

# **Veterans Health Administration (VHA) Enrollment System (VES) 6.11**

## **User Guide**



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**Department of Veterans Affairs (VA)**

**Office of Information and Technology (OIT)**

## Revision History

**NOTE:** The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
10/15/2024	50.0	<p><b>VES 6.11</b> added the following:</p> <ul style="list-style-type: none"> <li>• Project References updated, pg. 3</li> <li>• VES Site Correlation (New ADD Treatment Facility button)               <ul style="list-style-type: none"> <li>○ Person Search Tabs → Facility pg. 13</li> </ul> </li> <li>• VES Enable Edit for Employer Details, Mother's Maiden Name and Place of Birth               <ul style="list-style-type: none"> <li>○ Person Search Tabs → Financials → Dependents → Add/Edit Spouse → Edit Dependent Spouse pgs. 13-14</li> </ul> </li> <li>• International Phone Numbers – Phase 1               <ul style="list-style-type: none"> <li>○ Person Search Tabs → Addresses pgs. 14-15</li> </ul> </li> <li>• Persian Gulf Deployed Indicator               <ul style="list-style-type: none"> <li>○ Person Search Tabs → Military Service pgs. 15-16</li> </ul> </li> </ul>	BAHSW

## Artifact Rationale

A User Guide is a required end-user document if pertinent to your product. The project manager, as the authoritative source and in consultation with the technical writer, determines if a User Guide is a required artifact for the product. The purpose of this document is to assist the intended audience, which includes all users of the system, interface, or application described within the document, such as VistA end-users. It should be updated to reflect the contents of the most recently deployed software. The sections documented herein are required if applicable to your product; additional sections can also be added as needed. It contains 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.

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# 1 Introduction

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

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

VES is one component of the "system of systems" needed to implement the VistA/GUI Hybrids (formerly HealthgVet) 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**

Identify the roles for which this guide was written, and the job functions it addresses. 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 Disclaimers

### 1.2.5.1 Software Disclaimer

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

### 1.2.5.2 Documentation Disclaimer

This manual provides an overall explanation and functionality of Veterans Health Administration (VHA) Enrollment System (VES) 6.11.



**DISCLAIMER: The appearance of any external hyperlink references in this manual does *not* constitute endorsement by the Department of Veterans Affairs (VA) of this Website or the information, products, or services contained therein. The VA does *not* exercise any editorial control over the information you find at these locations. Such links are provided and are consistent with the stated purpose of this VA Intranet Service.**

## 1.2.6 References and Resources

Refer to the following VES references:

- VES 6.11 Release Notes
- VES 6.11 Online Help

## 2 System Summary

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

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## 2.1 System Design Document

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

## 2.2 User Access Levels

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

## 2.3 ESM Application Information System Contingency Plan

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

## 2.4 ESM Project Artifacts (VDL)

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

# 3 Getting Started

## 3.1 VES Layout

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

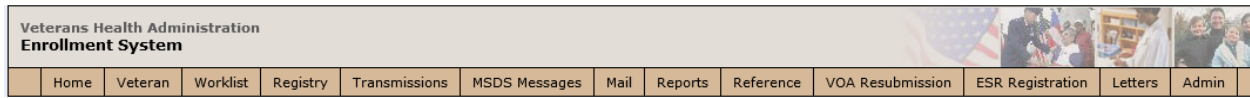
### **Menu Bar**

Menu Bar is where utility buttons for VES are located.

From the Menu Bar, users view Worklists, perform Veteran Merges, perform Health Level 7 (HL7), Community Care Network (CCN), Third-Party Administrator (TPA) and Military



Service Data Sharing (MSDS) Message Searches, Load Registries, do an Undeliverable Mail Search, Generate/View Reports, Reference Thresholds/Enrollment Group Threshold (EGT) Settings, view Veterans Online Application (VOA) Re-submissions, Search and Add a New Person, and perform general Administrative functions such as enable or disable Veterans Community Care Eligibility (VCE) parameters.



**Figure 1: Menu Bar**

### **Summary**

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

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



**Figure 2: Summary with a Sensitive Record**

### **Person Search Tabs**

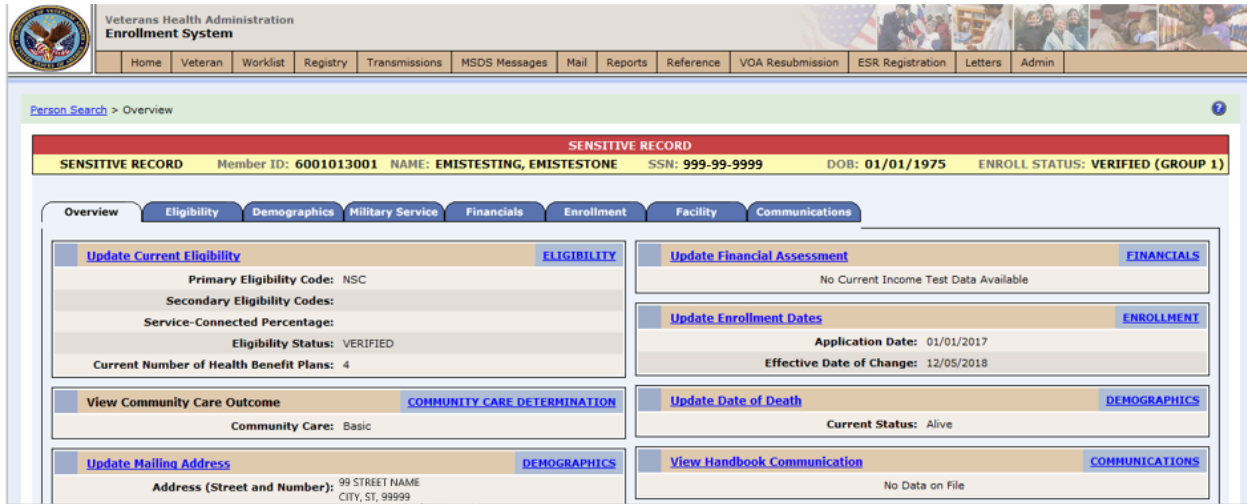
Person Search Tabs are the area of the screen where the user may access the various kinds of information on record for the beneficiary to aid in determining his or her eligibility for enrollment in the VA healthcare system.



**Figure 3: Person Search Tabs**


**NOTE:** The terms Veteran, beneficiary, patient, and applicant are used interchangeably throughout VES. While not all applicants are Veterans or patients, not all applicants are beneficiaries either. Whether they are a Veteran, patient or

beneficiary is determined AFTER the application for benefits is received and processed.



**Figure 4: Summary and Main Screen on VES**

### Sorting Columns

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


316 Total - Page (1 of 7). [First][Prev] 1 [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next][Last]

<a href="#">CCN Transmission Date</a>	<a href="#">Status</a>	<a href="#">Type</a>	<a href="#">Contractor</a>	<a href="#">Record Count</a>	<a href="#">Comments</a>
04/02/2021 2:23:04PM	Sent	Daily	All	0	<a href="#">Add/Edit</a>


**Figure 5: Sorting Columns**

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


## 3.2 VES Online Help

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

## System Help:

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

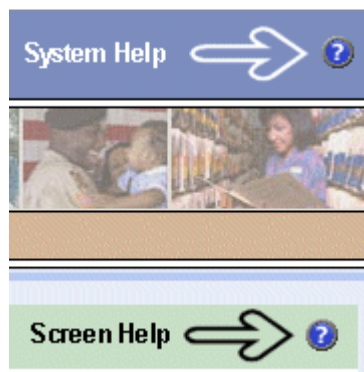
## Screen Help:

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

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

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





## VES Online Help Tool Bar

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

### Table of Contents:



Contents displays an expanded table of contents.

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

### Index:



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

## **Search:**

Search provides a way to explore the content of the VES Online Help and find matches to VES-defined words. Unlike Index that lists author-defined keywords such as terms, synonyms, and cross-references, Search lists words used within the content of topics. To find a topic in which the word appears, click the letter link to display the words that begin with the letter being searched for. Words that appear once are in bold. Words that appear in multiple topics are listed with numbers. Click on a number to display the topic in the right-hand pane in which the word appears.

## **Glossary:**

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

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

## **Other buttons and functions**

### **Hide/Show the left pane**

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

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

### **Browser Toolbar**

Since there is not a browser toolbar at the top of the VES Online Help window, right-click within VES Online Help window and select either **Back** or **Forward** to go back and

forward through the history of visited topics, print a topic, or perform other tasks available within the Windows context-sensitive commands.

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

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

### **WebHelp Build Date**

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

### **Adjusting the main screen and TOC size**

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

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

### ***Navigating Help Topics***


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

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### ***Links (Online Help)***

- \* symbol indicates a required field in the Online Help.
- ★ symbol indicates a required field in the user guide.
- ❌ symbol is displayed when a submitted field has an error.

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




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

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### 3.3 508 Compliance & Accessibility

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

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

Simple interface patterns that allow you to expand and collapse content can be helpful accessibility aids as they give users the choice of revealing content to read it, or bypassing the content, making page navigation more efficient for screen-reader users and people using the keyboard or alternative input devices.

#### 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 text-to-speech output or a Braille display.	<a href="#">JAWS Keystrokes</a>
ZoomText Magnifier / Reader	Magnifies VES screens to varying levels and assists Veterans with screen reading.	<a href="#">ZoomText Tutorial</a>
Dragon Naturally Speaking	Through dictating VES functions, assists disabled Veterans with VES document downloads and exports.	<a href="#">Dragon NaturallySpeaking User Documentation</a>

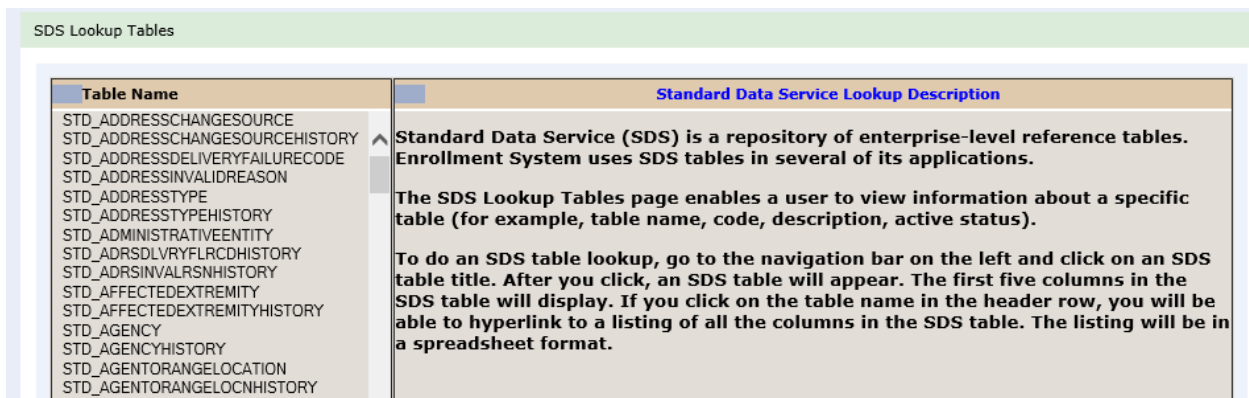
If you have questions or comments regarding Adobe RoboHelp 2022 accessibility, please contact the [Adobe Accessibility Team](#) and provide feedback on their feedback form. For further information on Adobe accessibility, please refer to the following link:

<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 6.11

Please refer to VES 6.11 additions below in the Online Help.

### 4.1 VES Site Correlation (New ADD Treatment Facility button)

#### 4.1.1 Person Search Tabs → Facility

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help
2	Click the <b>Facility</b> section.
3	Confirm the following information has been added:  <div data-bbox="224 1339 1474 1602" style="border: 1px solid purple; border-radius: 15px; padding: 10px;"><p><b>Add Button:</b></p><p>The Add Button allows users to select a new Treatment Facility from the drop down box. This button allows users to add a new treatment facility without changing the primary facility.</p></div> <p style="text-align: center;"><b>Figure 8: Facility Add Button Option</b></p> <p>Confirm the following text been removed from the Online Help:</p>



Step	Action
	<div style="border: 2px solid purple; border-radius: 15px; padding: 10px;"> <p><b><i>Date of Last Visit:</i></b> The Beneficiary's last Outpatient Visit date to the medical facility.</p> <p><b><i>Number of Outpatient Days:</i></b> The number of outpatient days the Beneficiary had during the Means Test or Copay period.</p> </div> <p><b><i>Add Button:</i></b> The Add Button allows users to select a new Treatment Facility from the drop down box. This button allows users to add a new treatment facility without changing the primary facility.</p> <p style="text-align: center;"><b>Figure 9: Date &amp; Outpatient Days (Removed Text)</b></p>

## 4.2 VES Enable Edit for Employer Details, Mother's Maiden Name and Place of Birth

### 4.2.1 Person Search Tabs → Financials → Dependents → Add/Edit Spouse → Edit Dependent Spouse

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help.
2	Click the <b>Financials</b> section.
3	Click the <b>Dependents</b> section.
4	Click the <b>Add/Edit Spouse</b> section.
5	Click the <b>Edit Dependent Spouse</b> section.
6	Confirm the following information has been added:

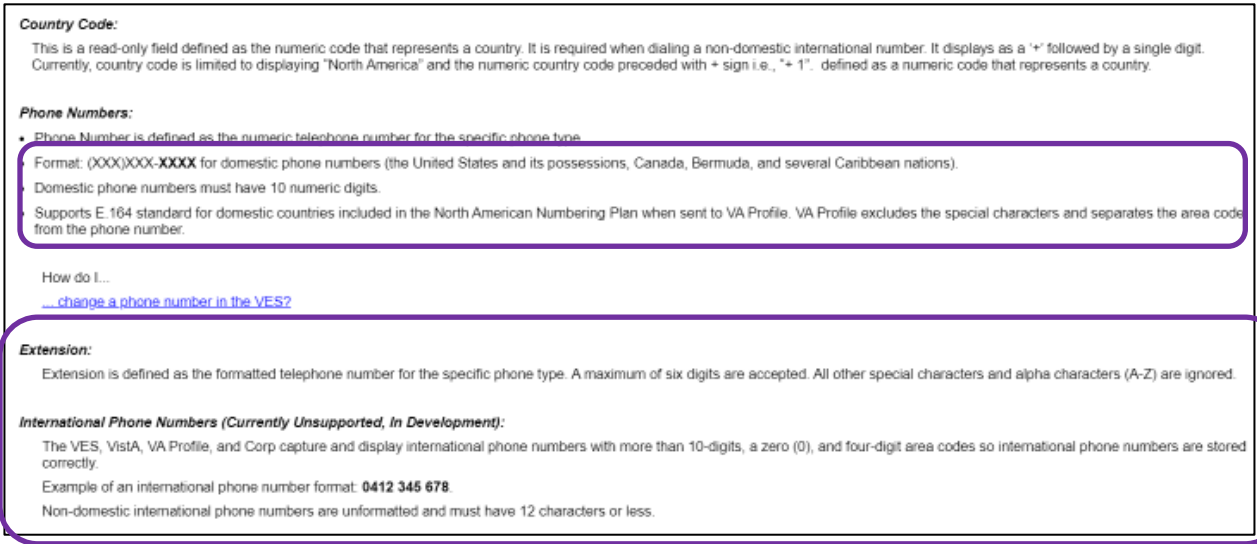
Step	Action
	<div data-bbox="386 262 1344 793" style="border: 1px solid black; padding: 10px;"> <p><b>Maiden Name:</b></p> <p>Spouse <i>Maiden Name</i> is defined as the spouse's family name prior to the marriage.</p> <div data-bbox="446 415 764 556" style="border: 2px solid purple; border-radius: 15px; padding: 5px;"> <p><b>Editable Fields:</b></p> <ul style="list-style-type: none"> <li>a. Mother's Maiden Name</li> <li>b. City (Place of Birth)</li> <li>c. State (Place of Birth)</li> </ul> </div> <p>This data is shared with VistA.</p> <p><b>Rules...</b></p> <p>Acceptable format is free text 1-35 characters.</p> <p>Spouse Maiden Name is not a required field.</p> </div> <p style="text-align: center;"><b>Figure 10: Maiden Name Editable Fields</b></p> <div data-bbox="224 934 1466 1348" style="border: 1px solid black; padding: 10px;"> <p><b>Employment Status:</b></p> <p>Spouse employment status is defined as the current employment status of the spouse.</p> <div data-bbox="277 1031 1130 1073" style="border: 2px solid purple; border-radius: 10px; padding: 2px;"> <p>If <i>Employment Status</i> is set to "Employed" all <b>Employer Detail</b> fields may be edited.</p> </div> <p>If <i>Employment Status</i> is set to "Retired" the <b>Date of Retirement</b> field may be edited.</p> <p>If <i>Employment Status</i> is changed to "Unknown" or "Not Employed" the following field values will be deleted:</p> <ul style="list-style-type: none"> <li>• Employer Name</li> <li>• Employer Address: Once the spouse has been completely registered, the "Employer Address" field is no longer available and not enabled. VistA can still add the employer address after registration.</li> <li>• Employer Phone</li> <li>• Date of Retirement</li> </ul> </div> <p style="text-align: center;"><b>Figure 11: Employment Status</b></p>

## 4.3 International Phone Numbers – Phase 1 Updates

### 4.3.1 Person Search Tabs → Demographics → Addresses

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help.

Step	Action
2	Click the <b>Demographics</b> section.
3	Click the <b>Addresses</b> section.
4	<p>Confirm the following information has been added:</p>  <p><b>Country Code:</b> This is a read-only field defined as the numeric code that represents a country. It is required when dialing a non-domestic international number. It displays as a "*" followed by a single digit. Currently, country code is limited to displaying "North America" and the numeric country code preceded with + sign i.e., "+ 1". defined as a numeric code that represents a country.</p> <p><b>Phone Numbers:</b></p> <ul style="list-style-type: none"> <li>Phone Number is defined as the numeric telephone number for the specific phone type.</li> <li>Format: (XXX)XXX-XXXX for domestic phone numbers (the United States and its possessions, Canada, Bermuda, and several Caribbean nations).</li> <li>Domestic phone numbers must have 10 numeric digits.</li> <li>Supports E.164 standard for domestic countries included in the North American Numbering Plan when sent to VA Profile. VA Profile excludes the special characters and separates the area code from the phone number.</li> </ul> <p>How do I... <a href="#">...change a phone number in the VES?</a></p> <p><b>Extension:</b> Extension is defined as the formatted telephone number for the specific phone type. A maximum of six digits are accepted. All other special characters and alpha characters (A-Z) are ignored.</p> <p><b>International Phone Numbers (Currently Unsupported, In Development):</b> The VES, Vista, VA Profile, and Corp capture and display international phone numbers with more than 10-digits, a zero (0), and four-digit area codes so international phone numbers are stored correctly. Example of an international phone number format: <b>0412 345 678</b> Non-domestic international phone numbers are unformatted and must have 12 characters or less.</p>

**Figure 12: Phone Numbers**

## 4.4 Persian Gulf Deployed Indicator

### 4.4.1 Person Search Tabs → Military Service

Confirm the following Online Help updates.

Step	Action
1	Click the <b>Person Search Tabs</b> section on the table of contents on the Online Help.
2	Click the <b>Military Service</b> section.
3	Confirm the following information has been added:

**Persian Gulf Indicator:**

The title of the dropdown field is "Persian Gulf Indicator Manual Override Reason".

The Persian Gulf manual override indicator and comments field are only displayed to users who have the "Edit Persian Gulf Indicator Manual Override" capability.

The indicator displays the following options:

- i. Yes
- ii. No
- iii. Unknown

**Note:** Unknown shall be displayed when the indicator is set to null.

Persian Gulf Indicator field will be a "read only" field by default. VES includes an expandable Persian Gulf Indicator Manual Override field titled "Persian Gulf Indicator Manual Override"

The indicator shall have the following options:

- i. Yes
- ii. No
- iii. No data

The title of the dropdown field is the Persian Gulf Indicator Manual Override Reason". The Persian Gulf manual override indicator and comments field can only be displayed to users **who have** the "**Edit Persian Gulf Indicator Manual Override**" capability.

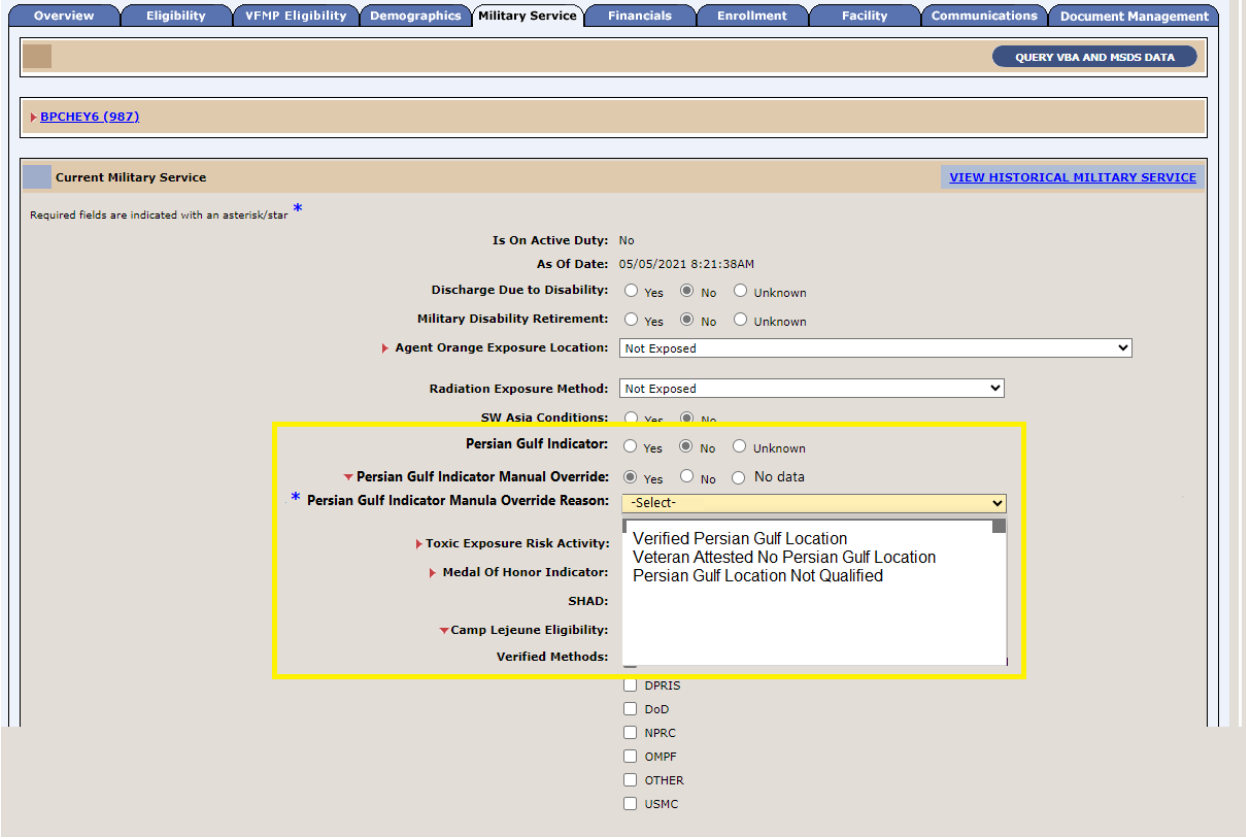
The dropdown includes the following options:

- i. Verified Persian Gulf Location
- ii. Veteran Attested No Persian Gulf Location
- iii. Persian Gulf Location Not Qualified

A dropdown selection is required if the **Persian Gulf Indicator Manual Override = Yes**

- i. "A Persian Gulf Indicator Manual Override Reason must be set when the Persian Gulf Indicator is set to Yes"
  - 1. **Error Message:** "A Persian Gulf Indicator Manual Override Reason must be set when the Persian Gulf Indicator is set to Yes"
- ii. If the Persian Gulf Indicator = Yes and the Manual Override Reason = "Veteran Attested No Persian Gulf Location" the following error message shall be displayed:
  - 1. **Error message:** "Persian Gulf Indicator must be No when the Persian Gulf Indicator Manual Override Reason is set to "Veteran Attested No Persian Gulf Location"
- iii. If the Persian Gulf Indicator = Yes and the Manual Override Reason = "Persian Gulf Location Not Qualified" the following error message shall be displayed:
  - 1. **Error message:** "Persian Gulf Indicator must be No when the Persian Gulf Indicator Manual Override Reason is set to "Persian Gulf Location Not Qualified"

**Figure 13: Persian Gulf Indicator**

Step	Action
	 <p>The screenshot shows the 'Current Military Service' section of the VES interface. The 'Persian Gulf Indicator' is set to 'No'. The 'Manual Override Reason' dropdown menu is open, displaying three options: 'Verified Persian Gulf Location', 'Veteran Attested No Persian Gulf Location', and 'Persian Gulf Location Not Qualified'. Other visible fields include 'Agent Orange Exposure Location' (Not Exposed), 'Radiation Exposure Method' (Not Exposed), and 'SW Asia Conditions' (No).</p>

**Figure 14: Persian Gulf Indicator (VES)**