Veterans Health Administration (VHA) Enrollment System (VES) 6.3

Quick Start User Guide

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Department of Veterans Affairs

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Revision History

Date	Revision	Description	Author

12/03/2022	41.0	**VES V6.3** added the following:
		• Project References updated, p. 2
		• CC Determination Date on screens:
		  ○ Overview, pgs. 10-11
		  ○ Community Care, p. 12
		  ○ Community Care Determination, pgs. 13-14
		  ○ Community Care History, pgs. 15-16
		• Presumptive Psychosis on screens:
		  ○ Eligibility, pgs. 17-21
		  ○ Edit Current Eligibility, pgs. 22-25
		  ○ Eligibility History, pgs. 26-27
		  ○ Secondary Eligibility Codes, p. 28
		• Presumptive (38 USC 1702-38 CFR 17.109) Carveout VHAP, p. 29
		• "Clinical Evaluation" Carveout VHAP, p. 30
		• 1010EZ / 1010EZR 2022 Form Updates:
		  ○ Overview, p. 31
		  ○ Identity Traits, pgs. 32-33
		  ○ Personal, p. 34
		  ○ Financials, p. 35
		  ○ Enrollment, p. 36
		• Updated TPA Message Log description, p. 37
		• Updated VCA description, p.38
		• Updated COMPACT Act Error Message on UI description, p. 39
			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**)**. Technical writers generally compose, update, and maintain the Quick Start User Guide; however, programmers, product and project managers, or other technical staff can also compose, update, and maintain the Quick Start User Guide. Most quick start guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The Quick Start User Guide is a mandatory, build-level document, and should be updated to reflect the contents

of the most recently deployed build. The sections documented herein are required if applicable to your product.

Table of Contents

1. Introduction 1

1.1. Purpose 1
1.2. Overview 1
1.2.1. Release Updates and Enhancements 1
1.2.2. Organization of the Manual 1
1.2.3. Assumptions 2
1.2.4. Installation, Maintenance, & Monitoring 2
1.2.5. Software Disclaimer 2
1.2.6. User Guide Disclaimer 2
1.2.7. Project References 2

2. System Summary 3

2.1. System Design Document 3
2.2. User Access Levels 3
2.3. ESM Application Information System Contingency Plan 3
2.4. ESM Project Artifacts (VDL) 3

3. Getting Started 3

3.1. VES Layout 3
3.2. VES Online Help 5
3.3. 508 Compliance & Accessibility 8
3.3.1. Accessibility Software 8
3.4. Standard Data Service (SDS) Lookup Tables 9
3.5. Exiting VES 10
3.6. Caveats and Exceptions 10

4. Significant Additions and Updates to VES Version 6.3 10

4.1. CC Determination Date on screens: 10
4.1.1. Overview 10
4.1.2. Community Care 12
4.1.3. Community Care Determination 13
4.1.4. Community Care History 15
4.2. Presumptive Psychosis on screens: 17
4.2.1. Eligibility 17
4.2.2. Edit Current Eligibility 22
4.2.3. Eligibility History 26
4.2.4. Secondary Eligibility Codes 28
4.3. “Presumptive (38 USC 1702-38 CFR 17.109)” Carveout VHAP 29
4.4. “Clinical Evaluation” Carveout VHAP 30
4.5. 1010 EZ / 1010 EZR 2022 Form Updates: 31
4.5.1. Overview 31

4.5.2. Identity Traits 32
4.5.3. Personal 34
4.5.4. Financials 35
4.5.5. Enrollment 36
4.6. Updated TPA Message Log description 37
4.7. Updated VCE Description 38
4.8. Updated COMPACT Act Error Message on UI description 39
5. Troubleshooting 40
5.1. National Service Desk and Other Contacts 40
5.2. Browser & Operating System Compatibility 40

Table of Figures

Figure 1: Menu Bar 4
Figure 2: Summary with a Sensitive Record 4
Figure 3: Person Search Tabs 4
Figure 4: Summary and Main Screen on VES 5
Figure 5: Sorting Columns 5
Figure 6: System Help and Screen Help 6
Figure 7: SDS Lookup Table 10
Figure 8: Overview 11
Figure 9: Community Care Determination 14
Figure 10: Community Care Determination History 16
Figure 11: Eligibility 19
Figure 12: Clinical Determination History 20
Figure 13: Clinical Determination 21
Figure 14: Edit Current Eligibility 25
Figure 15: Eligibility History 27

List of Tables

Table 1: Accessibility Software 8
Table 2: Support Contact Information 40

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 6.3 Release Notes
- VES 6.3 Online Help

2. System Summary

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

2.1. System Design Document

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

2.2. User Access Levels

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

2.3. ESM Application Information System Contingency Plan

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

2.4. ESM Project Artifacts (VDL)

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

3. Getting Started

3.1. VES Layout

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

Menu Bar

Menu Bar is where utility buttons for VES are located.

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

Figure 1: Menu Bar

Summary

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

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

Figure 2: Summary with a Sensitive Record

Person Search Tabs

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

Figure 3: Person Search Tabs

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

Figure 4: Summary and Main Screen on VES

Sorting Columns

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

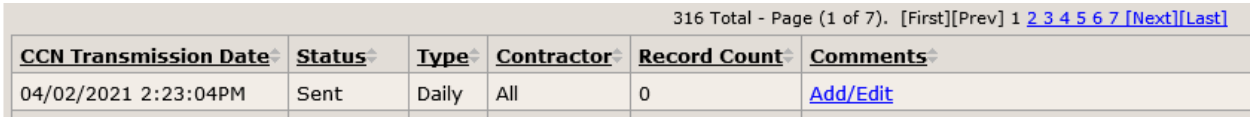


Figure 5: Sorting Columns

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

3.2. VES Online Help

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

System Help:

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

Screen Help:

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

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

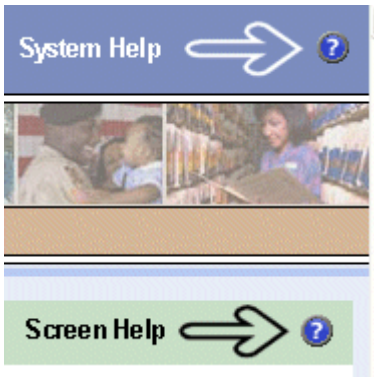


Figure 6: System Help and Screen Help

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

VES Online Help Tool Bar

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

Table of Contents:

Contents displays an expanded table of contents.

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

Index:

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

Search:

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

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

Glossary:

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

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

Other buttons and functions

Hide/Show the left pane

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

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

Browser Toolbar

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

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

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

WebHelp Build Date

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

Adjusting the main screen and TOC size

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

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

Navigating Help Topics

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

Links (Online Help)

* symbol indicates a required field in the Online Help.

symbol indicates a required field in the user guide.

symbol is displayed when a submitted field has an error.

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

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

3.3. 508 Compliance & Accessibility

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

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

3.3.1. Accessibility Software

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

Table 1: Accessibility Software

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

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

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

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

3.4. Standard Data Service (SDS) Lookup Tables

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

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

To display the SDS Lookup Tables:

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

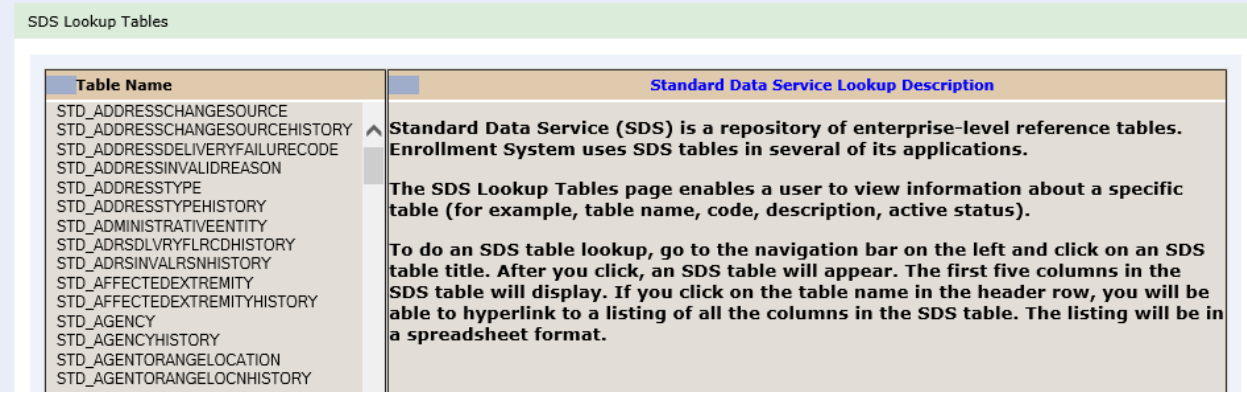


Figure 7: SDS Lookup Table

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

3.5. Exiting VES

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

3.6. Caveats and Exceptions

None.

4. Significant Additions and Updates to VES Version 6.3

Please refer to VES 6.3 additions below in the Online Help.

4.1. CC Determination Date on screens:

4.1.1. Overview

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 **Overview** section.
3	Scroll all the way down to the bottom of the **Overview** topic.
4	Confirm the updated **Overview** screen shot with the added **CC Determination Date** is correct and accurate.

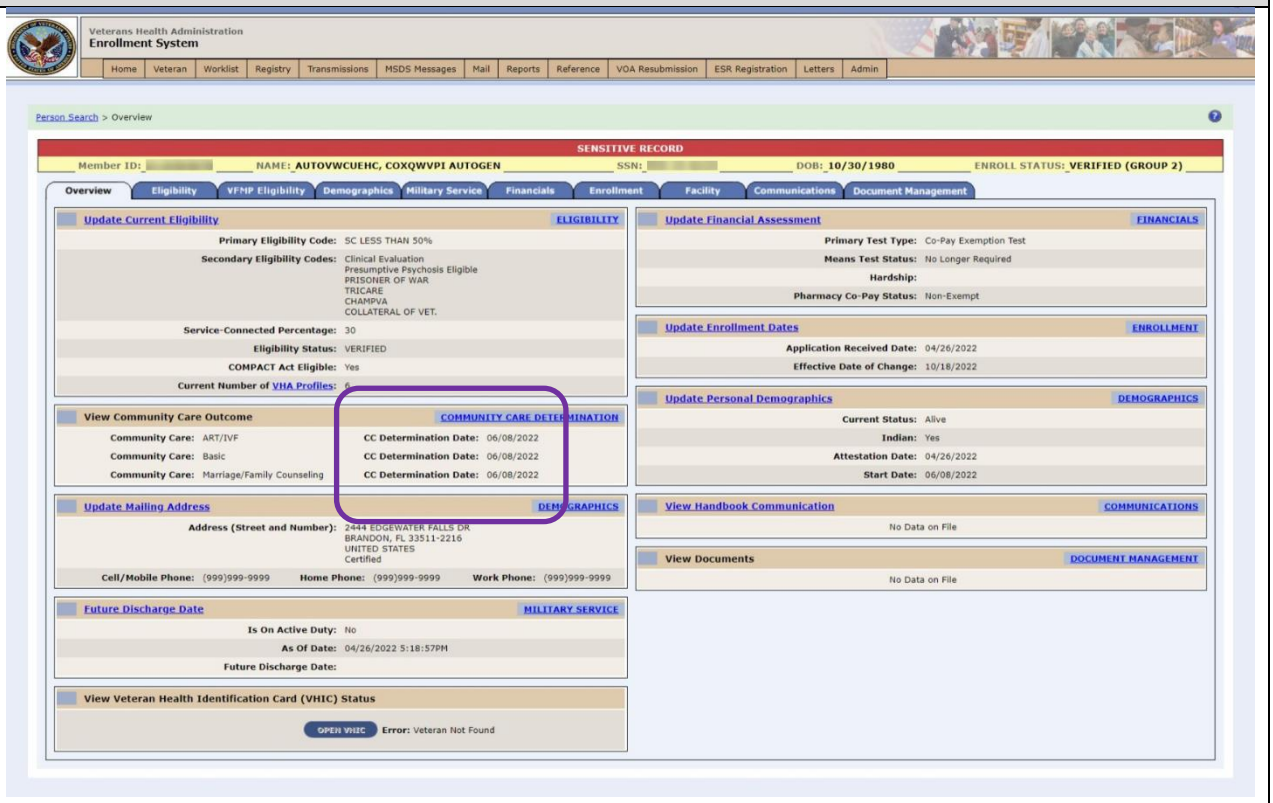
Step	Action
	

Figure 8: Overview

4.1.2. Community Care

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 **Community Care** section.
4	Scroll down to the **CC Determination Date** definition.
5	Confirm the added **CC Determination Date** definition and screen shot are correct and accurate. ***CC Determination Date:*** "CC Determination Date" is the date the VCE is set, and is used as an effective date for care. Community Care

4.1.3. Community Care Determination

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 **Community Care** section.
4	Click the **Community Care Determination** topic (still under the **Community Care** section).
5	Scroll down to the **Community Care Outcome** panel section.
6	Scroll down to the **CC Determination Date** definition (under the **Community Care Program Collateral VCEs** table).
7	Confirm the added **CC Determination Date** definition is correct and accurate. ***CC Determination Date:*** "CC Determination Date" is the date the VCE is set, and is used as an effective date for care. **Note:** • For data sent to CCN, the "CC Determination Date" is the date the VCE is set to, and is used as an effective date for care. • For data sent to TPA, the "Effective Date" is the date the VCE is set to, and is used as an effective date for care. The "Effective Date" displays on the **Community Care Determination History** → **View Data Sent to TPA** → **TPA Message Log** panel in the **View** transmission details.
8	Scroll down to the bottom of the topic.
9	Confirm the updated **Community Care Determination** screen shot with the added **CC Determination Date** screen shot is correct and accurate.

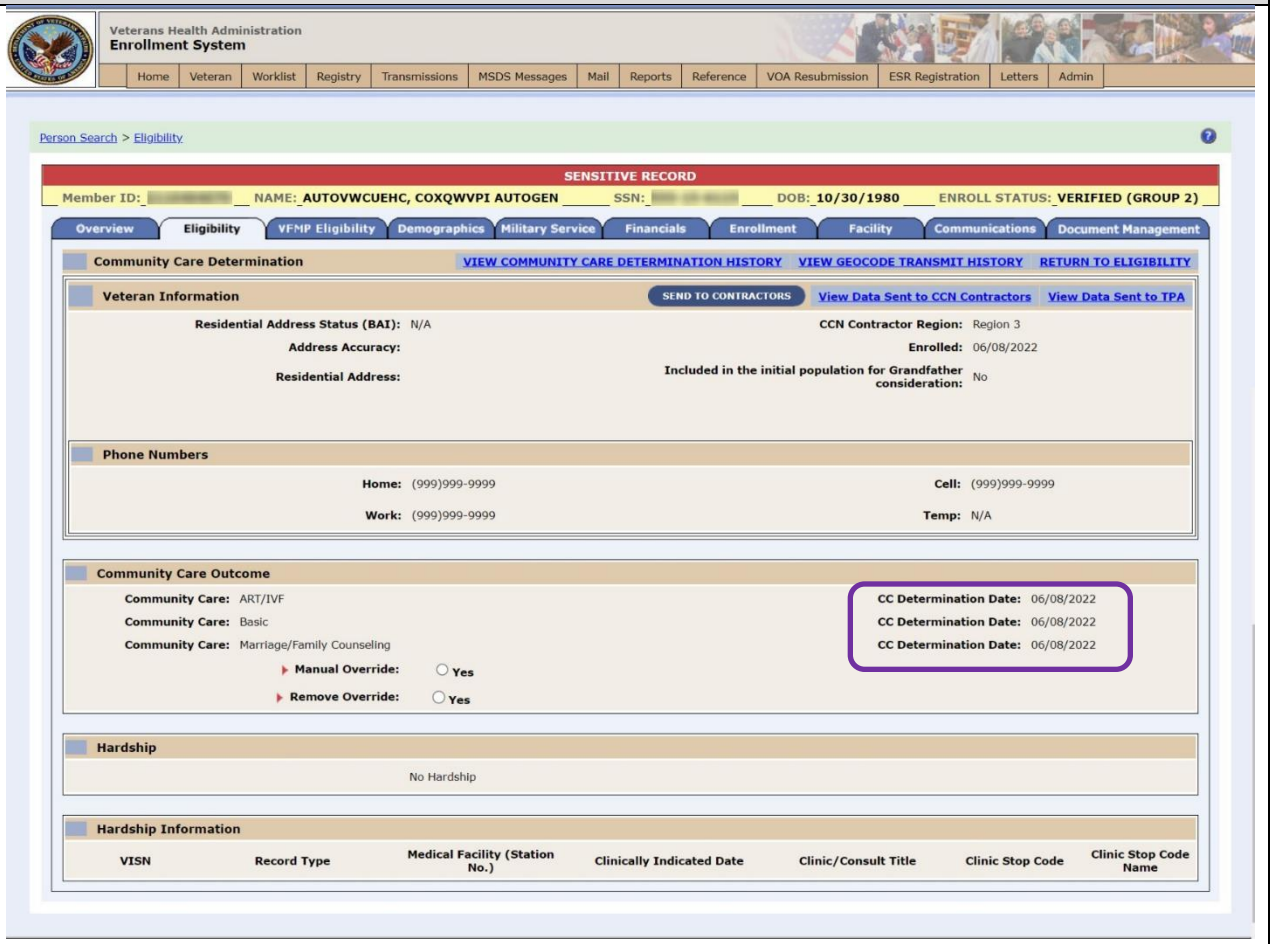
Step	Action
	

Figure 9: Community Care Determination

4.1.4. Community Care History

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 **Community Care** section.
4	Click the **Community Care Determination History** topic (still under the **Community Care** section).
5	Scroll down to the **Community Care Outcome** panel section.
6	Confirm the added **CC Determination Date** definition is correct and accurate. ***CC Determination Date:*** "CC Determination Date" is the date the VCE is set, and is used as an effective date for care.
7	Scroll down to the bottom of the topic.
8	Confirm the updated **Community Care Determination History** screen shot with the added **CC Determination Date** field is correct and accurate.

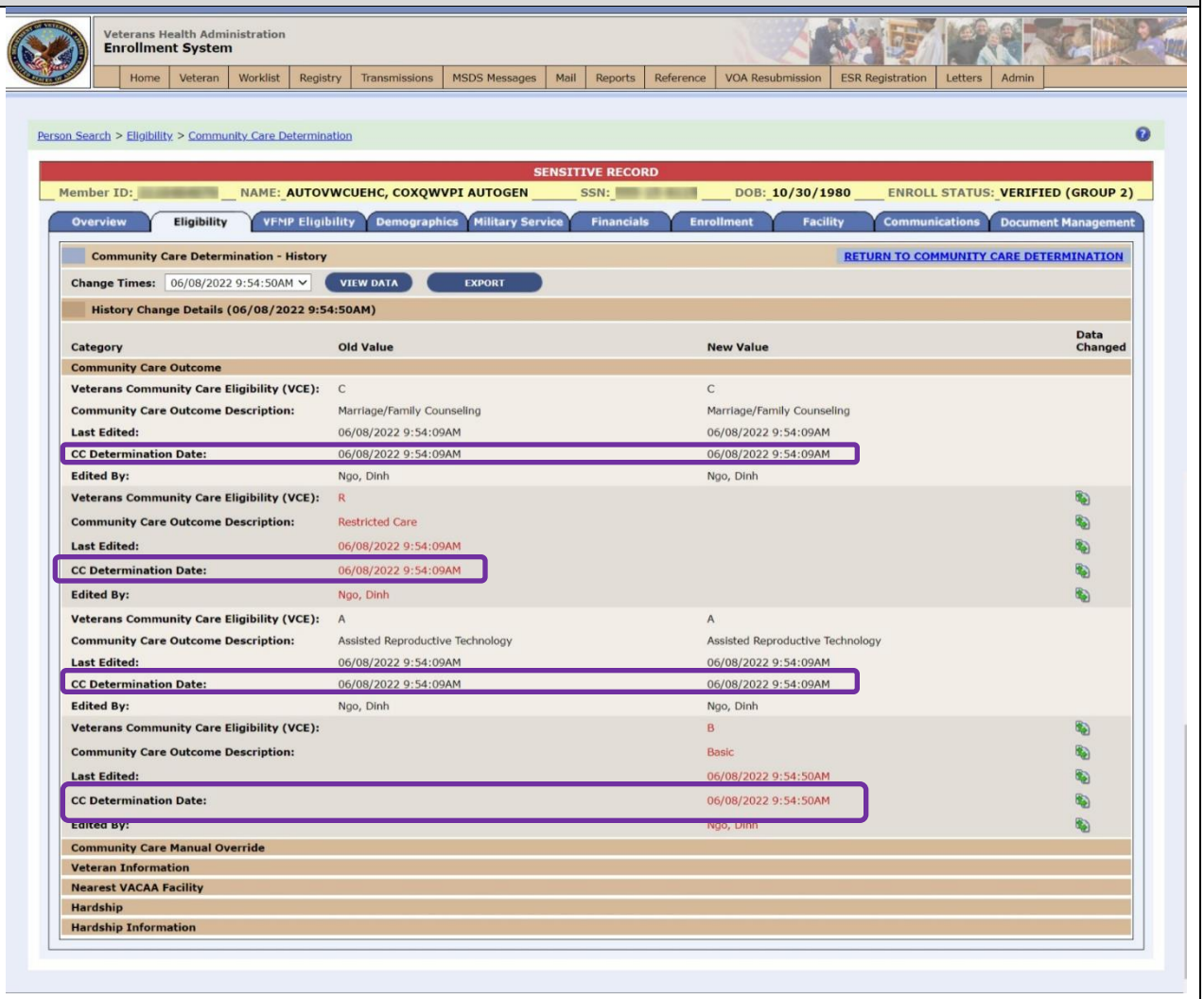
Step	Action
	

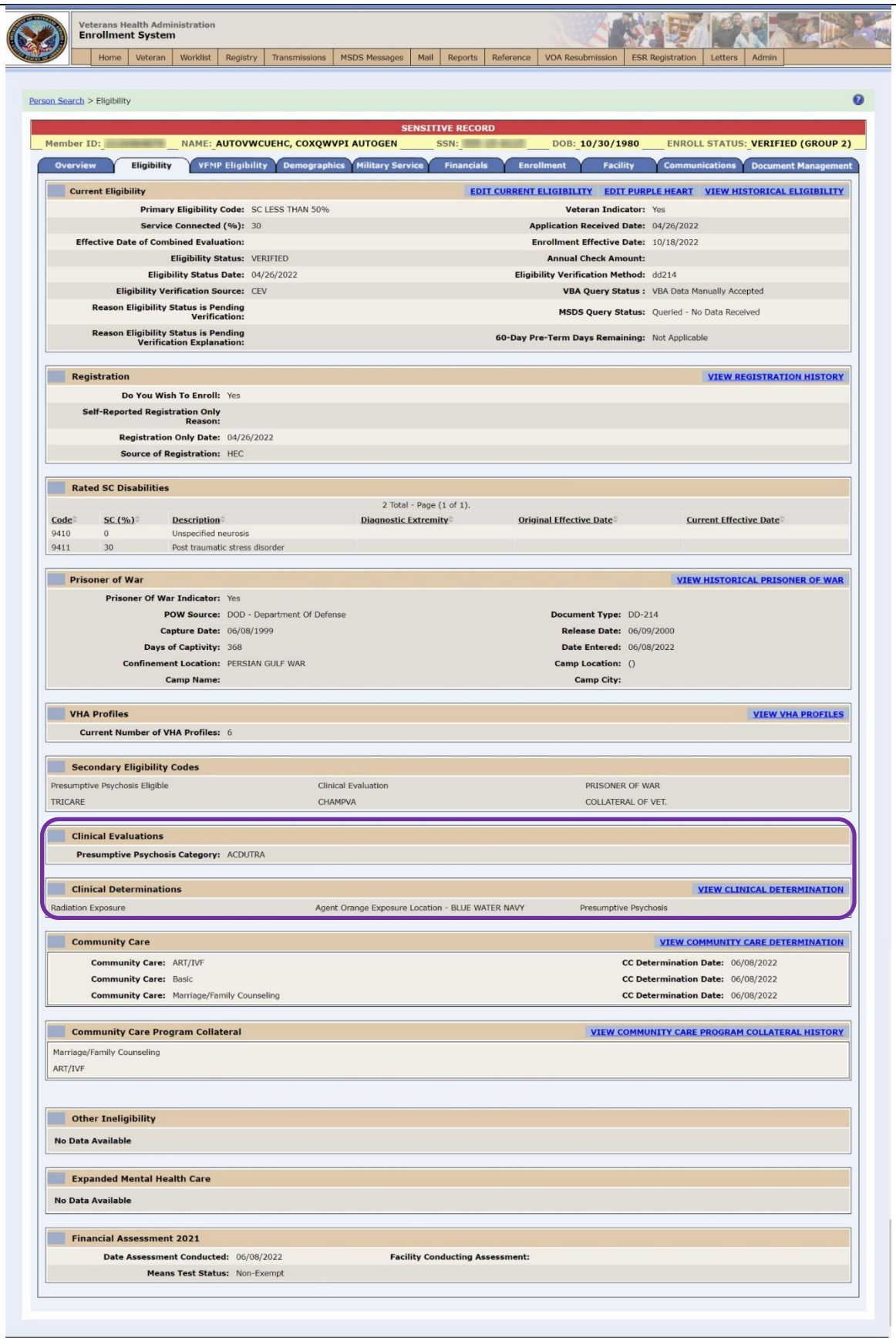
Figure 10: Community Care Determination History

4.2. Presumptive Psychosis on screens:

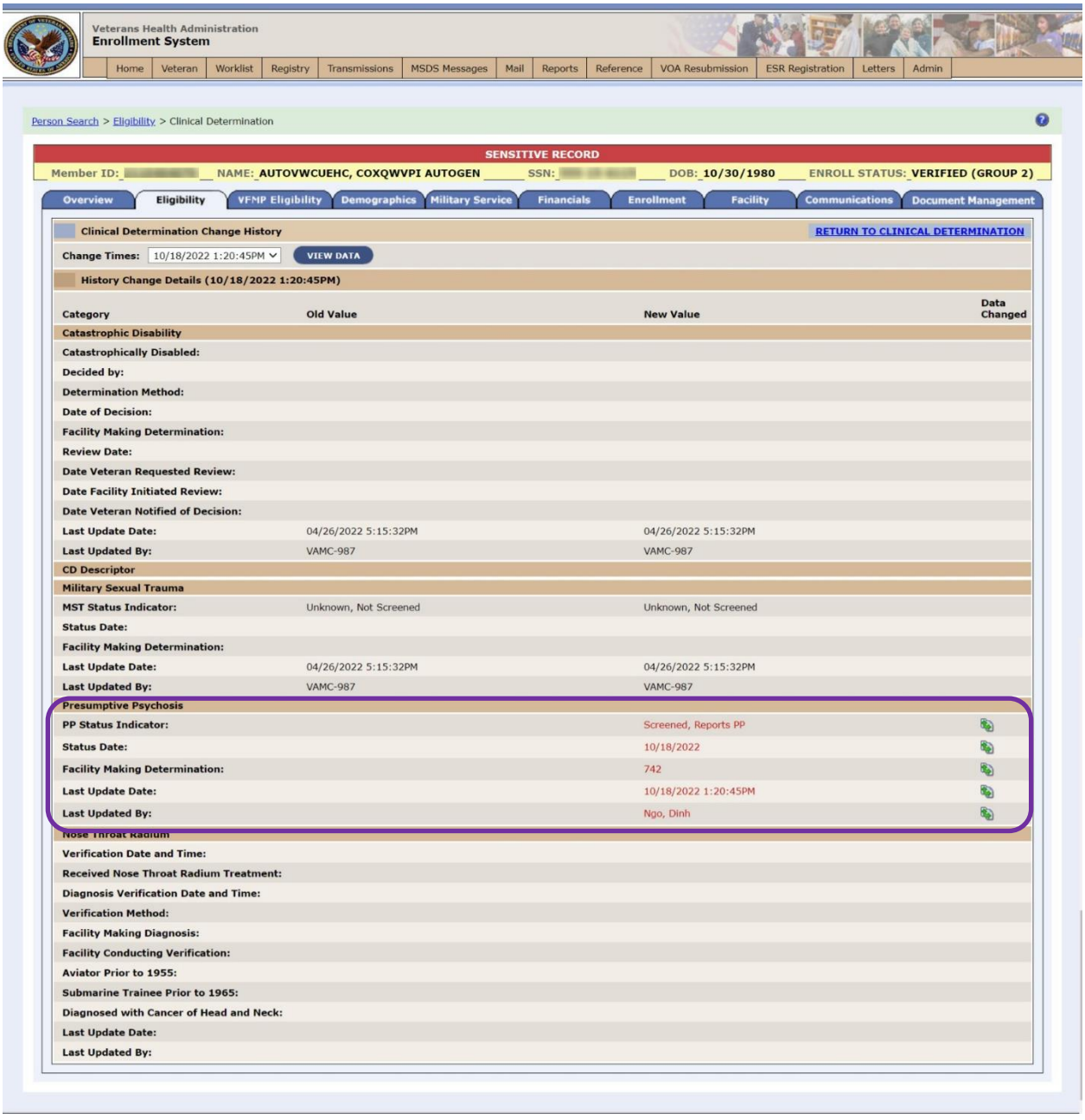
4.2.1. Eligibility

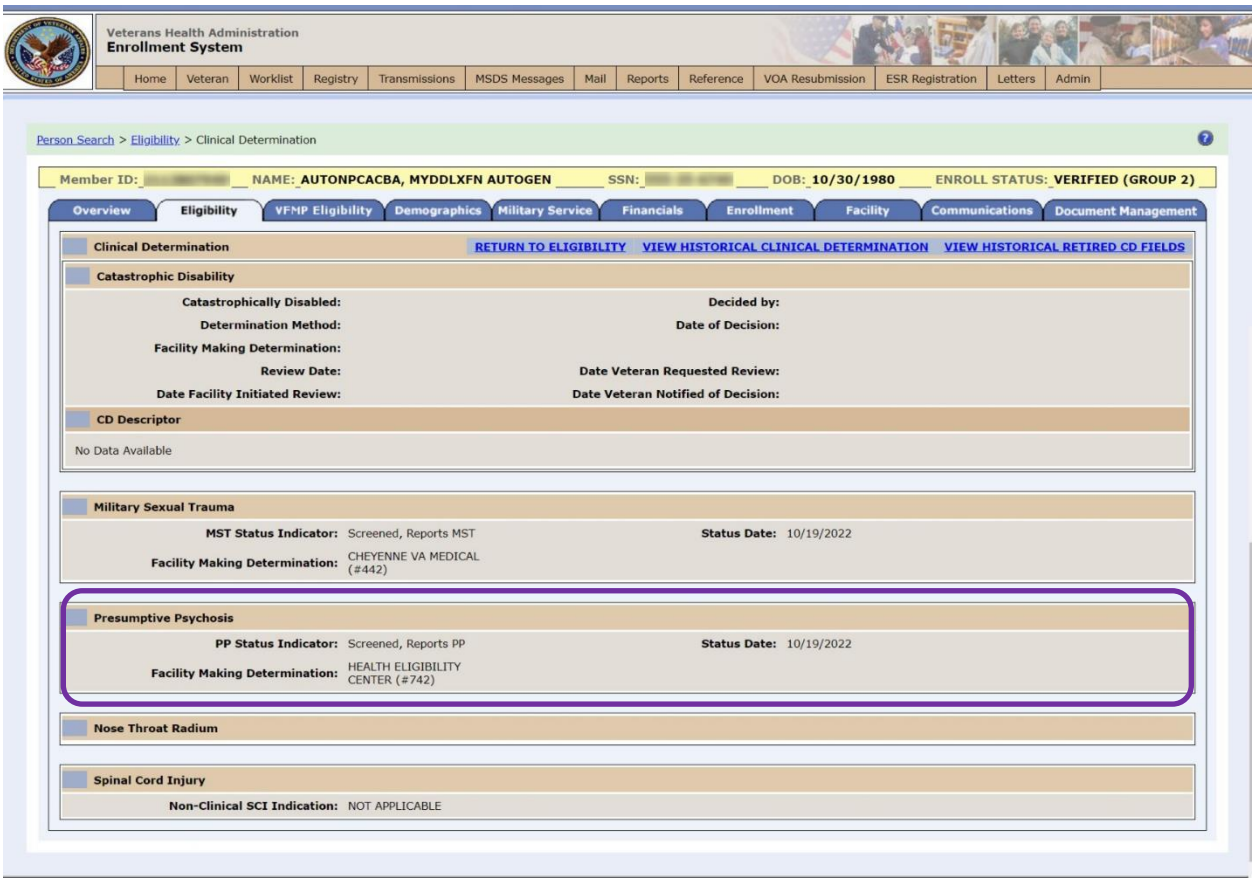
Confirm the following Online Help updates.

Step	Action
1	Click the **Person Search Tabs** section on the table of contents on the Online Help.
2	Click the **Eligibility** section.
3	Scroll down to the **Eligibility** screen shot.
4	Confirm the updated **Eligibility** screen shot with the added **Clinical Evaluations** and **Clinical Determinations** panels are correct and accurate.


Veterans Health Administration
Enrollment System
Home
Veteran
Worklist
Registry
Transmissions
MSDS Messages
Mail
Reports
Reference
VOA Resubmission
ESR Registration
Letters
Admin
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: 10/18/2022
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
2 Total - Page (1 of 1).
Code
SC (%)
Description
Diagnostic Extremity
Original Effective Date
Current Effective Date
9410
0
Unspecified neurosis
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
Release Date: 06/09/2000
Days of Captivity: 368
Date Entered: 06/08/2022
Confinement Location: PERSIAN GULF WAR
Camp Location: ()
Camp Name:
Camp City:
VHA Profiles
VIEW VHA PROFILES
Current Number of VHA Profiles: 6
Secondary Eligibility Codes
Presumptive Psychosis Eligible
Clinical Evaluation
PRISONER OF WAR
TRICARE
CHAMPVA
COLLATERAL OF VET.
Clinical Evaluations
Presumptive Psychosis Category: ACDUTRA
Clinical Determinations
VIEW CLINICAL DETERMINATION
Radiation Exposure
Agent Orange Exposure Location - BLUE WATER NAVY
Presumptive Psychosis
Community Care
VIEW COMMUNITY CARE DETERMINATION
Community Care: ART/IVF
CC Determination Date: 06/08/2022
Community Care: Basic
CC Determination Date: 06/08/2022
Community Care: Marriage/Family Counseling
CC Determination Date: 06/08/2022
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
	Figure 11: Eligibility
5	Navigate back to the Table of Contents.
6	Click the **Clinical Evaluations** section (still under the **Eligibility** section).
7	Confirm the added **Clinical Evaluations** topic is correct and accurate. **Clinical Evaluations** Clinical evaluations are 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. ***Presumptive Psychosis Category:*** Veterans (or former service members) who experience psychosis within a specific timeframe are presumed to have a "service-connected" psychosis. For treatment of an active psychosis, eligibility for VA medical benefits are first established. Presumptive psychosis screening and care are exempt from copayments per legislative guidelines. Presumptive Psychosis categories display on the **Clinical Evaluation** panel after a user requests a Presumptive Psychosis screening and assigns a Presumptive Psychosis category on the **Edit Current Eligibility** screen. "No Data Available" displays on the **Clinical Evaluations** panel if the screening option is set to "No". The following Presumptive Psychosis categories display in the following order: 1. ACDUTRA 2. FSM with OTH (PP Only) 3. Less Than 24 Months Service 4. Rejected Due to Income 5. Veteran Declines Enrollment 6. DVA 12D w/Ch17, Seen for SC/MST 7. Enrolled
8	Navigate back to the Table of Contents.
9	Scroll down to the **Clinical Determinations** section (still under the **Eligibility** section).
10	Click the **Clinical Determinations** topic (which has been renamed from “Other Eligibility Factors”).
11	Click the **Clinical Determinations History** section.
12	Scroll down to the **Presumptive Psychosis** panel.
13	Confirm the text under **Presumptive Psychosis** is correct and accurate. **Presumptive Psychosis** Displays the Veteran's presumptive psychosis (PP) historical data. The following fields display: • PP-Status Indicator • Status Date • Facility Making Determination • Last Update By • Last Updated By

Step	Action
14	Scroll down to the bottom of the topic.
15	Confirm the updated **Clinical Determination History** screen shot with the added **Presumptive Psychosis** panel is correct and accurate.  **Figure 12: Clinical Determination History**
16	Navigate back to the table of contents.
17	Click the **View Clinical Determination** topic (still under “Clinical Determinations”).

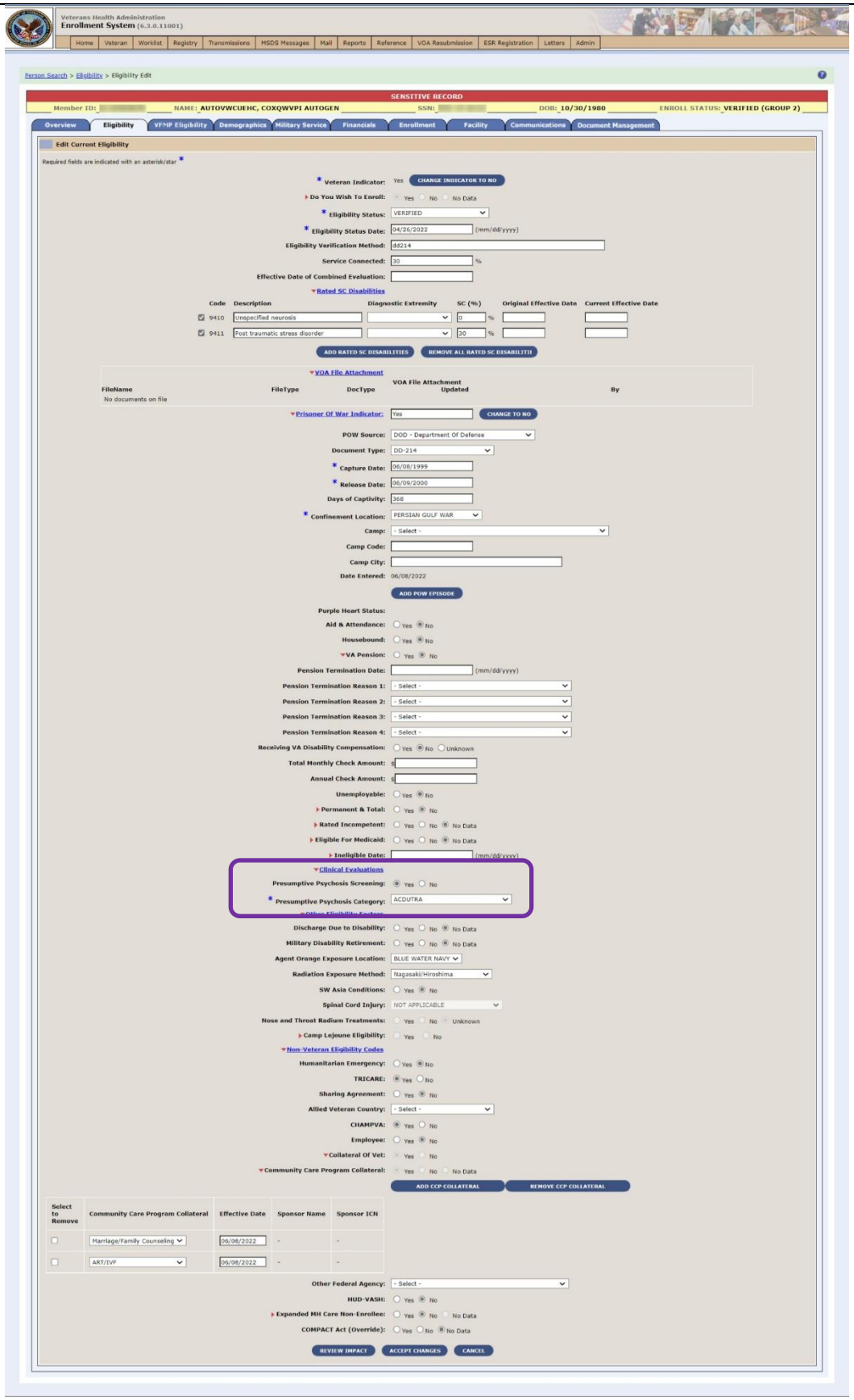
Step	Action
18	Scroll down to the **Presumptive Psychosis** panel.
19	Confirm the added text for “Presumptive Psychosis” and notes are correct and accurate. **Presumptive Psychosis** Veterans (or former service members) who experience psychosis within a specific timeframe are presumed to have a “service-connected” psychosis. For treatment of an active psychosis, eligibility for VA medical benefits are first established. Presumptive psychosis screening and care are exempt from copayments per legislative guidelines. Presumptive Psychosis displays when VES receives positive screening information, (Screened, Reports PP). 1. "PP Status Indicator", "Status Date" and "Facility Making Determination" display. a. The "PP Status Indicator" displays any of the following: Screened, Reports PP (Y), Screened does not report PP (N), Screened Declines to answer (D) or Unknown, not screened (U) 2. Presumptive Psychosis clinical determination (indicator) details are shared with VA Profile. 3. Presumptive Psychosis clinical determination (indicator) details received from Cerner (through VA Profile), saved in VES and are shared with VistA. 4. Assignments of the "Presumptive (38 USC 1702-38 CFR 17.109)" carveout VHAP, and the "Clinical Evaluation" carveout VHAP of are shared with VA Profile/Cerner, as applicable. 5. E&E Service updates to include Presumptive Psychosis clinical determination (indicator) details. **Note:** Messaging with Cerner will be updated once Cerner implements the Presumptive Psychosis clinical determination data fields in a later release.
20	Scroll down to the bottom of the topic.
21	Confirm the updated **Clinical Determination** screen shot with the added **Presumptive Psychosis** panel is correct and accurate.  **Figure 13: Clinical Determination**

4.2.2. 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 **Edit Current Eligibility** section.
4	Scroll down to the **Presumptive Psychosis Screening** definition (under **Clinical Evaluations**).
5	Confirm the added **Presumptive Psychosis Screening** definition is correct and accurate. ***Presumptive Psychosis Screening:*** Click the red expand icon to display the **Presumptive Psychosis Screening** field. Radio button options of “Yes” and “No” display. Defaults to "No". If the VES user selects "Yes", the **Presumptive Psychosis Category** dropdown displays.
6	Scroll down to the **Presumptive Psychosis Category** definition.
7	Confirm the added **Presumptive Psychosis Category** definition is correct and accurate. ***Presumptive Psychosis Category (Required when "Yes" is selected):*** The following **Presumptive Psychosis Category** dropdown categories display in the following order: 1. ACDUTRA 2. FSM with OTH (PP Only) 3. Less Than 24 Months Service 4. Rejected Due to Income 5. Veteran Declines Enrollment 6. DVA 12D w/Ch17, Seen for SC/MST 7. Enrolled
8	Scroll down to the **Rules…** (under the **Presumptive Psychosis Category** definition).
9	Confirm the added **Rules…** and **Note** are correct and accurate.

Step	Action
	Rules... While requesting for Presumptive Psychosis screening and assigning a category, • Select only one Presumptive Psychosis (PP) category from the dropdown. • If left unselected, the following error message displays indicating that a category must be assigned: "*A category selection is required when Presumptive Psychosis screening is being requested*". • A "Yes" presumptive psychosis screening request (with a category assigned) saves only if the record has the "Clinical Evaluation" secondary eligibility. • A "No" presumptive psychosis screening request saves regardless of the user's selections if the record does NOT have the "Clinical Evaluation" secondary eligibility. • The Presumptive psychosis screening request and category assignment (and removal) save in Eligibility History. • The Presumptive Psychosis Screening Request and Category assignment (and removal) are available only in VES. VES shares the screening request and category assignment with VistA. • If no screening data exists in VES, VES still accepts and stores Presumptive Psychosis Category data from VistA. • VES users with the "Edit Eligibility" capability can select the "Presumptive Psychosis (PP) Screening" option, and a respective presumptive psychosis category. **Note:** No VHAPs are associated with a presumptive psychosis screening request.
10	Scroll down to the bottom of the **Edit Current Eligibility** topic.
11	Confirm the updated **Edit Current Eligibility** screen shot with the added fields of “Presumptive Psychosis Screening” and “Presumptive Psychosis Category”.


Veterans Health Administration
Enrollment System (6.3.0.11001)
Home
Veteran
Worklist
Registry
Transmissions
MSDS Messages
Mail
Reports
Reference
VOA Resubmission
ESR Registration
Letters
Admin
Person Search > Eligibility > Eligibility Edit
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
Edit Current Eligibility
Required fields are indicated with an asterisk/star
Veteran Indicator: Yes
CHANGE INDICATOR TO NO
Do You Wish To Enroll: Yes No No Data
Eligibility Status: VERIFIED
Eligibility Status Date: 04/26/2022 (mm/dd/yyyy)
Eligibility Verification Method: dd214
Service Connected: 30 %
Effective Date of Combined Evaluation:
Rated SC Disabilities
Code
Description
Diagnostic Extremity
SC (%)
Original Effective Date
Current Effective Date
9410 Unspecified neurosis 0 %
9411 Post traumatic stress disorder 30 %
ADD RATED SC DISABILITIES
REMOVE ALL RATED SC DISABILITII
VOA File Attachment
FileName
FileType
DocType
VOA File Attachment Updated
By
No documents on file
Prisoner Of War Indicator: Yes
CHANGE TO NO
POW Source: DOD - Department Of Defense
Document Type: DD-214
Capture Date: 06/08/1999
Release Date: 06/09/2000
Days of Captivity: 368
Confinement Location: PERSIAN GULF WAR
Camp: - Select -
Camp Code:
Camp City:
Date Entered: 06/08/2022
ADD POW EPISODE
Purple Heart Status:
Aid & Attendance: Yes No
Housebound: Yes No
VA Pension: Yes No
Pension Termination Date: (mm/dd/yyyy)
Pension Termination Reason 1: - Select -
Pension Termination Reason 2: - Select -
Pension Termination Reason 3: - Select -
Pension Termination Reason 4: - Select -
Receiving VA Disability Compensation: Yes No Unknown
Total Monthly Check Amount: $
Annual Check Amount: $
Unemployable: Yes No
Permanent & Total: Yes No
Rated Incompetent: Yes No No Data
Eligible For Medicaid: Yes No No Data
Ineligible Date: (mm/dd/yyyy)
Clinical Evaluations
Presumptive Psychosis Screening: Yes No
Presumptive Psychosis Category: ACDUTRA
Other Eligibility Factors
Discharge Due to Disability: Yes No No Data
Military Disability Retirement: Yes No No Data
Agent Orange Exposure Location: BLUE WATER NAVY
Radiation Exposure Method: Nagasaki/Hiroshima
SW Asia Conditions: Yes No
Spinal Cord Injury: NOT APPLICABLE
Nose and Throat Radium Treatments: Yes No Unknown
Camp Lejeune Eligibility: Yes No
Non-Veteran Eligibility Codes
Humanitarian Emergency: Yes No
TRICARE: Yes No
Sharing Agreement: Yes No
Allied Veteran Country: - Select -
CHAMPVA: Yes No
Employee: Yes No
Collateral Of Vet: Yes No
Community Care Program Collateral: Yes No No Data
ADD CCP COLLATERAL
REMOVE CCP COLLATERAL
Select to Remove
Community Care Program Collateral
Effective Date
Sponsor Name
Sponsor ICN
Marriage/Family Counseling 06/08/2022
ART/IVF 06/08/2022
Other Federal Agency: - Select -
HUD-VASH: Yes No
Expanded MH Care Non-Enrollee: Yes No No Data
COMPACT Act (Override): Yes No No Data
REVIEW IMPACT
ACCEPT CHANGES
CANCEL

Step	Action
	Figure 14: Edit Current Eligibility

4.2.3. Eligibility History

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 **Eligibility History** section.
5	Scroll down to the **Clinical Evaluations** panel.
6	Confirm the text under **Clinical Evaluations** is correct and accurate. **Clinical Evaluations** Displays past (old value) and present (new value) clinical evaluations. For Presumptive Psychosis, PP Screening Request of either "Yes" or "No", PP Screening Request Date, PP Screening Request Category and PP Screening Category Change Date display. 1. If a user requests screening and assigns a category, the PP Screening Request indicator displays as "Yes", and the PP Screening Request Category and PP Screening Request Date also display. 2. If a user updates the screening to "No", the PP Screening Request indicator displays as "No". The PP Screening Request Category and PP Screening Request Date are blank. 3. The PP Screening Category Change Date displays when the PP Screening Request indicator is set to "Yes" or "No". A history of PP assignments and removals also display.
7	Scroll down to the **Clinical Determinations** panel.
8	Confirm the text under **Clinical Determinations** has been renamed from "Other Eligibility Factors". **Clinical Determinations** Displays past (old value) and present (new value) clinical determinations. esumptive Psychosis" displays when SC 9410 is assigned to the patient. This is a work-around until the clinical determination of "Presumptive Psychosis" can be entered in the Computerized Patient Record System (CPRS). Once a clinician can enter a clinical determination of "Presumptive Psychosis" in CPRS, and it is sent to VES, "Presumptive Psychosis" will display. **Note:** "Military Sexual Trauma", "Nose Throat Radium", and other existing clinical determinations display under "Clinical Determinations" (previously known as "Other Eligibility Factors").
9	Scroll down to the bottom of the topic.
10	Confirm the updated **Eligibility History** screen shot with the added **Clinical Evaluations panel**, and the updated **Clinical Determinations** panel (renamed from "Other Eligibility Factors") screen shot are correct and accurate.

Figure 15: Eligibility History

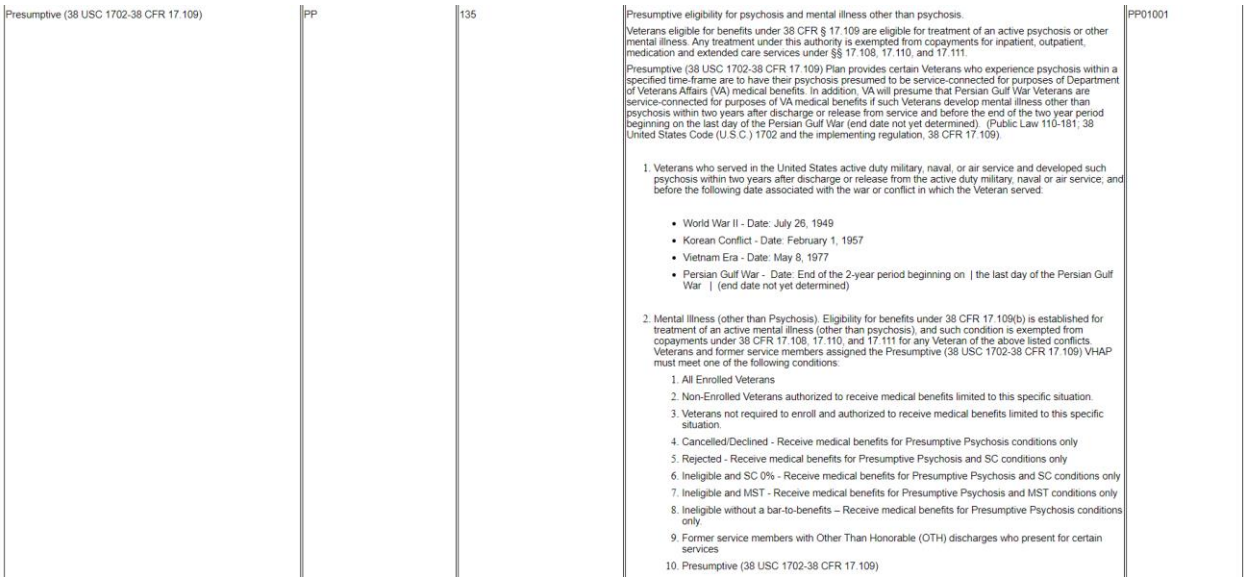
4.2.4. Secondary Eligibility Codes

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 **Primary and Secondary Eligibility Codes** topic.
4	Scroll down to the **Clinical Evaluation** secondary eligibility code definition.
5	Confirm the added text regarding the **Clinical Evaluation** carveout VHAP assignment below is correct and accurate. 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 and the "Clinical Evaluation" carveout VHAP to all records where the "COMPACT Act Eligible" indicator is set to "YES". VES sends the "Clinical Evaluation" eligibility code of "27", and the "Clinical Evaluation" carveout VHAP 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.
6	Scroll down to the **Presumptive Psychosis secondary eligibility code** definition.
7	Confirm the text under "**Presumptive Psychosis secondary eligibility code**" is correct and accurate. 10. Presumptive Psychosis Eligible: The "Presumptive Psychosis Eligible" secondary eligibility code will be assigned to records when a clinician is able to set the presumptive psychosis (PP) indicator to "positive" (Screened, Reports PP (Y)). Records with a bar-to-benefits ineligible reason ("Bad Conduct General Court Martial", "Dishonorable Discharge", "DVA 12D w/o Chapter 17", "DVA 12C", or "Fugitive Felon Program (FFP)") are excluded from receiving this secondary eligibility code. The "Presumptive Psychosis Eligible" secondary eligibility code is removed when the PP indicator sets to anything other than a positive; furthermore, records with an ineligible reason listed above, the "Presumptive Psychosis Eligible" secondary eligibility code is removed. VES shares this secondary eligibility code removal with VistA. For records with service-connected (SC) code "9410", the PP indicator sets to positive (Screened, Reports (Y)). VES, therefore, assigns the "Presumptive Psychosis Eligible" secondary eligibility code and the Presumptive (38 USC 1702-38 CFR 17.109) carveout VHAP. VES shares both assignments with VistA. Removal of SC code "9410" removes the positive PP indicator thereby removing the secondary eligibility code and the carveout VHAP. VES shares both removals with VistA. VES sends the eligibility code of "28" for "Presumptive Psychosis Eligible" on the Z11/ZEL segment to VistA. NAME: Presumptive Psychosis Eligible / ABBREVIATION: "PP" / VA CODE NUMBER: "12". **Note:** PP indicator details are not sent to VistA until the Computerized Patient Record System (CPRS) updates are available in a later release.

4.3. “Presumptive (38 USC 1702-38 CFR 17.109)” 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 **Reference** section.
3	Click the **Carveout VHAPs** topic.
4	Scroll down to the **Presumptive (38 USC 1702-38 CFR 17.109)** carveout VHAP (profile code 135) definition.
5	Confirm the text for the **Presumptive (38 USC 1702-38 CFR 17.109)** carveout VHAP is correct and accurate.  Presumptive (38 USC 1702-38 CFR 17.109) | PP | 135 | Presumptive eligibility for psychosis and mental illness other than psychosis. | PP01001 Veterans eligible for benefits under 38 CFR § 17.109 are eligible for treatment of an active psychosis or other mental illness. Any treatment under this authority is exempted from copayments for inpatient, outpatient, medication and extended care services under §§ 17.108, 17.110, and 17.111. Presumptive (38 USC 1702-38 CFR 17.109) Plan provides certain Veterans who experience psychosis within a specified time-frame are to have their psychosis presumed to be service-connected for purposes of Department of Veterans Affairs (VA) medical benefits. In addition, VA will presume that Persian Gulf War Veterans are service-connected for purposes of VA medical benefits if such Veterans develop mental illness other than psychosis within two years after discharge or release from service and before the end of the two year period beginning on the last day of the Persian Gulf War (end date not yet determined). (Public Law 110-181, 38 United States Code (U.S.C.) 1702 and the implementing regulation, 38 CFR 17.109). 1. Veterans who served in the United States active duty military, naval, or air service and developed such psychosis within two years after discharge or release from the active duty military, naval or air service; and before the following date associated with the war or conflict in which the Veteran served: • World War II - Date: July 26, 1949 • Korean Conflict - Date: February 1, 1957 • Vietnam Era - Date: May 8, 1977 • Persian Gulf War - Date: End of the 2-year period beginning on | the last day of the Persian Gulf War | (end date not yet determined) 2. Mental Illness (other than Psychosis). Eligibility for benefits under 38 CFR 17.109(b) is established for treatment of an active mental illness (other than psychosis), and such condition is exempted from copayments under 38 CFR 17.108, 17.110, and 17.111 for any Veteran of the above listed conflicts. Veterans and former service members assigned the Presumptive (38 USC 1702-38 CFR 17.109) VHAP must meet one of the following conditions: 1. All Enrolled Veterans 2. Non-Enrolled Veterans authorized to receive medical benefits limited to this specific situation. 3. Veterans not required to enroll and authorized to receive medical benefits limited to this specific situation. 4. Cancelled/Declined - Receive medical benefits for Presumptive Psychosis conditions only 5. Rejected - Receive medical benefits for Presumptive Psychosis and SC conditions only 6. Ineligible and SC 0% - Receive medical benefits for Presumptive Psychosis and SC conditions only 7. Ineligible and MST - Receive medical benefits for Presumptive Psychosis and MST conditions only 8. Ineligible without a bar-to-benefits – Receive medical benefits for Presumptive Psychosis conditions only 9. Former service members with Other Than Honorable (OTH) discharges who present for certain services 10. Presumptive (38 USC 1702-38 CFR 17.109)

4.4. “Clinical Evaluation” Carveout VHAP

Confirm the following Online Help updates.

Step	Action
1	Still on the **Carveout VHAPs** topic, scroll down to the **Clinical Evaluation** carveout VHAP (profile code 308) definition.
2	Confirm the text for the **Clinical Evaluation** carveout VHAP is correct and accurate.

Clinical Evaluation	CE01	308	Veterans being registered for a Registry exam (i.e., Burn Pit, Agent Orange, etc.) or a Compensation and Pension (C&P) exam as requested by the Veterans Benefits Administration (VBA). Veterans are not subject to copayment requirements for a Registry or C&P exam.
			Non-Veterans and Veterans assigned this VHAP meet one of the following conditions:
			• Enrollment Status is:
			  ◦ Rejected, Below Enrollment Group Threshold (EGT)
			  ◦ Closed Application, for reason Pending Means Test Required
			  ◦ Not Eligible; Ineligible Date
			  ◦ Not Eligible; Refuse to pay copay
			• Veterans being registered and enrollment status is "Registration Only"
			• Veterans enrolled
			For eligible individuals, 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, make referrals, as appropriate, for care following the period of emergent suicide care. Eligible individuals are Veterans who served in the active military service, regardless of length of service, and who were discharged, excluding anyone who received a dishonorable discharge or was discharged or dismissed by reason 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.
				CE01001

4.5. 1010 EZ / 1010 EZR 2022 Form Updates:

4.5.1. Overview

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 **Overview** topic.
3	Scroll down to the Indian field.
4	Confirm the added second bullet is correct and accurate. ***Indian:*** Displays the "Yes" or "No" response from the **Demographics** → **Personal** screen. If neither "Yes" or "No" are selected from the "Personal" screen, this status field is blank, and VES hides the "Attestation Date", "Start Date", "End Date", and "Reversal Reason" until the "Indian" field is set to "Yes" or "No" on the **Personal** screen. Native Americans receive free copays. In earlier versions of VES, VES did not accept "Indian" question updates because of copays, however, VES now accepts "Indian" question updates from the VOA 10-10EZ and VOA 10-10EZR, "ARE YOU AN INDIAN?" question even if the "Indian" status fields are already populated. VES verifies the "Indian" question on the **Demographics** → **Personal** screen, and displays the updated "Indian" status on the **Overview** screen.

4.5.2. Identity Traits

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 **Demographics** section.
3	Click the **Identity Traits** topic.
4	Scroll down to the **Self-Identified Gender Identity (SIGI)** field definition.
5	Confirm the updated **Self-Identified Gender Identity (SIGI)** field definition is correct and accurate. ***Self-Identified Gender Identity (SIGI):*** The gender by which the Veteran identifies. VES displays the SIGI value received from the Veteran's Online Application (VOA), but the value can be updated by VES users (who have permissions) or systems integrated with the Master Person Index (MPI).
6	Scroll down to the **Race** field definition.
7	Confirm the updated **Race** field definition is correct and accurate. ***Race:*** Race or racial group to which the Beneficiary belongs. Select all that apply. VES displays the applicant's Veteran's Online Application (VOA) choice for Race. Race is shared with VistA. Race is shared with VA Profile. ***Rules...*** 1. Race can be edited outside of "Add a Person" in VES. 2. An add or change to the "Race" field sends an update message to VistA and VA Profile. 3. VistA sends updates to VES when the "Race" field is modified. 4. Race is not a required field.
8	Scroll down to the **Ethnicity** field definition.
9	Confirm the updated **Ethnicity** field definition is correct and accurate.

Step	Action
	Ethnicity: The ethnicity to which the Beneficiary belongs. Select from the dropdown. VES displays the applicant's Veteran's Online Application (VOA) choice for Ethnicity. Ethnicity is shared with VistA. Ethnicity is shared with VA Profile. ***Rules...*** 1. Ethnicity can be edited outside of "Add a Person" in VES. 2. An add or change to the "Ethnicity" field sends an update message to VistA and VA Profile. 3. VistA sends updates to VES when the "Ethnicity" field is modified. 4. Ethnicity is not a required field.

4.5.3. Personal

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 **Personal** section (still under the **Demographics** section).
3	Scroll down to the **Indian** field definition.
4	Confirm the updated **Indian** field text is correct and accurate (third bullet). ***Indian:*** • "Yes", "No", and "No Data" radio buttons display. • "Yes" or "No" are the only user responses. "No Data" is the "no action taken has been taken to set the Indian status" default. • VES displays the Veteran's "Yes" or "No" response to the ARE YOU AN INDIAN? question from the 10-10EZ or 10-10EZR form. • Attestation Date, Start Date, End Date, and Reversal Reason are hidden until the "Indian" field is set to "Yes" or "No". • Start Date, End Date, and Reversal Reason are hidden until the "Indian" field is set to "Yes", and the Enrollment Status is VERIFIED. • A first reversal, which changes the "Indian" status from "Yes" to "No", provides an End Date and a Reversal Reason. A second reversal changes the "Indian" status from "No" back to "Yes", blanks out the End Date to reinstate the prohibition, and provides a Reversal Reason (Audit, Data Entry Error, Other, or Updated Attestation). • The Reversal Reason does not get shared with VistA or VA Profile. • A reversal does not remove the "Indian" status entirely. A reversal only changes the "Indian" status and provides Integrated Billing (IB) (through VistA), the information needed to reverse billing using the End Date field to reinstate or start the prohibition when "Enrollment Status" is VERIFIED, "Indian" is YES, and the "End Date" is blank. • The "Reverse Indian Designation" capability supports reversing the Indian status after it has been saved. Users must be granted this capability. Users without the "Reverse Indian Designation" capability will see an enabled "Indian" field when defaulted to "No Data", but the "Indian" field disables after the "Indian" field is set to "Yes" or "No" and saved. Users with the "Reverse Indian Designation" capability will see the Indian field as enabled and initially set by the Veteran's Online Application (VOA), VistA, or manually in VES.

4.5.4. Financials

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 **Financials** section.
3	Scroll down to the “Print 1010EZ” and “Print 1010EZR” fields definition.
4	Confirm the updated text of both field definitions are correct and accurate. ***PRINT 1010EZ:*** Click the **Print 1010EZ** button to print the Veteran’s populated 1010EZ form (July 2022) for the Income Year selected. VES prints all pages of the 10-10EZ form excluding the instruction sheets. VES prints all questions, choice options, and responses (where applicable) that are on the forms. Questions without responses are also printed. ***PRINT 1010EZR:*** Click the **Print 1010EZR** button to print the Veteran’s populated 1010EZR form (July 2022) for the Income Year selected. VES prints all pages of the 10-10EZR form excluding the instruction sheets. VES prints all questions, choice options, and responses (where applicable) that are on the forms. Questions without responses are also printed. **Note**: Clicking either **PRINT** button displays the form as a .pdf file in the browser window, at which time the user may elect to "Print" or "Save" the file.

4.5.5. Enrollment

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 **Enrollment** section (still under the **Person Search Tabs** section).
3	Click the **Veteran's Online Application** topic.
4	Confirm the updated **Veteran's Online Application** text is correct and accurate. **Veteran's Online Application** VES accepts, stores, and displays information received from the Veteran's Online Application (VOA) using the July 2022 version of the 10-10EZ form or 10-10EZR form. ***View:*** Click the **View** button to review the Veteran's July 2022 10-10EZ of 10-10EZR online application. Clicking either **PRINT** button displays the form as a .pdf file in the browser window, at which time the user may elect to "Print" or "Save" the file. VES prints all pages of the 10-10EZ or 10-10EZR forms excluding the instruction sheets. VES prints all questions, choice options, and responses (where applicable) that are on the forms. Questions without responses are also printed.

4.6. Updated TPA Message Log description

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 **Community Care** section.
4	Click the **TPA Message Log** topic.
5	Confirm the added note is correct and accurate. **TPA Message Log** [back to Community Care Determination] **Note:** Eligibility files are no longer created for Third-Party Administrator (TPA) contracts, but users can still access TPA Message Logs for Beneficiary troubleshooting tasks. On the TPA Message Log, users can view records sent to TPAs. However, because contractor searches are no longer at the patient level, the TPA Message Log is only accessed at the patient level on the patient record within the **Community Care Determination** screen. **Note:** TPA negative files are sent to TPA for deceased Veterans or Collaterals who were Community Care eligible.

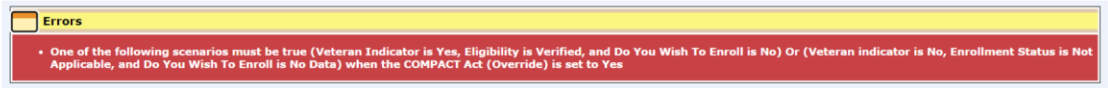
4.7. Updated VCE Description

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 **Admin** section.
3	Click the **VCE Parameter** topic. **Note:** Veteran's Choice Eligibility (VCE).
4	Confirm the updated VCE Parameters definition is correct and accurate. **VCE Parameters** Veteran's Choice Eligibility (VCE) parameters are data used by VES to evaluate either the course of action for a Veteran, or the predefined constraint determination (such as a Veteran's already calculated mileage from a VA medical center, or lives closest to a VA medical facility that does not offer comprehensive medical services). **IMPORTANT:** Changes to VCE parameter(s) will affect all eligible Veteran records; therefore, proceed with caution. When changing a VCE parameter, select a new VCE parameter and a desired effective date. VES will then determine when the ETL batch job runs, (as close to that desired effective date as possible). In most cases, records are processed over the weekend because VCE recalculations are only performed on weekends. All changes to VCE parameters are sent to Vista. Only VES users with special administrative permissions can modify VES parameters.

4.8. Updated COMPACT Act Error Message on UI description

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.
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"  COMPACT Act Error Message 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.

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.*