VA HEALTH BENEFITS EXPERIENCE JOURNEY MAP

	GETTING O	TTING OUT					STARTING UP				TAKING CARE OF MYSELF		
	Learn about VA health care	Decide to register for VA health care	Research eligibility requirements	Apply for a discharge upgrade	Wait for decision from VA	Access VA mental health services	Apply for health care	Receive a service- connected disability rating	Wait for a decision from VA	Manage whole health	Update health benefits information	Change in VA priority group and/or disability rating*	
TOUCHPOINTS	Transition Assistance Program (TAP) VA.gov About health benefits		VA.gov About health benefits			RE VAMC RE Vet Center	10-10EZ form		status tool	RF VAMC RF Pharmacy Pharmacy tool Appointments Messages Copay and travel pay Medical Records		* Veteran may need to learn how these changes affect copay rates and benefits received	
BRIGHT SPOTS										Veterans have a good experience with the care they receive at a VA medical center. Veterans trust the MyHealtheVet brand because it offers the fastest, easiest method to complete tasks.			
PAINT POINTS	Unaware of what benefits are available or how to apply Receive a lot of information about all of VA's benefits during TAP. Most information may not apply until later in Veteran Journey resulting in knowledge loss							Confused by the nuanced ways disability and health care eligibilty differ		Difficulty with the fragmented experience between MHV, eBenefits and VA.gov. This fragmentation is inaccessible for those with cognitive impairments. Caregivers develop workarounds to effectively manage health needs when sharing one MHV account with their Veteran.		Periodical updates to priority groups and/or disability ratings add complexity and confusion in how to maximize health benefits	
THIS MOMENT MATTERS BECAUSE													