

Design review

Sprint 5 — June 24, 2022

Agenda

- Health Hub
 - Veterans research findings
 - Next steps
- 1095-B
 - Content office hours
 - Accessibility review
 - Notifications flow

Health Hub — Veterans IA Tree Test Research Findings

Background and goals

As the team considers where to include the Health Apartment on VA.gov, this research is an effort to update and improve the benefits-related information architecture of VA.gov.

Goals:

How we might create an experience that allows Veterans to easily find the content and tools they need based on where they are in their VA health care journey:

- learning about the benefit
- applying for the benefit
- getting started with the benefit
- or managing their care and health benefits?

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Veteran journey & OCTO-DE

How this research maps back to **Veteran journey**:

- Primary point in the Veteran journey: “Taking care of myself”
- Secondary points: “Starting up,” “Putting down roots,” “Retiring,” and “Aging”

OCTO-DE goals this research supports:

- Veterans and their families can find a single, authoritative source of information
- Veterans can manage their health services online
- Logged-in users have a personalized experience, with relevant and time-saving features

Participant Demographics

Hypothesis 0: 51 completed

Hypothesis 1: 50 completed, 3 abandoned

Baseline: 47 completed

81 participants are enrolled in VA health care.

Findings may not include the range of perspectives from the following underserved Veteran groups:

- Have a cognitive disability
- Live in a rural area
- Have other than honorable discharge
- Are of immigrant origin
- Identify as Latinx or Asian
- Use assistive technology

Health Hub IA Tree Test (Veterans)

final # of participants		151	# of AT users							0	# of no shows							3
Category	%	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14	
Age 55-64+	50.00%	76	78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Cognitive Disability	50.00%	76	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mobile user	50.00%	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rural	25.00%	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
No degree	25.00%	38	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other than honorable	21.00%	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Immigrant origin	17.00%	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Women	10.00%	16	74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Expat (living abroad)	0.40%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Race	Based on VA's projected statistics																	
Black	15.00%	23	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hispanic	12.00%	19	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biracial	3.90%	6	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Asian	3.00%	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Native	0.30%	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LGBTQ+	LGBTQ+ Veterans are 5 times as likely to have PTSD																	
Gay, lesbian, or bisexual	--%	1	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Transgender	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nonbinary, gender fluid, gender	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

[Participant tracker](#)

Initial findings

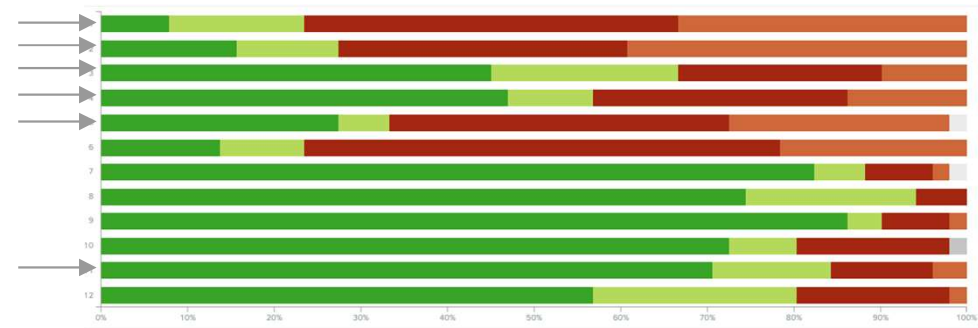
1. Hypothesis 1 performed better on “get” tasks
2. Hypothesis 0 performed better on “manage” tasks
3. For participants without VA health care, Hypothesis 1 performed better
4. For both hypotheses, Task 9 had the highest success rate*
5. Task 5 had the lowest success rate for both hypotheses*

*Task 6 was eliminated from analysis

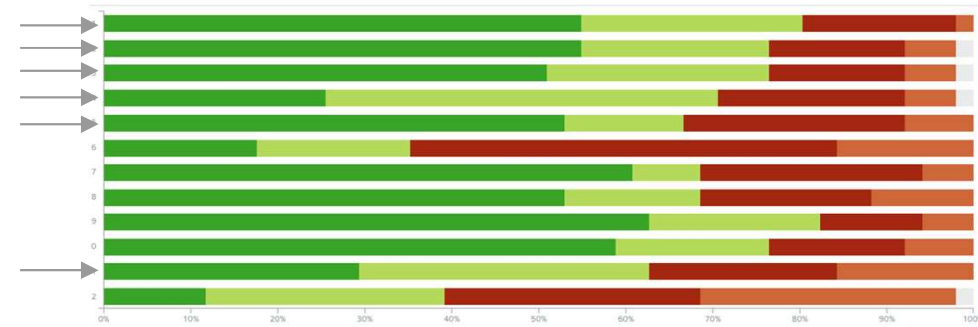
Initial finding #1

Overall, Hypothesis 1 performed better on “get” tasks

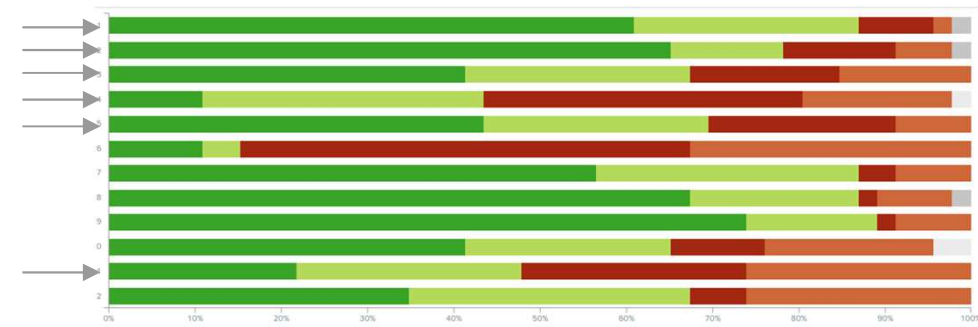
- First click after “VA benefits and health care”
 - **Task 1 (Eligibility):** “Health care” (71%)
 - “Service member benefits” (20%)
 - **Task 2 (Enrollment):** “Health care” (78%)
 - “Service member benefits” (6%)
 - **Task 3 (Dental):** “Health care” (86%)
 - “Service member benefits” (12%)
 - **Task 4 (Mental health):** “Health care” (78%)
 - “Service member benefits” (12%)
 - **Task 5 (Copay):** “Health care” (88%)
 - “Service member benefits” (4%)
 - **Task 11 (Community care):** “Health care” (90%)
 - “Community providers” (4%)



Hypothesis 0



Hypothesis 1

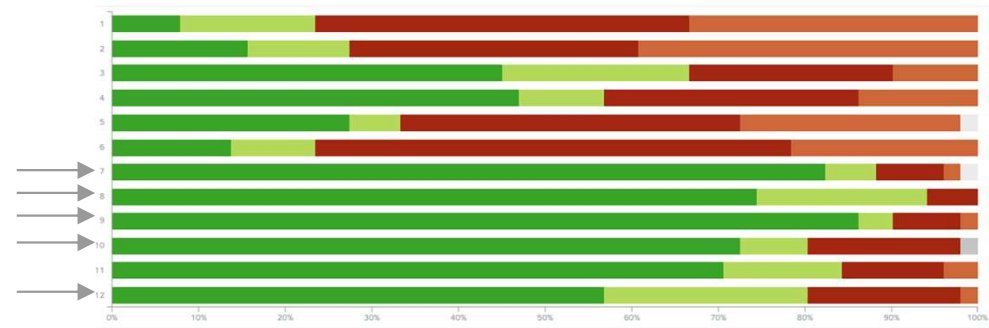


Baseline

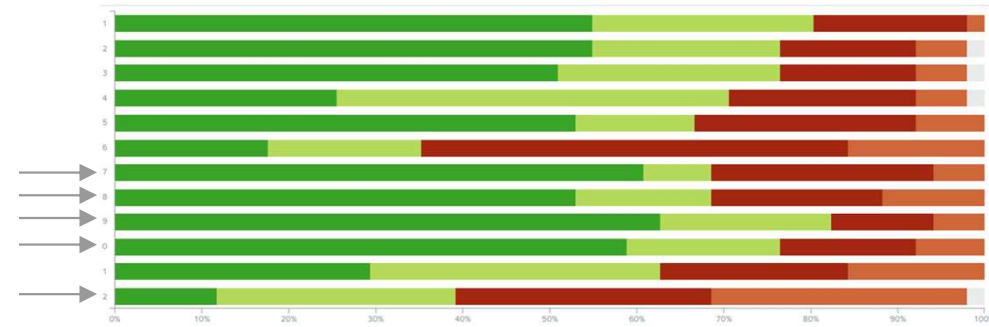
Initial finding #2

Hypothesis 0 performed better on “manage” tasks

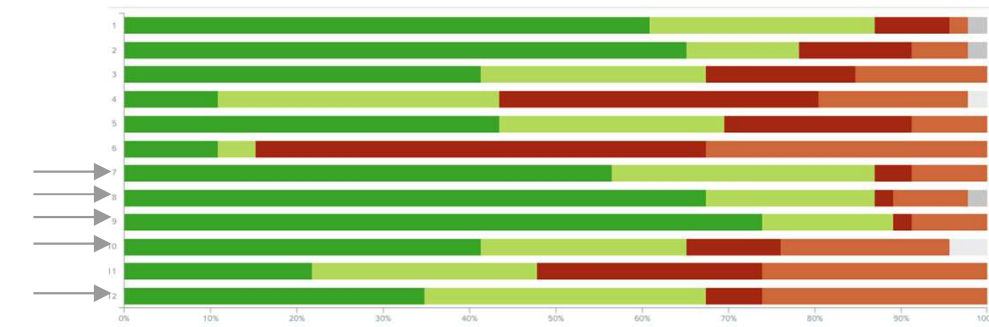
- First click after “VA benefits and health care”
 - **Task 7 (Records):** “My Health” (65%)
 - “Records” (33%)
 - **Task 8 (Billing):** “My Health” (84%)
 - “Service member benefits” (4%)
 - **Task 9 (Prescriptions):** “My Health” (90%)
 - “Service member benefits” (2%)
 - **Task 10 (Messaging):** “My Health” (86%)
 - “VA health” (8%)
 - **Task 12 (Travel pay):** “My Health” (86%)
 - “Service member benefits” (6%)



Hypothesis 0



Hypothesis 1



Baseline

Initial finding #3

For participants without VA health care, Hypothesis 1 performed better.

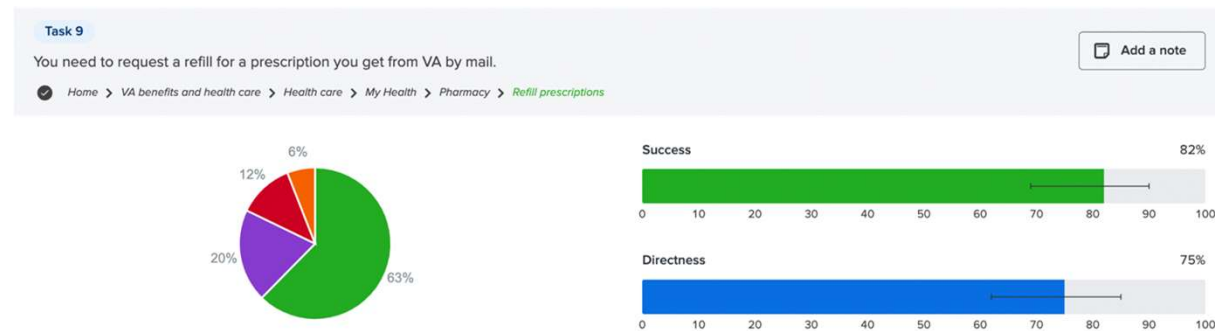
- With the high success rate of “get” tasks, it makes sense that participants without health care
- In both hypotheses, participants without health care performed had greater success completing the “get” tasks.

Initial finding #4

Task 9 had the highest success rate



Hypothesis 0



Hypothesis 1

Initial finding #5

Task 5 had the lowest success rate



Hypothesis 0



Hypothesis 1

More to come...

- June 17: Recruiting more caregivers began
- July 5: Estimated close of caregivers studies
- **July 8:** Design Review—Complete research synthesis (with recommendations) with Veterans and Caregivers

1095-B

Updates:

1. Content/Design review and approval
2. Accessibility Analysis
3. Notifications: Determining best course of action.

Content Review/Approval

The design updates have been reviewed for content and design and approved by the Sitewide & IA team

- Some minor edits to copy have been made
- “Information Alert Box” component deemed the appropriate component for use in this case.
- “Go Paperless....” copy determined to be effective and appropriate language.

The screenshot shows the VA website's 'Records' section. The main heading is 'Download your IRS 1095-B tax form'. Below this, it states: 'Download your 1095-B IRS tax form to show proof that you had VA health coverage in the most recent tax year.' It also mentions 'Related to: Health care' and 'Document last updated: November 5, 2021'. A prominent blue button says 'Download your 1095-B tax form (PDF)'. Below the button, a note says: 'To open your form, you'll need the latest version of [Adobe Acrobat Reader](#). It's free to download.'

There is a section titled 'Choose paperless delivery' with an information icon. It says: 'We mail you a paper copy of your 1095-B form each year. If you want to stop getting paper forms, you can choose paperless delivery. We'll email or text you once a year when your new form is ready to download.' Below this is a blue arrow button with the text 'Go to your VA.gov profile to choose 1095-B paperless delivery'.

Another section titled 'How to use your form' provides instructions: 'Keep this form for your records. Due to changes in the Affordable Care Act (ACA), you no longer need a 1095-B tax form to file your federal taxes.' It includes a link 'Learn more about the ACA and your VA health care'. A 'Note' states: 'Some states have their own individual health care law. If you don't have health coverage, you may be charged a fee when you file your state taxes.' It lists states: California, Massachusetts, New Jersey, Rhode Island, and Vermont. At the bottom, it says 'As of January 2022, these states and the District of Columbia have their own health care law:' and provides a link 'Learn more about the state health care laws on HealthCare.gov'.

Accessibility Analysis

The team reviewed the populated 1095-B PDF document with Angela Fowler.

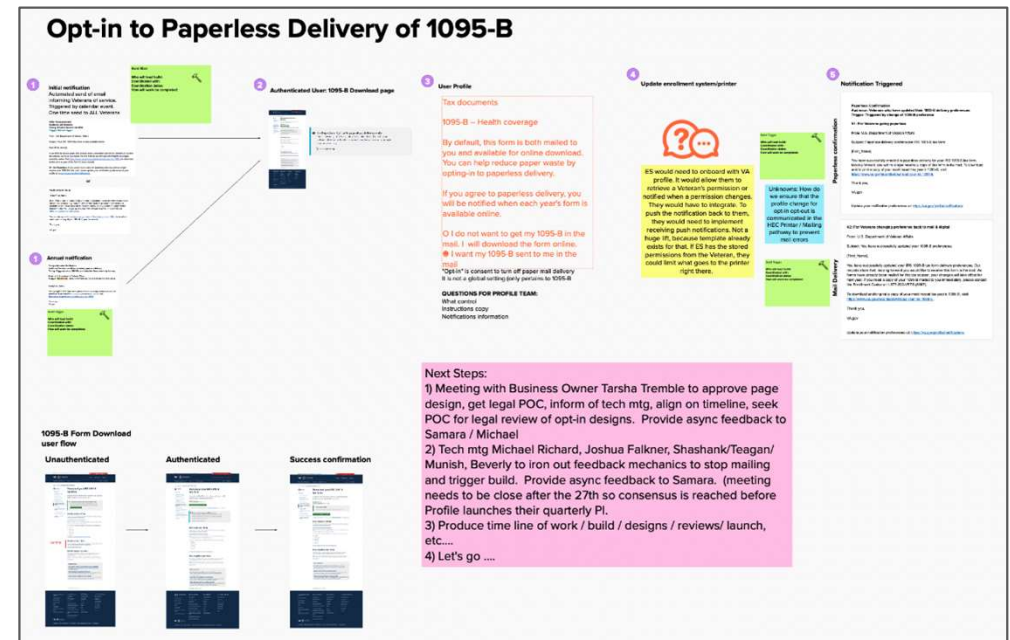
- The document in its original state is accessible to the screen reader, but following processing/data population, it loses that accessibility
- Next step is to understand what happens during document flattening that makes content inaccessible and solutions.

Options to investigate:

- **Create pdf in API without flattening (preferred)**
- Use HTML version instead of PDF version of 1095-B form
- Store entire PDFs in database as sent to us by Enrollment System
- Generate our own PDF replica from scratch

Notifications Process Map

- 6/16 spoke with Beverly Nelson, VANotify
- 6/17 spoke with Samara Strauss, VA Profile
- 6/23 synced with VANotify & Profile teams to discuss building triggers (Beverly Nelson, Michael Richard)
- Built process map based on details around flow that we received from VANotify & Profiles team.
- Annotated communication plan with government legal requirements.
- Outlined next steps that will need to be taken for technical on our side and profiles teams



Updated documentation

HEC Documents

IRS 1095-B Tax Form (Proof of Health Coverage)
User Guide



April 2022
Department of Veterans Affairs
Office of Information and Technology (O&T)

IRS 1095-B Tax Form (Health Coverage)

In compliance with the Affordable Care Act (ACA), the IRS 1095-B tax form is provided to Veterans and the IRS to show proof of health coverage through the VA. Your 1095-B, like other tax documents, shows your name, address and social security number. It also shows a checked box for every month that you had health coverage through the VA for the previous year.

Changes to the Affordable Care Act (ACA) have gotten rid of the fine for not having health coverage, so, in most cases the 1095-B will simply be a document to keep for your records. Some states, however, still have their own individual health care law and may fine you for not having health coverage. You should check with your local state or tax professional to find out.

Need a copy of your 1095-B?

Currently the VA mails a copy of the 1095-B tax form out to enrolled Veterans at the beginning of the year between December and March. You may also sign up for paperless delivery of this form and/or download a copy from your records on va.gov. To get a copy of your 1095-B online, visit: <https://www.va.gov/records/download-your-irs-1095-b>

If you have additional questions around the 1095-B and your VA health care coverage or see an error on the form, you can call us on the Health Benefits Hotline toll-free at 1-877-222-VETS (3837). Someone is available Monday through Friday, 8:00 am until 8:00 pm (EST) to answer your questions and assist in fixing any errors on your form.



IRS 1095-B Tax Form (Health Coverage)
Frequently Asked Questions

When and how do I get a copy of my 1095-B tax form?
Currently the VA mails a copy of the 1095-B tax form out to enrolled Veterans at the beginning of the year between December and March. It is also available online for download from your records at: <https://www.va.gov/records/download-your-irs-1095-b>

You will receive the form by the mail pretty promptly, right in the paperless delivery. You can select this option via the link on the 1095-B download page or by updating the notification preferences setting in your profile on va.gov.

What do I need to do with the 1095-B?
No additional steps need to be taken with this form. The 1095-B is provided for you to reference while completing the Health Care Individual Responsibility questions on your tax return form. Afterwards, you may file your 1095-B away with other tax documents, or have no need to be submitted with your return.

What if information on my 1095-B is incorrect or my information has changed?
If you notice an incorrect address on your 1095-B, the nearest you can correct this is to update your contact information in your profile on va.gov. Once updated, a new 1095-B should be available for download within a business day.

If other changes need to be made to my 1095-B, how long will it take to get a new one?
No changes need to be made to the 1095-B. The 1095-B is provided for you to reference while completing the Health Care Individual Responsibility questions on your tax return form. Afterwards, you may file your 1095-B away with other tax documents, or have no need to be submitted with your return.

If I have to make a change to my 1095-B, how long will it take to get a new one?
Changes to a return, address, or other information on the 1095-B are processed and are reflected in the online PDF version of the form. Updating other personal information such as date of birth or social security number will take additional processing time and may take up to 30 business days for the return to receive an updated copy of the 1095-B.

What is required to receive a 1095-B?
All veterans provided health coverage through the VA will receive a copy of their IRS 1095-B tax form. Even if you are not in the VA or your previous health care, you will still receive the form if you are enrolled.

If I received a 1095-B, am I required to file taxes?
No, if you are not under a tax filing requirement, you do not have to file a tax return solely because you received the 1095-B tax form. It is simply provided in compliance with the Affordable Care Act as proof of health coverage.

Do I need to wait to file my taxes until I receive my 1095-B?
No, while the information on your 1095-B may assist in preparing a return, it is not required. Veterans should not wait for the form and file their returns as they normally would.

How long do I need to keep my 1095-B on file?


Product Guide: Call Center Review

IRS 1095-B Tax Form (Health Coverage)

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Cover Letter

VA  U.S. Department of Veterans Affairs
Veterans Health Administration

<Date Printed>

<VPID>
<First Name> <Middle Name or Middle Initial> <Last Name> <Suffix>
<Address 1>
<Address 2>
<Address 3>
<City> <State>, <Zip>

<FIRST NAME> <LAST NAME>

Please keep this letter and the enclosed tax form for your <tax year> tax records.

The Affordable Care Act (ACA) requires the Department of Veterans Affairs (VA) to notify enrolled Veterans of their period of health care coverage during the previous calendar year. The law also requires VA to provide this notification to the Internal Revenue Service (IRS).

Enclosed you will find your IRS 1095-B tax form, which documents your VA health care period of coverage during <tax year>. No additional steps need to be taken with this document. The federal tax penalty for not having health coverage has been removed, but some states still have specific filing requirements. Follow your local state IRS instructions, as applicable, for completing the Health Care Individual Responsibility information on your tax return form.

Download this Form Online
Get a digital copy of your 1095-B at www.va.gov/records/download-your-irs-1095-b. If you would like to save paper, you can also opt-in for digital only delivery for this form.

Get Help and More Information
If you need to change the address on your 1095-B, you can do so by logging into your VA.gov profile and updating your contact information; a new form will be available for download within 4 business days.

If you need additional help or have questions, call us toll-free at 1-877-222-VETS (8387) Monday through Friday, 8:00 am until 8:00 pm (EST). You may also find additional information regarding the ACA on VA's website at www.va.gov/health-care/about-affordable-care-act/. For more information regarding the ACA's tax implications, visit www.irs.gov/Affordable-Care-Act/Individuals-and-Families.

Thank you for your service to our Nation.

Sincerely,
Director, Health Eligibility Center
VHA Member Services

702-800A
Apr 2022

<https://mostudio.box.com/s/jaqtxyzg1vwbgth1luh9lbzuum33ji18b>

Next Steps

- Send copy and designs to Tarsha for review (if needed)