

VA Mobile - Living Roadmap: Claims + Appointments MVP (3 months to build)

● High confidence ● Moderate confidence, some risk ● Needs more discovery & testing

MVP Purpose	Veterans who are already engaged with VA can do claims and health transactions quickly				
Area	Claims & Appeals	Notifications	Authentication & Profile	VA Help	Appointments
Outcome	Veterans can quickly see claims status & do a few claims tasks	Veterans can receive timely push notifications	Veterans can login & update their profile quickly	Veterans can quickly get in touch with VA facilities or crisis line	Veterans can see their appointments
	<div><div>● View claims and appeals status</div><div>● National call center</div><div>● Display when additional evidence is needed</div><div>● Scan docs to upload to claim<ul style="list-style-type: none">● Camera functionality● Flow to take photo, flatten, fix perspective● Support for attaching docs to a claim</div></div>	<div><div>● Push notifications<ul style="list-style-type: none">● Interface with notifications-engine project to get events from backend● Push notification service provider</div><div>● Appointment notifications</div><div>● General VA notifications</div></div>	<div><div>● Biometric login</div><div>● Share app with other Vets</div><div>● Profile<ul style="list-style-type: none">● View VA.gov profile information● Edit VA.gov profile information● Display documents from VA.gov profile</div></div>	<div><div>● Facility Locator</div><div>● Veterans Crisis Line</div></div>	<div><div>● View past and future appointments</div></div>
Results to measure	Time on task, usage	Opt-in rate, open rate, click/dismiss rate	Time to login, persistence of login, referrals	Task completion	Usage

Aquisition Metrics

MVP North Star Metric

Post MVP →

Health
Veterans can quickly access digital VA health tools
<div><div>● Secure Messages<ul style="list-style-type: none">● View all messages● View and respond to a message● Compose message</div><div>● View, refill prescriptions<ul style="list-style-type: none">● View active medications● View details for a medication, submit refill</div></div>