

VA Mobile - Living Roadmap: Claims + Appointments MVP (6 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

Post MVP →

Health

Veterans can quickly access digital VA health tools

● View claims and appeals status

● National call center

● Display when additional evidence is needed

● Scan docs to upload to claim

● Camera functionality

● Flow to take photo, flatten, fix perspective

● Support for attaching docs to a claim

● Push notifications

● Interface with notifications-engine project to get events from backend

● Push notification service provider

● Claims notifications

● Claim status change

● Additional evidence needed

● General VA notifications

● Appointment notifications

● Biometric login

● Share app with other Vets

● Profile

● View VA.gov profile information

● Edit VA.gov profile information

● Display documents from VA.gov profile

● Facility Locator

● Veterans Crisis Line

● View past and future appointments

● Secure Messages

● View all messages

● View and respond to a message

● Compose message

● View, refill prescriptions

● View active medications

● View details for a medication, submit refill

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