

# **Veteran Health Identification Card (VHIC 4.29)**

## **User Guide**



**Volume 5 – Card Replacement User**

**VHA Enrollment Services**

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# 1. Introduction

## 1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating a Veteran Health Identification Card replacement request using the VHIC application.

## 1.2. Document Orientation

### 1.2.1. Organization of the Manual

This User Guide is divided into sections to allow you to quickly obtain the information you need.

The first section will provide an overview of the documentation.

The second section explains what a VHIC is and what the eligibility requirements are.

The third section reviews the various user roles and their accessibility within the VHIC application and will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The fourth section will give the user step-by-step details of how to complete the Replacement Card Request. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Clerk must verify that the correct address is used, and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

## 1.3. Assumptions

This guide has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles required for the VHIC application.
- User is using Google Chrome or Microsoft Edge to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

## 1.3.1. Disclaimers

### 1.3.1.1. Software Disclaimer

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

### 1.3.1.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (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.

## 1.3.2. Documentation Conventions

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

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

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- Screen shot and section cross references will be seen in italic font (*such as this*)
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

## 1.4. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein is intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

**Table 1: Enterprise Service Desk Contact Information**

Veteran Health Identification Card 4.29

Issue	Contact Info
<b>For Provisioning Issues</b>	Contact the Enterprise Service Desk at (855) 673-4357, option 2. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
<b>For Proofing Issues</b>	Contact the Enterprise Service Desk at (855) 673-4357, option 2. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
<b>For All Other VHIC System Issues</b>	Contact the Enterprise Service Desk at (855) 673-4357, option 2 When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

## 2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC Clerks use to issue VHICs to enrolled Veterans.

**Figure 1: Example of what the VHIC looks like**



In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Person Index (MPI), which is managed by the Identity and Access Management (IAM) of the VA



### 3. Getting Started

#### 3.1. Roles Within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

For a complete list of Roles and Access levels please refer to the **VHIC Roles and Access** document.

#### 3.2. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the buttons that are located at the bottom of each screen instead of using the Browser’s built in Back button. Please do **NOT** use the *Back* button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.

#### 3.3. Logging On: VHA Enrollment System Link to VHIC

Once users are logged into the Enrollment System, an eligible user will be able to click on a hyperlink in the VHA Enrollment System and be directed to VHIC. Their VHIC role of Card Replacement User provides access to features in the VHIC application for VES Users use only.

Figure 2: VHIC VES Hyperlink



### 3.4. VHIC Home Screen

After the hyperlink has been selected, a second browser tab will be opened and VHIC Users will be directed to the Home screen assigned to their roles. To the eligible HEC VES users (Card Replacement Role), the Veteran Card Details page serves as their Home page for the application.

**Figure 3: VHIC VES User Home Page**

Home
Logged in as:

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

#### Veteran Card Details

**Veteran Identity**

Full Name	VETERAN M FOURTEEN
Date of Birth	
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22706

**Card Details**

Card ID	7713
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Destroyed
Current MVI Status	Unlinked
Current Print Status	Cancelled
Card Request Date	9/14/2018
Date of Mailing	
Expiration Date	9/14/2028
Mailing Address	33 SULLEY CIRCLE TEST1 ARCADIA, CA 91077 USA

#### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
6017	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M)	9/14/2020	VIC
6096	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6201	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6213	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	2/5/2018	USERONE
6215	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	10/31/2018	USERONE
6216	Destroyed	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M)	10/24/2019	USERONE
10824	Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C)	8/3/2020	USERONE

#### 3.4.1. Veteran Card Details Page

The Veteran Card Details page provides the latest Card Status information based on the card ID received from the VHA Enrollment System and provides capability to request a replacement VHIC card based on the business rules for card replacement.

The Veteran Card Details page is broken into three sections.

### 1. Veteran Identity Information

This section provides the Veteran Identity Information including:

- Veteran’s Full Name
- Date of Birth
- Gender
- Branch of Service
- Enrollment Status
- Person ID

**Figure 4: Veteran Identity Section**

Veteran Health Identification Card (VHIC)		Skip to Content
Home	Logged in as:	
Veteran Card Details		
-Veteran Identity-		
Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )	
Date of Birth	8/22/1985	
Gender	MALE	
Branch of Service	UNAVAILABLE	
Enrollment Status	Y	
Person ID	22993	

**NOTE:** If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in the below example.

**Figure 5. Veteran Identity Section with Preferred Name**

Veteran Health Identification Card (VHIC)		Skip to Content
Home	Logged in as:	
Veteran Card Details		
-Veteran Identity-		
Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )	
Date of Birth	8/22/1985	
Gender	MALE	
Branch of Service	UNAVAILABLE	
Enrollment Status	Y	
Person ID	22993	

### 2. Veteran Card Details

This section provides the Veteran Identity Information including:

- Card ID
- VISN
- Facility
- Current Card Status
- Current MPI Status

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- Current Print Status
- Card Request Date
- Date of Mailing
- Expiration Date
- Mailing Address

**Figure 6: Card Detail Section**

Veteran Identity	
Full Name	VAPATENT, ONE
Date of Birth	4/22/1953
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22542
Card Details	
Card ID	7526
VISN	B
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	REQUESTED
Current MVI Status	ACTIVE
Current Print Status	MAILED
Card Request Date	8/16/2018
Date of Mailing	09/25/2018
Expiration Date	8/8/2028
Mailing Address	241 ALLISON CT BAHAMA, NC 27503 USA

### 3. Veteran Card History

This section provides the Veteran Card Information including:

- Card ID
- Card Status
- MPI Status
- Print Status
- Print Message
- Card Status
- Change Date
- ID of User that facilitated last Card Status change

**Figure 7: Veteran Card History Section**

[Get Replacement Card](#)

**Veteran Card History**

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

## 4. Requesting a Replacement VHIC Card

### 4.1. Card Replacement Eligibility

The Card Replacement option is only available to veterans with an active VHIC card.

A card replacement request may not be made within 10 days of the submission of a previous card request.

If the replacement requirements are not met, the user will see a notification at the top of the page, and the [**Get Replacement Card**] button will be shown but greyed out and not available.

**Figure 8: Card Not Eligible for Replacement**

Home
Logged in as:

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

**Veteran Card Details**

**— Veteran Identity**

Full Name	VETERAN M FOURTEEN
Date of Birth	
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22706

**— Card Details**

Card ID	7713
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Destroyed
Current MVI Status	Unlinked
Current Print Status	Cancelled
Card Request Date	9/14/2018
Date of Mailing	
Expiration Date	9/14/2028
Mailing Address	33 SULLEY CIRCLE TEST1 ARCADIA, CA 91077 USA

Get Replacement Card

**Veteran Card History**

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
6017	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M)	9/14/2020	VIC
6096	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6201	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6213	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	2/5/2018	USERONE
6215	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	10/31/2018	USERONE
6216	Destroyed	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M)	10/24/2019	USERONE
10824	Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C)	8/3/2020	USERONE

If the card is Eligible for Replacement, the [Get Replacement Card] button can be seen and selected.

**Figure 9: Card Eligible for Replacement**

**Veteran Health Identification Card (VHIC)** Skip to Content

Home Logged in as: \_\_\_\_\_

### Veteran Card Details

**Veteran Identity**

Full Name	FOUR O MVIPATIENT (PREFERREDNAME)
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

**Card Details**

Card ID	14631
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	2/22/2023
Date of Mailing	02/28/2023
Expiration Date	9/26/2028
Mailing Address	123 SESAME STREET FRONT ROYAL, VA 22630 USA

[Get Replacement Card](#)

### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

## 4.2. Requesting a Replacement Card

This section will give the VES user the step-by-step details of the process to replace a card in VHIC.

## 4.2.1. VHIC Card Replacement Request

Once you have been transferred from the VHA Enrollment System to the VHIC system, review and verify all information found on the Veteran Card Details Page. When all details have been verified, click on the [Get Replacement Card] button.

**Figure 10: Select the Get Replacement Card Button**

Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

### Veteran Card Details

**Veteran Identity**

Full Name	FOUR O MVIPATIENT ( PREFERREDNAME )
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

**Card Details**

Card ID	14631
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	2/22/2023
Date of Mailing	02/28/2023
Expiration Date	9/26/2028
Mailing Address	123 SESAME STREET FRONT ROYAL, VA 22630 USA

[Get Replacement Card](#)

### Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

After clicking the [Get Replacement Card] button, you will be directed to the Veteran Identity Confirmation page. This screen displays the information retrieved from the Master Person Index (MPI) and the VHA Enrollment System (VES) for the selected Veteran.

The purpose of this screen is to verify the displayed information, select the reason for replacement, and to determine where the Veteran's card should be mailed.

Figure 11: Veteran Identity Confirmation Page

Home Logged in as:

Step 1  
Enter Search Terms

Step 2  
Select Veteran

Step 3  
Capture Veteran Image

Step 4  
Select Mailing Address

Step 5  
Save Card Request

**Veteran Identity Confirmation**

**Status**

Card Request Status: Replacement

Replacement Reason: Lost

---

**Veteran Identity Attributes**

First Name: FOUR

Last Name: MVPATIENT

Preferred Name: PREFERREDNAME

Date of Birth: 8/22/1985

---

**Requesting Facility Address**

Facility Name: ATLANTA VAMC

Facility Address: 1670 CLAIRMONT RD  
DECATUR, GA 30033 USA

---

**Address**

**Mail card to:**

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility ( 983 - CHYSHR )

Recipient: FOUR ONE MVPATIENT III

Street 1: 123 SESAME STREET

Street 2:

Street 3:

City: FRONT ROYAL

State: VA

Zip Code: 22630

Province:

Postal Code:

Country: USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

? Next



**NOTE:** If the Veteran has a Preferred Name on file it will appear in the Veteran Identity Attribute section as shown.

**Figure 12. Veteran Identity Attributes with Preferred Name**

Logged in as:

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

**Veteran Identity Confirmation**

Status  
Card Request Status Replacement  
Replacement Reason Lost

Veteran Identity Attributes  
First Name FOUR  
Last Name MVIPATIENT  
Preferred Name PREFERREDNAME  
Date of Birth 8/22/1985

Select the reason for replacement from the drop-down menu. Confirm the Veteran and Facility information and move down to the Address section of the screen to select where the replacement card will be delivered.

**Figure 13: Select Replacement Reason**

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

**Veteran Identity Confirmation**

Status  
Card Request Status Replacement  
Replacement Reason Lost

Veteran Identity Attributes  
First Name  
Last Name  
Preferred Name

NOT SELECTED  
Damaged  
Expired  
Incorrect Information  
Lost  
Poor Quality  
Stolen

**Figure 14: Select Mailing Address**

Requesting Facility Address

Facility Name ATLANTA VAMC

Facility Address 1670 CLAIRMONT RD

DECATUR, GA 30033 USA

Address

Mail card to:

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility ( 983 - CHYSHR )

Recipient FOUR ONE MVIPATIENT III

Street 1 123 SESAME STREET

Street 2

Street 3

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MPI
- Mail to the requesting facility If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out as seen in *Figure 15: Select Next Button to Continue*
- Mail to the preferred facility

**NOTE:** If Enrollment has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with VES, the Clerk **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

**NOTE:** If MPI has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MPI or VES, the Clerk **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

**NOTE:** If no preferred facility information has been received from VES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Clerk **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request

process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

**Figure 15: Select Next Button to Continue**

The screenshot shows the VA VHC application interface. At the top, it says "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" with the VA logo. Below that, it says "Veteran Health Identification Card (VHC)" and "Logged in as: [redacted]". There are navigation links: "Home", "Card Request", "Reports", "Card Management". A progress bar shows five steps: "Step 1: Enter Search Terms", "Step 2: Select Veteran", "Step 3: Capture Veteran Image", "Step 4: Select Mailing Address" (highlighted in yellow), and "Step 5: Save Card Request".

A red box highlights the following error messages:

- Bad requesting facility address for Facility ID 508 - no address available
- Bad preferred facility address for Facility ID 983 - no address available

The form is titled "Veteran Identity Confirmation" and contains the following sections:

- Status:** Card Request Status New
- Veteran Identity Attributes:**
  - First Name: VGTESTTHIRTYNIN
  - Last Name: TESTFOURTYNINE
  - Preferred Name: THIRTY
  - Date of Birth: 11/16/1960
- Requesting Facility Address:**
  - Facility Name: [redacted]
  - Facility Address: [redacted]
- Address:**
  - Mail card to:
    - Address received from Enrollment Services
    - Address received from MV
    - Requesting facility
    - Preferred facility
  - Recipient: VGTESTTHIRTYNIN TESTFOURTYNINE
  - Street 1: 10043 S AVENUE M
  - Street 2: [redacted]
  - Street 3: [redacted]
  - City: CHICAGO
  - State: IL
  - Zip Code: 60617-5911
  - Province: [redacted]
  - Postal Code: [redacted]
  - Country: USA

At the bottom, there is a question: "Is the address displayed on screen where the Veteran is to receive his/her new VHC card?" and two buttons: "Back" and "Next".

You will be directed to the Save Card Request page (*Figure 20: Save Card Request*) which gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service-connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

#### **4.2.1.1. Branch of Service**

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*decline is the default option*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the VHA Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.

**NOTES:**

- Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one or decline to show any logo.
- The Preferred Name listed on the preview screen will not be printed on the card. It is only housed in the VHIC system.

**Figure 16: Branch of Service Selection**

The screenshot shows a five-step process for creating a Veteran Health Identification Card (VHIC). Step 5, 'Save Card Request', is the current step. The form displays 'Veteran Card Details' for a user named VGTESTONE T TESTTHIRTEEN. A red arrow points to the 'Branch Of Service' section, which includes radio button options for various military branches and a 'Veteran Declines Branch of Service Logo' option. Other fields include service status, card number, member ID, and date of birth.

Veteran Card Details			
Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398875
Purple Heart	N	ICN	1012896256V941508
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/8/1950


**Branch Of Service**

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

**NOTE:** If the Veteran has a Preferred Name on file, it will appear as seen in below. Though Preferred Name appears in the system; it does NOT appear on the VHIC card at this time.

**Figure 17. Branch of Service Selection Preferred Name Highlighted**

**Veteran Card Details**



**Name as it will appear on card:**  
VGTESTONE T TESTTHIRTEEN

**Preferred name:**  
THIRTEEN

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398875
Purple Heart	N	ICN	1012896256V941508
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/8/1950

#### 4.2.1.2. Mailing Address Verification

Veterans with a foreign mailing address, have different postage requirements. To ensure they are handled appropriately, select the check box indicating Foreign mailing address.

**Figure 18. Veteran With Foreign Mailing Address**

Step 1  
Enter Search Terms


Step 2  
Select Veteran

Step 3  
Capture Veteran Image

Step 4  
Select Mailing Address

Step 5  
Save Card Request

**Veteran Card Details**



**Name as it will appear on card:**  
VGTESTFIFTYONE TESTSIXTYTHREE

**Preferred name:**

Service Connected	Y	Card Number	
Medal of Honor	N	Member ID	2110317517
Purple Heart	N	ICN	1013629589V434443
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	12/26/1955

**Address card will be mailed to:**  
 VGTESTFIFTYONE TESTSIXTYTHREE  
 214 ZARAGOZA HIGHWAY  
 28850, MADRID SPAIN

**Foreign mailing address?**

**Branch Of Service**

Space Force

Veteran Declines Branch of Service Logo

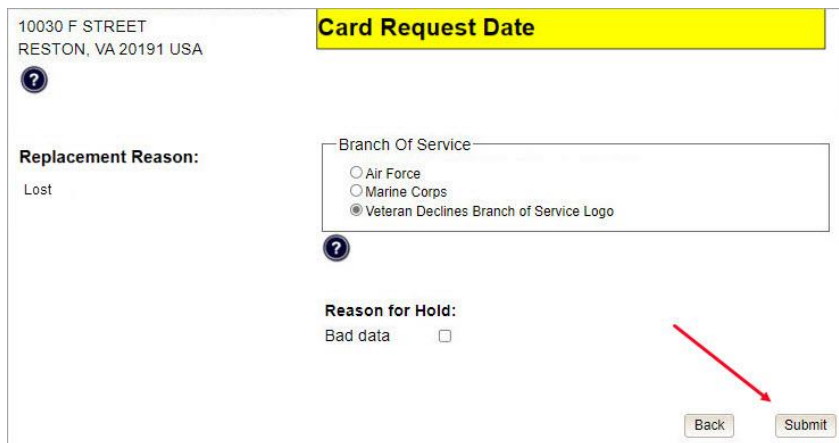
A pop-up message will appear asking you to confirm the **Foreign Address** Setting. Click **[Yes]** to continue or **[Cancel]** to return.

**Figure 19. Confirm Foreign Address Setting**



After the card and information have been confirmed, click the **[Submit]** button at the bottom of the page to advance the request.

**Figure 20: Save Card Request**



### 4.2.1.3. Photograph Verification

After reviewing and approving the card details the VHIC user will click the **[Submit]** button. A pop-up box will appear requiring the clerk to acknowledge that they have approved the final picture that will be submitted for card printing. Selecting ok will allow the process to continue and submitting the request possible.

**Figure 21: Validate Veteran Photo**

The screenshot displays a web interface for validating a veteran's photo. A central dialog box titled "Validate Veteran Photo" contains the text: "I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features." Below this text are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red box. In the background, the main form shows a preview of a VA ID card with a photo of a man. To the right of the preview is a table of service information:

Service Connected	Y	Card Number	
Medal of Honor	N	Member ID	2110317517
Purple Heart	N	ICN	1013629589V434443
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	12/26/1955

Below the table, the name as it will appear on the card is "VGTESTFIFTYONE TESTSIXTYTHREE". Other fields include "Preferred name:", "Address card will be mailed to:" (with address: VGTESTNINETYFIVE TESTSIX, 2-19-23 AOBADAI, MEGURO, TOKYO 153-0042 JPN), "Foreign Mailing Address?" (checked), "Replacement Reason:" (Lost), and "Reason for Hold:" (Bad data). A yellow bar at the bottom right says "Pending". At the bottom right of the main form, there are "Back" and "Submit" buttons, with a red arrow pointing to the "Submit" button.

Should a new photograph be needed, the user selects **[Cancel]** and will need to refer the veteran to the VHIC office for a new photo and replacement card.

**Figure 22: Photo Does Not Meet VHIC Standards**

The screenshot displays a web interface for validating a veteran's photo. A central dialog box titled "Validate Veteran Photo" contains the text: "I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features." Below this text are two buttons: "OK" and "Cancel". The "Cancel" button is highlighted with a red box. In the background, the main form shows a preview of a VA ID card with a photo of a woman. To the right of the preview is a table of service information:

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107346530
Purple Heart	N	ICN	1012991005V582194
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
			508
		Birth	8/22/1985

Below the table, the name as it will appear on the card is "FOUR O MVIPATIENT III". Other fields include "Address card will be mailed to:" (with address: VGTESTNINETYFIVE TESTSIX, 2-19-23 AOBADAI, MEGURO, TOKYO 153-0042 JPN), "Foreign Mailing Address?" (checked), "Replacement Reason:" (Lost), and "Reason for Hold:" (No Branch of Service is available). A yellow bar at the bottom right says "Pending". Below the "Pending" bar, the text "Card Request Date" is highlighted in yellow.

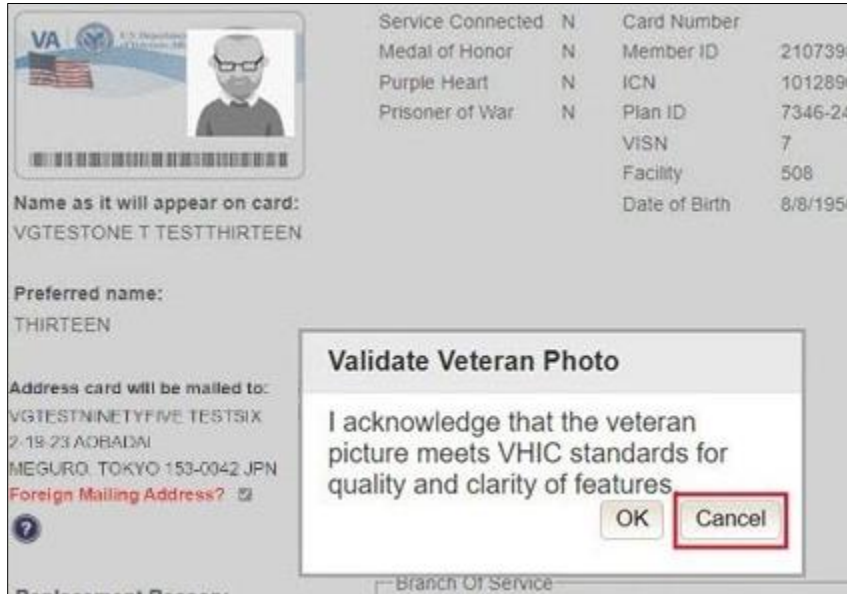


**NOTE:** Greyscale pictures are not permitted to appear on the VHIC card.

Should the Veteran photo be Black and White or Greyscale, the **VES User** should select the **[Cancel]**

And refer the veteran to the VHIC office.

**Figure 23: Cancel Black and White Photo**



Once veteran photo has been approved and the **[Submit]** button selected the request will now show a Submitted status.

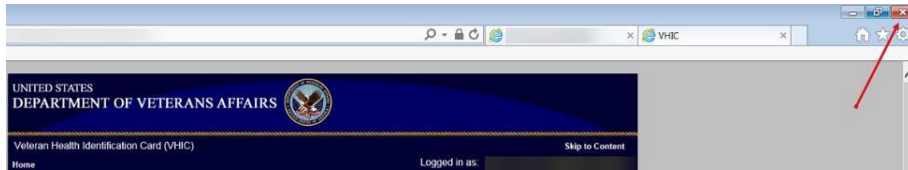
Upon submission, a Card Number will be generated as well as an Expiration Date and Card Request Date. The colored field will change from yellow to green and the corresponding Card Status will change from Pending to Submitted as seen below.

**Figure 24: Card Request Submitted**



This action has been completed. To exit the application, click the [X] button to close this browser window.

**Figure 25: Close Browser Window**



**NOTE:** If the veteran does not have an EDIPI number, the card request will be marked as Pending and saved for thirty (30) days. A request will be generated for HC IdM to investigate and resolve once you select the hold button.

**Figure 26: Pending Request No EDIPI**

A screenshot of a web form for a pending card request. The form includes the following fields and sections:

- Address card will be mailed to:** CURTIS SPENCER, 1217 MARLBORO DR, LITTLE ROCK, AR 72201 USA.
- Card Status:** Pending
- Card Request Date:** (empty field)
- Branch Of Service:** Radio buttons for 'Navy' and 'Veteran Declines Branch of Service Logo' (selected).
- Replacement Reason:** Lost
- Reason for Hold:** No EDIPI (highlighted with a red box). Below it is 'Bad data' with a checkbox.
- Buttons:** 'Back' and 'Hold' (indicated by a red arrow).

A Confirmation message will appear, select the [OK] button.

**Figure 27: On Hold Request Confirmation Box**

A screenshot of a confirmation message box with the following text:

Card requests placed on-hold require manual release due to one or more of the following reasons:  
ES is unavailable, eligibility pending, or bad data.

The On-Hold report under the Reports tab is available for tracking these requests.

At the bottom, there are two buttons: 'OK' (highlighted in blue) and 'Cancel'.

The VHIC REQUEST ON HOLD – EDIPI request number will be displayed in a message that can be used for tracking purposes in the Tool Kit. Should anything prevent the card hold from resolving in 30 days an email will be generated to the VHIC Team for additional action.

**Figure 28: HC IdM Request Confirmation**

No EDIPI assigned to this Veteran. A service request for EDIPI generation has been created for ICN=1012662733V270774. Request #1005248802

**Veteran Card Details**

Service Connected Y Card Number 11476  
 Medal of Honor N Member ID  
 Purple Heart N ICN 1012662733V270774  
 Prisoner of War N Plan ID 7346-243-588  
 VISN 7  
 Facility 508  
 Date of Birth 6/6/1952  
 Expiration Date

Name as it will appear on card:  
 CURTIS SPENCER

Address card will be mailed to:  
 VGTSTNINETYFIVE TESTSIX  
 2-19-23 AOBADAI  
 MEGURO, TOKYO 153-0042 JPN  
 Foreign Mailing Address?

Card Status **Saved On Hold**  
 Card Request Date **11/17/2020**

Reason for Hold:  
 No EDIPI

Replacement Reason:  
 Lost

If a second request is generated before the thirty (30) days, the user will get a message indicating that a request is open in the system.

**Figure 29: Active Request Exists in System Message**

A service request for EDIPI generation already exists - please allow time for completion.

**Veteran Card Details**

Service Connected N Card Number 12273  
 Medal of Honor N Member ID  
 Purple Heart N ICN 1012991008V153263  
 Prisoner of War N Plan ID 7346-243-588  
 VISN 7  
 Facility 508  
 Date of Birth 4/4/1987  
 Expiration Date 9/26/2028

Name as it will appear on card:  
 SIX F MIPATIENT

**NOTE:** If the VA received an imprecise Date of Birth, such as Month/year instead of Month/Date/Year. A request needs to be created for HC IdM remediation. Select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for thirty (30) days and generate the remediation request for HC IdM.

**Figure 30: Reason for Hold: No EDIPI**

The screenshot shows the 'Veteran Card Details' form. On the left, there is a placeholder for the card image and a barcode. Below it, the name 'THREE M MIPATIENT' is displayed. The mailing address is 'VGTESTNINETYFIVE TESTSIX 2-19-23 AOBADAI MEGURO, TOKYO 153-0042 JPN'. A 'Foreign Mailing Address?' checkbox is checked. The 'Replacement Reason' is 'Lost'. On the right, a table lists service details: Service Connected (N), Medal of Honor (N), Purple Heart (N), Prisoner of War (N), Card Number, Member ID (2107710011), ICN (1013020501V903479), Plan ID (7346-243-588), VISN (7), and Facility (508). The 'Date of Birth' field is highlighted with a red box. A yellow banner indicates 'Card Status Pending' and 'Card Request Date'. Below this, it states 'No Branch of Service is available'. The 'Reason for Hold' section has 'Invalid Date of Birth' selected, with a red arrow pointing to it. At the bottom right, there are 'Back' and 'Hold' buttons, with the 'Hold' button highlighted by a red box.

A Confirmation request message will appear, select the **[OK]** button.

**Figure 31: On Hold Request Confirmation Request**

The dialog box contains the following text: 'Card requests placed on-hold require manual release due to one or more of the following reasons: ES is unavailable, eligibility pending, or bad data.' Below this, it says 'The On-Hold report under the Reports tab is available for tracking these requests.' At the bottom, there are two buttons: 'OK' (highlighted in blue) and 'Cancel'.

The screen will change showing that the Card Request Status has been updated and saved.

**Figure 32: Saved on Hold**

The screenshot displays the 'Veteran Card Details' page. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request), which is highlighted with a yellow arrow. The main content area is titled 'Veteran Card Details' and contains a preview of the card, a list of service details, a mailing address, and a status box. A red arrow points to the 'Card Status' box, which is highlighted in orange and contains the text 'Card Status Saved On Hold' and 'Card Request Date 03/04/2021'. Below this, there is a message 'No Branch of Service is available' and a 'Reason for Hold' section with two options: 'Eligibility Pending' and 'Invalid Date of Birth'.

Veteran Card Details			
Service Connected	N	Card Number	11943
Medal of Honor	N	Member ID	2107710011
Purple Heart	N	ICN	1013020501V903479
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	
		Expiration Date	

**Card Status** **Saved On Hold**  
**Card Request Date** **03/04/2021**

No Branch of Service is available

**Reason for Hold:**  
Eligibility Pending  
Invalid Date of Birth