Veteran Health Identification Card (VHIC)

Release Notes

VHIC 4.2.0.6

February 2014

Department of Veterans Affairs

Office of Enterprise Development

Preface

Purpose of the Release Notes

The Release Notes document describes the enhancements and/or defects addressed in VHIC 4.2.0.6.

Reference Numbering System

This document uses a numbering system to organize its topics into sections and show the reader how these topics relate to each other. For example, section 1.3 means this is the main topic for the third section of Chapter 1. If there were two subsections to this topic, they would be numbered 1.3.1 and 1.3.2.

This numbering system tool allows the reader to more easily follow the logic of sections that contain several subsections.

Contents

1.   Overview

The 4.2 Release of the Veterans Health Identification Card (VHIC) web application addresses a number of issues that were discovered after the national rollout in September 2013 as outlined below:

- Improved ability to meet industry standards relevant to identification cards

- Removal of the Social Security Number (SSN) from the card to eliminate identity risk

- Allow clinical applications to support positive patient identification with the card

- On-screen guidance for improved photo capture to support the end-user when capturing the Veteran image

- Improved reliability surrounding the Veteran in-person proofing process

- Hover-Over help text providing more specific user guidance for the application screens

- Ability to designate the Veteran Branch of Service on the physical card

- Addition of the following status reports necessary for supporting local, regional, and VHIC program operations:

  1. Card Status - Card Status Report

  2. Card Status - Print Release Status Report

  3. Cards Printed without EDIPI

  4. Card Issued Multiple Times - Summary Report

  5. Card Issued Multiple Times - Detail Report

2.   Defect Fixes with Remedy Tickets

2.1.   INC000000903802 - Veteran address does not match ESR Vista after 48 hours.

Issue

When a VHIC Associate processed a card request for a Veteran, VHIC may retrieve incorrect information from the Enrollment system by using an inactive correlated identifier found in the Master Veteran Index (MVI).

Solution

When VHIC gets correlated identifiers from MVI, only active (A) records will be included in the response. Including the passive identifiers affects picking the right correlation data out of MVI, affecting address verification through the ESR.

2.2. INC000000903985 - VHIC request file should be sent to the Card Print Vendor daily.

Issue

After national rollout in September 2013, the card requests were accumulated, yet halted production of the cards until this release. The card request file was not sent to the Print Vendor.

Solution

The VHIC card request file will be sent to the Print Vendor after VHIC 4.2.0.6 release.

2.3. INC000000924560 - The totals reported under VHIC reports does not seem to be right.

Issue

The totals reported under VHIC reports are not accurate.

Solution

Report performance improved and report content/layout updated per Business requirements to include additional information.

2.4. INC000000930579 - The information in VHIC reports is not correct.

Issue

Report information is not accurate.

Solution

Report performance improved and report content/layout updated per Business requirements to include additional information.

2.5. INC000000931627 - A single facility or the whole VISN for Card Request, the site links will not open.

Issue

When the user selects a single facility or the whole VISN for card request, the site links will not open.

Solution

Report performance improved and report content/layout updated per Business requirements to include additional information.

2.6. INC000000936582 - Sites report an error stating the Veteran is not eligible for a VIC.

Issue

The user reports getting an error stating the Veteran is not eligible for a VIC.

Solution

When VHIC gets correlated identifiers from MVI, only active (A) records are included in the response.

Including the passive identifiers affects picking the right correlation data out of MVI, affecting eligibility verification through ESR.

2.7. INC000000944333 - The standard bar code apps for phones are able to pull the full SSN off the Veteran ID cards.

Issue

The standard bar code applications for phones are able to pull the full SSN off the Veteran ID cards.

Solution

The SSN is removed from the barcode.

3.   Enhancements

The following section is an overview of the enhancements for VHIC users that have been added in the VHIC 4.2.0.6 release.

3.1.   On-screen guidance to support the end-user when capturing the Veteran image

Issue

The Veteran photo must meet VA photo requirements.

Solution

On-screen guidance for capturing photo improves the photo quality and lets the user know what photo requirements must be met.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Enter Search Terms	Select Veteran	Verify Identity Attributes	Proof Veteran	Capture Veteran Image	Save Card Request

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Capture

- Face must be straight forward
- No closed eyes
- No dark glasses (can't see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)

3.2. Improved Online Help

Issue

The system shall support improved online and context-sensitive help.

Solution

The VHIC application provides context-sensitive help to assist the user throughout the issuance of the card request.

Please see the context-sensitive help example below.

3.3. Ability to Designate the Veteran Branch of Service on the Physical Card

Issue

Provide Card Vendor with military branch of service information to be displayed on the face of the VHIC card.

Solution

- The military branch of service (BOS) information is retrieved from the ESR to be displayed in the VHIC application.

- If multiple BOSs are available, the VHIC User has to verify with the Veteran which BOS should be displayed on the face of the card.

- The VHIC application passes the BOS to the Print Vendor.

- The Veteran has the option to decline displaying the military BOS on the VHIC card.

3.4. Additional Status Reports

Issue

Leverage existing report capabilities to support local, regional, and VHIC Program operations.

Solution

The reports listed below are added to measure usage, effectiveness, and other aspects of VHIC application.

3.4.1. Card Status Report

The Card Status - Status Report is provided for four card/card request statuses listed below.

Status	Status Description
Active	The card is active.
Inactive	The card is deactivated.
Processing	The Print Facility is processing the card request.
Request	The card is sent to the print facility.

The Card Status - Print Release Status report is provided for the nine card request statuses listed below.

Status Code/Reason Code Description

Release Status	Release Status Description
Cancelled	Request is cancelled
Error	Request error: data integrity
Hold	Request is on-hold
Ineligible	Request ineligible for card; phone and data stored
Mailed	Request processed, card has been mailed
Printing	Card Print Site prints the card
Received	Request has been received by Card Print Site
Rejected	Request rejected by Card Print Site
Sent	Request has been sent to Card Print Site

3.4.2. Cards Printed without EDIPI

The Card Printed without EDIPI report shall provide the actual card count of VHIC cards issued to Veterans without an EDIPI populated on the card within the selected date range.

3.4.3. Card Issued Multiple Times

- Summary Report
- Detail Report

This report provides information on cards that have been requested on more than one occasion for the same Veteran. The user can specify the maximum of Card Requests to search for. The results returned will be equal to or greater than the maximum of Card Requests entered.

Summary Report summarizes information by VISN/Facility.

Detailed Report provides detailed Veteran information.

3.   Related Documents

The VA software Documentation Library (VDL) website will contain the VHIC 4.2.0.6 Release Notes and the updated VHIC User Guide. This website is usually updated within 1–3 days of the patch release date.