineligible Reason:</b> NOT any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>SC % is "0":</b> Manual entry is DISABLED</li> </ul> <p><b>Rule:</b> When SC% is BLANK, Veteran Indicator is "No", an Ineligible Date exists with any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user cannot enter SC% of zero.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS BLANK</li> <li>• <b>Veteran Indicator:</b> NO</li> <li>• <b>Ineligible Date:</b> YES</li> <li>• <b>Ineligible Reason:</b> Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>SC % is "0":</b> Manual entry is DISABLED</li> </ul> <p><b>Rule:</b> When SC% is BLANK, Veteran Indicator is "No", but changed to "Yes", an Ineligible Date exists with any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user cannot enter SC% of zero.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS BLANK</li> <li>• <b>Veteran Indicator:</b> NO (but changed to YES)</li> <li>• <b>Ineligible Date:</b> YES</li> <li>• <b>Ineligible Reason:</b> Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>SC % is "0":</b> Manual entry is DISABLED</li> </ul> <p><b>Rule:</b> When SC% is BLANK, Veteran Indicator is "No", but changed to "Yes", an Ineligible Date exists without any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user can enter SC% of zero, and save the record. Veteran Indicator remains "Yes".</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS BLANK</li> <li>• <b>Veteran Indicator:</b> NO (but changed to YES)</li> <li>• <b>Ineligible Date:</b> YES</li> <li>• <b>Ineligible Reason:</b> NOT Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>SC % is "0":</b> Manual entry is ENABLED</li> <li>• <b>Saves record:</b> Record saves</li> </ul> <p><b>Rule:</b> When SC% is BLANK, Veteran Indicator is "No", but changed to "Yes", an Ineligible Date exists with any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user can enter SC% of zero, and an error displays. The record is not saved.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS BLANK</li> <li>• <b>Veteran Indicator:</b> NO (but changed to YES)</li> <li>• <b>Ineligible Date:</b> YES</li> <li>• <b>Ineligible Reason:</b> Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>SC % is "0":</b> Manual entry is ENABLED</li> <li>• <b>Error displays:</b> Displays error</li> </ul> <p><b>Manual entry rules for adding an Ineligible Date and Ineligible Reason when SC % is "0"</b></p> <p><b>Rule:</b> When SC% is "0", Veteran Indicator is "Yes", an Ineligible Date is entered with any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user cannot save the record, and an error displays.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS "0"</li> <li>• <b>Veteran Indicator:</b> YES</li> <li>• <b>Ineligible Date:</b> FIELD IS BLANK (Users can enter a date)</li> <li>• <b>Ineligible Reason:</b> FIELD IS BLANK (Users must select a reason)</li> <li>• <b>Ineligible Date:</b> Manual entry is ENABLED</li> <li>• <b>Ineligible Reason:</b> Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>Error displays:</b> Displays error</li> </ul>

Step	Action
	<p><b>Rule:</b> When SC% is "0", Veteran Indicator is "Yes", an Ineligible Date is entered with any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user cannot save the record, and an error displays.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS "0"</li> <li>• <b>Veteran Indicator:</b> NO</li> <li>• <b>Ineligible Date:</b> FIELD IS BLANK (user can enter an Ineligible Date)</li> <li>• <b>Ineligible Reason:</b> FIELD IS BLANK (user must enter an Ineligible Reason)</li> <li>• <b>Ineligible Date:</b> Manual entry is ENABLED</li> <li>• <b>Ineligible Reason:</b> Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>Error displays:</b> Displays error</li> </ul> <p><b>Rule:</b> When SC% is "0", Veteran Indicator is "Yes", an Ineligible Date is entered without any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user can save the record.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS "0"</li> <li>• <b>Veteran Indicator:</b> YES</li> <li>• <b>Ineligible Date:</b> FIELD IS BLANK (user can enter an Ineligible Date)</li> <li>• <b>Ineligible Reason:</b> FIELD IS BLANK (user must enter an Ineligible Reason)</li> <li>• <b>Ineligible Date:</b> Manual entry is ENABLED</li> <li>• <b>Ineligible Reason:</b> NOT Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>Saves record:</b> Record saves</li> </ul> <p><b>Rule:</b> When SC% is "0", Veteran Indicator is "No", an Ineligible Date is entered without any of the following Ineligible Reasons: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP), the VES user cannot save the record, and an error displays.</p> <ul style="list-style-type: none"> <li>• <b>SC %:</b> FIELD IS "0"</li> <li>• <b>Veteran Indicator:</b> NO</li> <li>• <b>Ineligible Date:</b> FIELD IS BLANK</li> <li>• <b>Ineligible Reason:</b> FIELD IS BLANK</li> <li>• <b>Ineligible Date:</b> Manual entry is ENABLED</li> <li>• <b>Manual Entry of Ineligible Reason:</b> NOT Any of the following: Bad Conduct General Court Martial, Dishonorable Discharge, DVA 12D w/o Chapter 17, DVA 12C, and Fugitive Felon Program (FFP)</li> <li>• <b>Error displays:</b> Displays error</li> </ul>
16	Scroll down to the <b>Ineligible Reason</b> field.
17	<p>Confirm the added "Other" ineligible reason is accurate and correct.</p> <p><b>Ineligible Reason: (Required if an Ineligible Date is entered)</b></p> <p>The reason why the Beneficiary is ineligible for enrollment into the VA healthcare system. This data is shared with VistA.</p> <p>The <b>Ineligible Reason</b> drop down list contains the following list items:</p> <ul style="list-style-type: none"> <li>• ACDUTRA ONLY</li> <li>• Bad Conduct General Court Martial</li> <li>• Dishonorable Discharge</li> <li>• DVA 12D w/Ch 17, Seen for SC/MST</li> <li>• DVA 12D w/o Chapter 17</li> <li>• DVA 12C</li> <li>• Fugitive Felon Program (FFP) <ul style="list-style-type: none"> <li>◦ "Fugitive Felon Program (FFP)" is disabled/not selectable if the user does not have the "Fugitive Felon Program" capability. The "Fugitive Felon Program" capability allows users to add or remove a FFP ineligible reason.</li> <li>◦ If "Fugitive Felon Program" is already assigned to a Veteran, and the user does not have the "Fugitive Felon Program" capability, the "Ineligible Reason" drop down list is completely disabled.</li> <li>◦ When a VES user clears the Ineligible Date and Ineligible Reason of "Fugitive Felon Program" (FFP), and saves the record, VES clears the Ineligible Date and Ineligible Reason, and initiates an automatic Veterans Business Administration (VBA) query request.</li> </ul> </li> <li>• Less Than 24 Months</li> <li>• Other: The "Other" ineligible reason will be automatically assigned to ineligible records that cannot be auto-assigned one of the other ineligible reasons listed above. No validations occur in VES when assigning the "Other" ineligible reason. No eligibility codes or VHAPS are associated with the "Other" ineligible reason. Users require the "Edit Fugitive Felon Program Reason" capability when attempting to assign the "Other" ineligible reason. For users without the "Edit Fugitive Felon Program Reason" capability, the "Other" ineligible reason will be grayed out and disabled. Notes: The "Edit Fugitive Felon Program Reason" capability is assigned to the EED-LAS user group, it will not be assigned to another group. The "Other" ineligible reason will be used temporarily until further notice. Users are encouraged to use the remaining 8 ineligible reasons.</li> </ul>
18	Please confirm the first three bullets for the Ineligible Reason "Rules..." are correct and accurate:

Step	Action
	<p><i>Rules</i></p> <ul style="list-style-type: none"> <li>When a VES user enters an Ineligible Date and Ineligible Reason for a record with an eligibility status of "Pending Verification/Re-verification", VES displays an error message indicating that an Ineligible record must always be "Verified", and the record cannot not be saved.</li> <li>When a VES user modifies the eligibility status to "Pending Verification/Re-verification" on a record that has Ineligible Date and Ineligible Reason already populated, VES displays an error message indicating that the Ineligible record must always be "Verified", and the record cannot be saved.</li> <li>When a VOA/HCA update is received for a record that has Ineligible Date and Ineligible Reason populated, VES rejects the update and creates a work item. VES does not set the record to "Pending", or executes any queries, recalculations, etc.</li> <li>VES sends all records with an Ineligible Reason to correlated VistA sites. VES sends the Ineligible Reason to VistA on the ineligible reason (ZIE) segment of the Z11/HL7 message whenever an Ineligible Reason is assigned to a Veteran's record. VES no longer processes inbound ineligible reason (ZIE) segments on a Z07 message received from VistA.</li> <li>When the user accepts the changes, the eligibility fields assign "COMPACT Act Eligible" with Code 24 (and abbreviation "COMPACT"), "Dishonorable VA or FFP core VHAP, and a CCP VCE status of "Restricted" (R) or "Ineligible" (X). <ul style="list-style-type: none"> <li><b>Dishonorable VA or FFP core VHAP:</b> Assigned if an ineligible reason of "DVA 12D without Chapter 17", "Dishonorable Discharge", "Bad Conduct General Court Martial", or "Fugitive Felon Program (FFP) has been selected for a Veteran.</li> <li><b>Restricted (R):</b> Assigned if a secondary eligibility of "COMPACT Act Eligible" has been assigned. <ul style="list-style-type: none"> <li><b>Note:</b> If a Veteran has a Basic (B) CCP VCE status assigned, the "B" remains, and the Veteran will not be assigned a "R" CCP VCE status.</li> </ul> </li> <li><b>Ineligible (X):</b> Assigned if an ineligibility reason code of "DVA 12D without Chapter 17", "DVA 12C", "Dishonorable Discharge", "Bad Conduct General Court Martial", or "Fugitive Felon Program (FFP) has been selected for a Veteran.</li> </ul> </li> </ul>
19	Navigate back to the table of contents.
20	Click the <b>Primary and Secondary Eligibility Codes</b> topic.
21	Scroll down to <b>Special Tx Authority Care</b> (under Secondary Eligibility Codes)
22	<p>Confirm the text is accurate and correct (#8 in the list).</p> <p>8. Special Tx Authority Care: "Special Tx Authority Care" is a Megabus MST eligibility code found in VistA. This Megabus MST eligibility code is used for processing MST related care for Veterans and Service Members. Determine if the MST Eligibility Factor indicator is set to "Y", "D", or "N". If the MST Eligibility Factor indicator is set to "Y", then: "Special Tx Authority Care" is assigned to the person as a secondary eligibility. The "Special Tx Authority Care" eligibility code of "25" is sent to VistA on the Z11. If the MST Eligibility Factor indicator is set to "D" or "N", then: The "Special Tx Authority Care" secondary eligibility is removed. All records with a Military Sexual Trauma (MST) indicator set to "Yes", with the exception of those with "Bad Conduct General Court Martial", "Dishonorable Discharge", "DVA 12D w/o Chapter 17", "DVA 12C", "Fugitive Felon Program (FFP) ineligible reasons, or "ACDUTRA Only", will be assigned the Secondary Eligibility Code of "Special Tx Authority Care". <b>Note:</b> VES and Vista users cannot add or remove the "Special Tx Authority Care" Megabus eligibility code. The "Special Tx Authority Care" eligibility code of "25" is removed from VistA on the Z11.</p>
23	Navigate back to the table of contents.
24	Click the <b>Overview</b> section (still under Current Eligibility).
25	Scroll down to "COMPACT ACT Eligibility" under the <b>Update Current Eligibility:</b> field.
26	<p>Confirm the added text is accurate and correct. Second, third and fourth bullet, plus the note under the fourth bullet.</p> <p><b>COMPACT Act Eligible indicator:</b></p> <p>If the Veteran has an enrollment category of "Enrolled" OR has a secondary eligibility code of "COMPACT Act Eligible", then the COMPACT Act Eligible indicator displays as "Yes".</p> <p>If the Veteran does NOT have an enrollment category of "Enrolled" OR does NOT have a secondary eligibility code of "COMPACT Act of Eligible", then the COMPACT Act Eligible displays as "No".</p> <p>If a record meets the criteria for assignment of secondary eligibility code, "COMPACT Act", the COMPACT Act indicator sets to "Yes", and the secondary eligibility code, "Clinical Evaluation" is assigned.</p>

## 4.4. Core VHAP Updates: (Profile Codes: 222, 223, 225, 226, and 290)

Confirm the following Online Help updates.

Step	Action					
1	Click the <b>Menu Bar</b> section on the table of contents on the Online Help					
2	Click the <b>Reference</b> section.					
3	Click the <b>VA Profile</b> section.					
4	Click the <b>Core VHAPS</b> topic (still under the <b>VHA Profiles</b> section)					
5	Scroll down to the <b>Veteran Restricted Med Benefits (222)</b> core VHAP.					
6	<p>Confirm the text is correct and accurate.</p> <table border="1"> <tr> <td>Veteran Restricted Med Benefits</td> <td>RM</td> <td>222</td> <td> <p>Veterans not enrolled but can be seen for service connected (SC) conditions only (and/or military sexual trauma (MST) if MST is indicated).</p> <p>Veterans are eligible to be screened for MST and Presumptive Psychosis or other active mental illness.</p> <p>Veterans are exempt from copayments for the screening encounter.</p> <p>Veterans assigned the Veteran Restricted Med Benefits VHAP if they meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Cancel/Decline - Receive medical benefits for SC conditions only</li> <li>• Rejected - Receive medical benefits for SC conditions only</li> <li>• Ineligible and SC 0% - Receive medical benefits for SC conditions only</li> <li>• Ineligible and MST - Receive medical benefits for MST conditions only</li> </ul> <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals as appropriate for care following the period of emergent suicide care.</p> <p>Eligible individuals are ones who served in 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>RM01001</td> </tr> </table>	Veteran Restricted Med Benefits	RM	222	<p>Veterans not enrolled but can be seen for service connected (SC) conditions only (and/or military sexual trauma (MST) if MST is indicated).</p> <p>Veterans are eligible to be screened for MST and Presumptive Psychosis or other active mental illness.</p> <p>Veterans are exempt from copayments for the screening encounter.</p> <p>Veterans assigned the Veteran Restricted Med Benefits VHAP if they meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Cancel/Decline - Receive medical benefits for SC conditions only</li> <li>• Rejected - Receive medical benefits for SC conditions only</li> <li>• Ineligible and SC 0% - Receive medical benefits for SC conditions only</li> <li>• Ineligible and MST - Receive medical benefits for MST conditions only</li> </ul> <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals as appropriate for care following the period of emergent suicide care.</p> <p>Eligible individuals are ones who served in active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.</p>	RM01001
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7	Scroll down to the <b>Non-Veteran Other Restricted Med Benefits (223)</b> core VHAP.					
8	<p>Confirm the text is correct and accurate.</p> <table border="1"> <tr> <td>Non Veteran Other Restricted Med Benefits</td> <td>ORM</td> <td>223</td> <td> <p>Veterans who are eligible to be screened for Military Sexual Trauma (MST) and Presumptive Psychosis or other active mental illness.</p> <p>Veterans are exempt from copayments for the screening encounter.</p> <p>Non-Veterans authorized to receive medical benefits limited to a very specific situation includes any of the following:</p> <ul style="list-style-type: none"> <li>• MST - Non-Veteran (Active Duty)</li> <li>• Presumptive (38 USC 1702- 38 CFR 17.109) Former Servicemembers with Other Than Honorable (OTH) discharges who present for certain services.</li> </ul> <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals as appropriate for care following the period of emergent suicide care.</p> <p>Eligible individuals are ones who served in 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>OR01001</td> </tr> </table>	Non Veteran Other Restricted Med Benefits	ORM	223	<p>Veterans who are eligible to be screened for Military Sexual Trauma (MST) and Presumptive Psychosis or other active mental illness.</p> <p>Veterans are exempt from copayments for the screening encounter.</p> <p>Non-Veterans authorized to receive medical benefits limited to a very specific situation includes any of the following:</p> <ul style="list-style-type: none"> <li>• MST - Non-Veteran (Active Duty)</li> <li>• Presumptive (38 USC 1702- 38 CFR 17.109) Former Servicemembers with Other Than Honorable (OTH) discharges who present for certain services.</li> </ul> <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals as appropriate for care following the period of emergent suicide care.</p> <p>Eligible individuals are ones who served in active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason.</p>	OR01001
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9	Scroll down to the <b>Humanitarian (225)</b> core VHAP.					
10	Confirm the text is correct and accurate.					

Step	Action				
	Humanitarian	HM	225	<p>Civilians presenting to VA for care with no VA eligibility qualifications. Non-enrolled Veterans can be placed in the Humanitarian VHAP. Qualifications include:</p> <ul style="list-style-type: none"> <li>• Verified in VES but choose NOT to enroll and be in a "Registration Only" status.</li> <li>• Pending; Eligibility Unverified - Veterans who do not have a prior period of enrollment and are still within the 365-day period who have not provided evidence of Veteran status.</li> <li>• Pending; Other - VES cannot determine enrollment status.</li> <li>• Pending; No Eligibility Code - VES cannot determine enrollment status.</li> <li>• Pending – VES cannot determine enrollment status.</li> <li>• Unverified - VES cannot determine enrollment status.</li> <li>• Enrollment Status is Closed Application, for reason Pending Proof of Qualifying Service</li> </ul>	HM01001
11	Scroll down to the <b>Applicant in Process (226)</b> core VHAP.				
12	Confirm the text is correct and accurate.				
	Applicant in Process	INC	226	<p>Veterans who applied for VA healthcare benefits but their eligibility has not been verified, or a final enrollment determination could not be made.</p> <ul style="list-style-type: none"> <li>• Pending; Means Test Required - Veterans whose Veterans status has been verified and who have not provided an initial Means Test to determine enrollment.</li> <li>• Pending; Purple Heart Unconfirmed - A temporary eligibility for 14-days.</li> </ul> <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals as appropriate for care following the period of emergent suicide care.</p> <p>Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or while serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment.</p>	AN01001
13	Scroll down to the <b>Ineligible (290)</b> core VHAP.				
14	Confirm the text is correct and accurate.				
	Ineligible	Inel	290	<p>Non-Veterans and Non-service connected Veterans who applied for VA healthcare services, but are not enrolled due to an enrollment decision, or after a one year period where 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.</p> <p>Veterans who are eligible to be screened for Military Sexual Trauma (MST) and Presumptive Psychosis or other active mental illness.</p> <p>Veterans are exempt from copayments for the screening encounter. Also, Veterans who are eligible based on income but refuse to agree to pay copayment.</p> <p>Non-Veterans and Veterans assigned the Ineligible VHAP meet one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Enrollment Status is Rejected, Below Enrollment Group Threshold (EGT)</li> <li>• Enrollment Status is Closed Application, for reason Pending Means Test Required</li> <li>• Enrollment Status is Not Eligible; Ineligible Date</li> <li>• Enrollment Status is Not Eligible; Refuse to pay copay</li> </ul> <p>For eligible individuals, under Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020 (COMPACT), Section 201, VA will furnish, reimburse, pay for emergent suicide care, make referrals as appropriate for care following the period of emergent suicide care.</p> <p>Eligible individuals are ones who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason or serving in the Armed Forces, was the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment.</p>	IN01001



## 4.5. Clinical Evaluation Secondary Eligibility

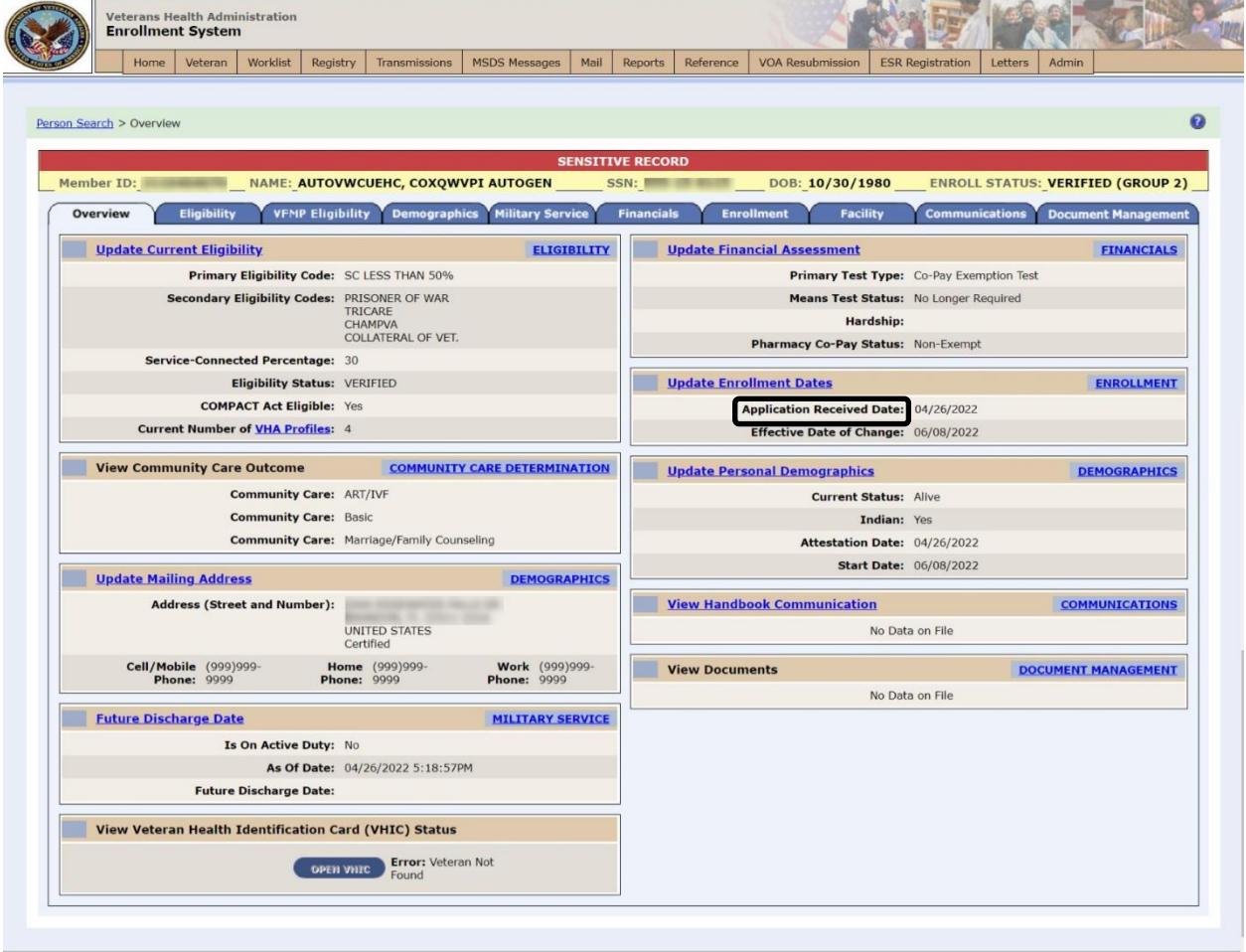
Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help
2	Click the <b>Eligibility</b> section.
3	Click the <b>Primary and Secondary Eligibility</b> topic still under the <b>Eligibility</b> Section (under Person Search Tabs).
4	Scroll down to the "Clinical Evaluation" secondary eligibility code (#9) under the <b>Secondary Eligibility Code</b> section
5	Confirm the following text for "Clinical Evaluation" is correct and accurate, (#9):  9. Clinical Evaluation: Clinical Evaluation secondary eligibility code is sent to CPRS so that it triggers a clinical reminder for Military Sexual Trauma (MST) screening. VES auto-assigns "Clinical Evaluation" as a secondary eligibility to all records where the "COMPACT Act Eligible" indicator is set to "YES". VES sends the "Clinical Evaluation" eligibility code of "27" to VistA on a Z11 in the ZEL segment. If a person's record has the secondary eligibility code of "Clinical Evaluation" assigned but, the "COMPACT Act Eligible" indicator is set to "NO", the "Clinical Evaluation" secondary eligibility is removed and VES sends a Z11 ZEL segment to VistA to remove the "Clinical Evaluation" secondary eligibility code.

## 4.6. “Application Date” label changed to “Application Received Date”

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help
2	Click the <b>Overview</b> section.
3	Scroll down to the "Application Received Date" definition.
4	<p>Confirm the “Application Received Date” definition is correct and accurate.</p> <p><b><i>Application Received Date:</i></b></p> <p>The Application Received Date is the initial date the application for registration or enrollment was received. When "Registration" is selected during the online 10-10EZ application process (or when collected during a face-to-face, or data entered from a hardcopy of a 10-10EZ), the "Application Received Date" populates in VES. Some Veterans are automatically enrolled by VES when an application for enrollment is received. When this occurs, the Veteran will not have an Application Received Date.</p> <ul style="list-style-type: none"> <li>• The date of the postmark is to be entered into VistA as the Application Received Date for Veterans who mail their VA Form 10-10EZ to a VA healthcare facility for processing.</li> <li>• The date of the Veterans presence at the facility for the purpose of enrolling is to be entered into VistA as the Application Received Date for Veterans who apply for enrollment in person.</li> <li>• The date the form is completed online is to be entered into VistA as the Application Received Date for Veterans who complete their VA Form 10-10EZ online.</li> </ul> <p><b>Note:</b> The "Application Received Date" is a multi-use field, and having an application received date does not directly guarantee that a record is enrolled as the service member may have chosen to not enroll and only register with VA.</p>
5	Scroll down to the <b>Overview</b> screen shot.
6	Confirm the <b>Overview</b> screen shot has been updated to include “Application Received Date”.

Step	Action
	 <p style="text-align: center;"><b>Figure 8: Overview</b></p>
7	Navigate back to the <b>Person Search Tabs</b> section on the table of contents on the Online Help
8	Click the <b>Eligibility</b> section.
9	Scroll down to the <b>Eligibility</b> screen shot.
10	Confirm the <b>Eligibility</b> screen shot has been updated to include “Application Received Date”.



Person Search > Eligibility

SENSITIVE RECORD

Member ID: NAME: AUTOVWCUEHC, COXQWVPI AUTOGEN SSN: DOB: 10/30/1980 ENROLL STATUS: VERIFIED (GROUP 2)

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

**Current Eligibility** [EDIT CURRENT ELIGIBILITY](#) [EDIT PURPLE HEART](#) [VIEW HISTORICAL ELIGIBILITY](#)

Primary Eligibility Code: SC LESS THAN 50%	Veteran Indicator: Yes
Service Connected (%): 30	Application Received Date: 04/26/2022
Effective Date of Combined Evaluation:	Enrollment Effective Date: 06/08/2022
Eligibility Status: VERIFIED	Annual Check Amount:
Eligibility Status Date: 04/26/2022	Eligibility Verification Method: dd214
Eligibility Verification Source: CEV	VBA Query Status: VBA Data Manually Accepted
Reason Eligibility Status is Pending Verification:	MSDS Query Status: Queried - No Data Received
Reason Eligibility Status is Pending Verification Explanation:	60-Day Pre-Term Days Remaining: Not Applicable

**Registration** [VIEW REGISTRATION HISTORY](#)

Do You Wish To Enroll: Yes

Self-Reported Registration Only Reason:

Registration Only Date: 04/26/2022

Source of Registration: HEC

**Rated SC Disabilities**

1 Total - Page (1 of 1).

Code	SC (%)	Description	Diagnostic Extremity	Original Effective Date	Current Effective Date
9411	30	Post traumatic stress disorder			

**Prisoner of War** [VIEW HISTORICAL PRISONER OF WAR](#)

Prisoner Of War Indicator: Yes	POW Source: DOD - Department Of Defense	Document Type: DD-214
Capture Date: 06/08/1999	Days of Captivity: 368	Release Date: 06/09/2000
Confinement Location: PERSIAN GULF WAR	Camp Name:	Date Entered: 06/08/2022
		Camp Location: ()
		Camp City:

**VHA Profiles** [VIEW VHA PROFILES](#)

Current Number of VHA Profiles: 4

**Secondary Eligibility Codes**

PRISONER OF WAR	TRICARE	CHAMPVA
COLLATERAL OF VET.		

**Other Eligibility Factors** [VIEW CLINICAL DETERMINATION](#)

Agent Orange Exposure Location - BLUE WATER NAVY Radiation Exposure

**Community Care** [VIEW COMMUNITY CARE DETERMINATION](#)

Community Care: ART/IVF

Community Care: Basic

Community Care: Marriage/Family Counseling

**Community Care Program Collateral** [VIEW COMMUNITY CARE PROGRAM COLLATERAL HISTORY](#)

Marriage/Family Counseling

ART/IVF

**Other Ineligibility**

No Data Available

**Expanded Mental Health Care**

No Data Available


**Financial Assessment 2021**

Date Assessment Conducted: 06/08/2022 Facility Conducting Assessment:

Means Test Status: Non-Exempt

Step	Action
11	Navigate back to the <b>Person Search Tabs</b> section on the table of contents on the Online Help.
11	Click the <b>Current Eligibility</b> topic section.
12	Scroll down to the "Application Received Date" definition.
13	<p>Confirm the "Application Received Date" definition is correct and accurate.</p> <p><b>Application Received Date:</b></p> <p>The Application Received Date is the initial date the application for registration or enrollment was received. When "Registration" is selected during the online 10-10EZ application process (or when collected during a face-to-face, or data entered from a hardcopy of a 10-10EZ), the "Application Received Date" populates in VES. Some Veterans are automatically enrolled by VES when an application for enrollment is received. When this occurs, the Veteran will not have an Application Received Date.</p> <ul style="list-style-type: none"> <li>• The date of the postmark is to be entered into VistA as the Application Received Date for Veterans who mail their VA Form 10-10EZ to a VA healthcare facility for processing.</li> <li>• The date of the Veterans presence at the facility for the purpose of enrolling is to be entered into VistA as the Application Received Date for Veterans who apply for enrollment in person.</li> <li>• The date the form is completed online is to be entered into VistA as the Application Received Date for Veterans who complete their VA Form 10-10EZ online.</li> </ul> <p><b>Note:</b> The "Application Received Date" is a multi-use field, and having an application received date does not directly guarantee that a record is enrolled as the service member may have chosen to not enroll and only register with VA.</p>
14	Navigate back to the table of contents.
15	Click the <b>Eligibility History</b> topic, still under the <b>Current Eligibility</b> topic.
16	Scroll down to the "Application Received Date" definition.
17	Confirm the "Application Received Date" definition is correct and accurate.

Step	Action
	<p data-bbox="293 254 626 285"><b><i>Application Received Date:</i></b></p> <p data-bbox="337 300 1528 449">The Application Received Date is the initial date the application for registration or enrollment was received. When "Registration" is selected during the online 10-10EZ application process (or when collected during a face-to-face, or data entered from a hardcopy of a 10-10EZ), the "Application Received Date" populates in VES. Some Veterans are automatically enrolled by VES when an application for enrollment is received. When this occurs, the Veteran will not have an Application Received Date.</p> <ul data-bbox="375 464 1511 674" style="list-style-type: none"> <li data-bbox="375 464 1511 527">• The date of the postmark is to be entered into VistA as the Application Received Date for Veterans who mail their VA Form 10-10EZ to a VA healthcare facility for processing.</li> <li data-bbox="375 537 1511 600">• The date of the Veterans presence at the facility for the purpose of enrolling is to be entered into VistA as the Application Received Date for Veterans who apply for enrollment in person.</li> <li data-bbox="375 611 1511 674">• The date the form is completed online is to be entered into VistA as the Application Received Date for Veterans who complete their VA Form 10-10EZ online.</li> </ul> <p data-bbox="331 688 1516 779"><b>Note:</b> The "Application Received Date" is a multi-use field, and having an application received date does not directly guarantee that a record is enrolled as the service member may have chosen to not enroll and only register with VA.</p>
18	Scroll down to the <b>Eligibility History</b> screen shot.
19	Confirm the <b>Eligibility History</b> screen shot has been updated to include "Application Received Date".

Step	Action
	 <p>The screenshot displays the 'Eligibility Change History' page for a member with ID 'AUTOVWCUEHC, COXQWVPI AUTOGEN'. The page shows a table of changes with columns for Category, Old Value, New Value, and Data Changed. The 'Application Received Date' is highlighted in red. Other fields include Eligibility Status (VERIFIED), Service Connected (%), and various dates and amounts.</p> <p><b>Figure 9: Eligibility History</b></p>
20	Navigate back to the table of contents.
21	Click the <b>Enrollment</b> section.
22	Click the <b>Cancelled/Declined/Override Enrollment (Includes Add a Person)</b> topic.
23	Confirm the <b>Application Received Date</b> field has been updated.

Step	Action
	<p><b>Application Received Date:</b></p> <ul style="list-style-type: none"> <li>The Application Received Date is the initial date the application for registration or enrollment was received. When "Registration" is selected during the online 10-10EZ application process (or when collected during a face-to-face, or data entered from a hardcopy of a 10-10EZ), the "Application Received Date" populates in VES. Some Veterans are automatically enrolled by VES when an application for enrollment is received. When this occurs, the Veteran will not have an Application Received Date.</li> <li>The Application Received Date is required when Adding a Person (registration).</li> </ul> <p><b>More...</b></p> <ul style="list-style-type: none"> <li>For Beneficiaries who mail their VA Form 10-10EZ to a VA Health Care facility for processing, the date of the postmark is to be entered into VistA as the Application Received Date.</li> <li>For Beneficiaries who complete their VA Form 10-10EZ online, the date the form is completed online is to be entered into VistA as the Application Received Date.</li> <li>For Beneficiaries who apply for enrollment in person, the date of the Beneficiary's presence at the facility for the purpose of enrolling is to be entered into VistA as the Application Received Date.</li> </ul> <p><b>Rules...</b></p> <ul style="list-style-type: none"> <li>Cannot be a future date.</li> <li>Requires a precise date.</li> <li>Cannot be after the Date of Death.</li> <li>Cannot be prior to the Date of Birth.</li> <li>Cannot be prior to 10/01/1996.</li> </ul> <p><b>Note:</b> The "Application Received Date" is a multi-use field, and having an application received date does not directly guarantee that a record is enrolled as the service member may have chosen to not enroll and only register with VA.</p>
24	Confirm the <b>Enrollment</b> screen shot has been updated to include "Application Received Date".



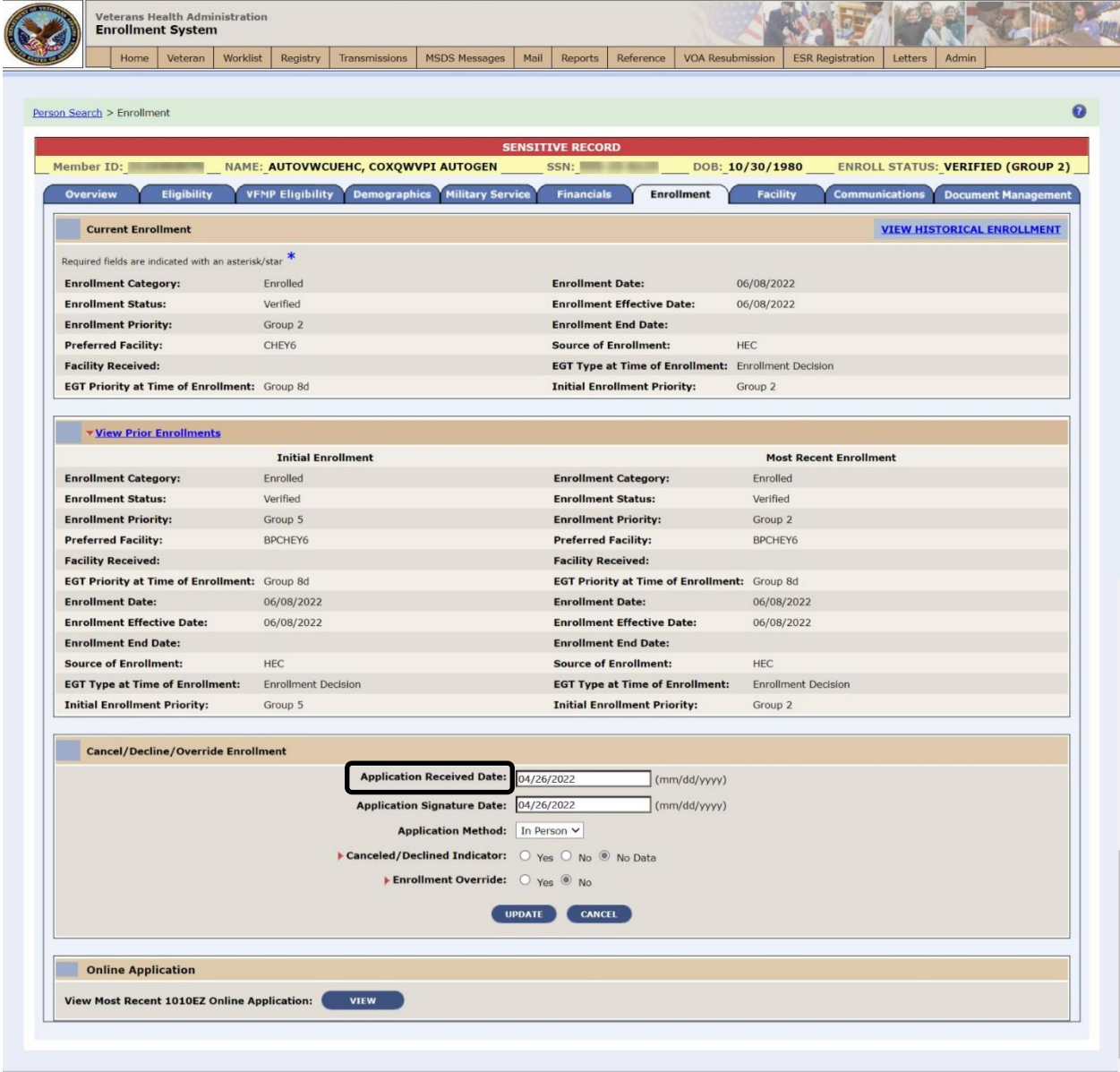
Step	Action
	 <p>The screenshot displays the 'Enrollment' page for a member. At the top, there is a navigation bar with various system links. Below this, a 'SENSITIVE RECORD' banner is visible. The member's name is AUTOVWCUEHC, COXQWVPI AUTOGEN, with a DOB of 10/30/1980 and an enrollment status of VERIFIED (GROUP 2). The 'Enrollment' tab is active, showing a table of enrollment records. The 'Current Enrollment' section shows an enrollment date of 06/08/2022. Below this, the 'View Prior Enrollments' section shows two previous enrollment records. At the bottom, there is a 'Cancel/Decline/Override Enrollment' section with a form for 'Application Received Date' (04/26/2022) and 'Application Signature Date' (04/26/2022). The 'Application Method' is set to 'In Person', and the 'Canceled/Declined Indicator' and 'Enrollment Override' are both set to 'No'.</p>
25	Navigate back to the table of contents.
26	Click the <b>Enrollment History</b> topic, still under the <b>Current Eligibility</b> topic.
27	Confirm the <b>Enrollment History</b> screen shot has been updated to include “Application Received Date”.

Figure 10: Enrollment

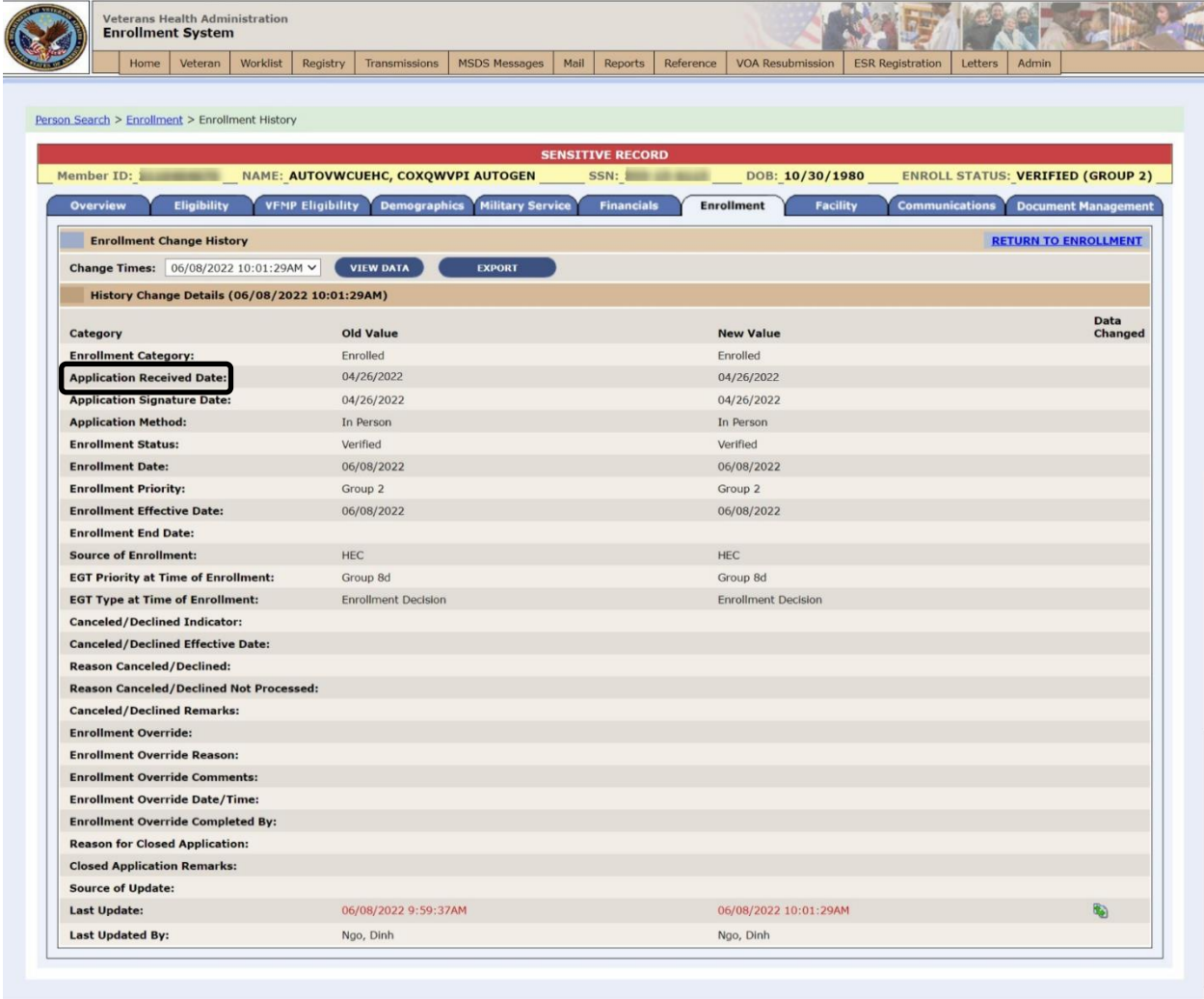
Step	Action																																																																																																																
	 <p>The screenshot displays the 'Enrollment Change History' page for a member. At the top, it shows the member's name, SSN, and DOB. Below this is a navigation menu with tabs for Overview, Eligibility, VFMP Eligibility, Demographics, Military Service, Financials, Enrollment, Facility, Communications, and Document Management. The 'Enrollment' tab is selected, showing a table of change details for the date 06/08/2022 10:01:29AM. The table lists various categories such as Enrollment Category, Application Received Date, Signature Date, Method, Status, Date, Priority, Effective Date, End Date, Source, EGT Priority, EGT Type, Canceled/Declined Indicator, Reason Canceled/Declined, and Source of Update. The 'Application Received Date' field is highlighted with a red box.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Old Value</th> <th>New Value</th> <th>Data Changed</th> </tr> </thead> <tbody> <tr> <td>Enrollment Category:</td> <td>Enrolled</td> <td>Enrolled</td> <td></td> </tr> <tr> <td>Application Received Date:</td> <td>04/26/2022</td> <td>04/26/2022</td> <td></td> </tr> <tr> <td>Application Signature Date:</td> <td>04/26/2022</td> <td>04/26/2022</td> <td></td> </tr> <tr> <td>Application Method:</td> <td>In Person</td> <td>In Person</td> <td></td> </tr> <tr> <td>Enrollment Status:</td> <td>Verified</td> <td>Verified</td> <td></td> </tr> <tr> <td>Enrollment Date:</td> <td>06/08/2022</td> <td>06/08/2022</td> <td></td> </tr> <tr> <td>Enrollment Priority:</td> <td>Group 2</td> <td>Group 2</td> <td></td> </tr> <tr> <td>Enrollment Effective Date:</td> <td>06/08/2022</td> <td>06/08/2022</td> <td></td> </tr> <tr> <td>Enrollment End Date:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Source of Enrollment:</td> <td>HEC</td> <td>HEC</td> <td></td> </tr> <tr> <td>EGT Priority at Time of Enrollment:</td> <td>Group 8d</td> <td>Group 8d</td> <td></td> </tr> <tr> <td>EGT Type at Time of Enrollment:</td> <td>Enrollment Decision</td> <td>Enrollment Decision</td> <td></td> </tr> <tr> <td>Canceled/Declined Indicator:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Canceled/Declined Effective Date:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reason Canceled/Declined:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reason Canceled/Declined Not Processed:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Canceled/Declined Remarks:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Reason:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Comments:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Date/Time:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Enrollment Override Completed By:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Reason for Closed Application:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Closed Application Remarks:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Source of Update:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Last Update:</td> <td>06/08/2022 9:59:37AM</td> <td>06/08/2022 10:01:29AM</td> <td></td> </tr> <tr> <td>Last Updated By:</td> <td>Ngo, Dinh</td> <td>Ngo, Dinh</td> <td></td> </tr> </tbody> </table>	Category	Old Value	New Value	Data Changed	Enrollment Category:	Enrolled	Enrolled		Application Received Date:	04/26/2022	04/26/2022		Application Signature Date:	04/26/2022	04/26/2022		Application Method:	In Person	In Person		Enrollment Status:	Verified	Verified		Enrollment Date:	06/08/2022	06/08/2022		Enrollment Priority:	Group 2	Group 2		Enrollment Effective Date:	06/08/2022	06/08/2022		Enrollment End Date:				Source of Enrollment:	HEC	HEC		EGT Priority at Time of Enrollment:	Group 8d	Group 8d		EGT Type at Time of Enrollment:	Enrollment Decision	Enrollment Decision		Canceled/Declined Indicator:				Canceled/Declined Effective Date:				Reason Canceled/Declined:				Reason Canceled/Declined Not Processed:				Canceled/Declined Remarks:				Enrollment Override:				Enrollment Override Reason:				Enrollment Override Comments:				Enrollment Override Date/Time:				Enrollment Override Completed By:				Reason for Closed Application:				Closed Application Remarks:				Source of Update:				Last Update:	06/08/2022 9:59:37AM	06/08/2022 10:01:29AM		Last Updated By:	Ngo, Dinh	Ngo, Dinh	
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Last Updated By:	Ngo, Dinh	Ngo, Dinh																																																																																																															

Figure 11: Enrollment History

## 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"><li>• Agent Live Chat: Click the "Chat with us now" button in the lower right corner of the <a href="#">yourIT Service portal</a> to launch Abel the Chatbot and type "chat with agent"</li><li>• Self-Service: <a href="#">Create Incident</a></li><li>• Phone: 855-673-4357</li><li>• TTY (hearing-impaired only): 844-224-6186</li></ul>
VistA Patch Maintenance	OIT	Use the <a href="#">yourIT Service portal</a> – A ServiceNOW (SNOW) ticket is entered and the ticket assigned to the "NTL SUP Admin Team".

### 5.2. Browser & Operating System Compatibility

VES is functional through Windows using Chrome or Edge.

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

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