

Meet the Veteran Health Identification Card

Frequently Asked Questions

Must I be enrolled in the VA Health Care System to receive a Veteran Health Identification Card (VHIC)?

Yes. Only enrolled Veterans can request a VHIC.

What if I am NOT enrolled?

We encourage you apply for enrollment:

- Online at www.va.gov/health-care/apply/application/introduction.
- Over the phone by calling 1-877-222-VETS (8387) between 8:00 a.m. and 8:00 p.m., Eastern, Monday through Friday.
- In person at your local VA facility.
- By mailing a completed and signed [VA Form 10-10EZ](#) to:
Health Eligibility Center (HEC)
PO Box 5207
Janesville, WI 53547-5207



I have a Veteran Identification Card (VIC). Is this the same as the VHIC?

No, the Veteran ID Card (VIC) is available to Veterans who do not have a VHIC, a retirement card issued by DoD or a driver's license with a Veteran designation. It is not a VA health care identification card and cannot be used to access VA health care.

I served in more than one branch of the military. Can I have all of my military service emblems displayed on my VHIC?

No. Due to space limitations, only one branch of service can be displayed on your card.

Why is my branch of service, POW or service connection status not on my VHIC?

When your card was requested, the enrollment system may not yet have received an update with your new service connection, POW status, branch of service or Purple Heart status. You may need to take documentation to your medical facility to update the enrollment system. You can request a new card once the VHIC clerk confirms that the information can be seen on the VHIC application.

What do I do if I lose my VHIC?

There are 3 ways to request a replacement VHIC:

1. Online at <https://eauth.va.gov/accessva/>,
2. In person at your local VA facility, or
3. By phone at 1-877-222-VETS (8387)

My VHIC will soon expire. When may I apply for a replacement card?

A Veteran may apply for a card replacement within one year of the printed expiration date.

I recently requested a VHIC. How soon will I receive my VHIC in the mail?

Due to possible USPS delays:

- For U.S. domestic requests, please allow 7 - 14 days.
- For international requests, please allow 21 - 30 days.

For more information, contact your local VA Medical Center for assistance.