

Department of Veterans Affairs (VA)

Veteran Health Identification Card (VHIC)

**VHIC 4.4
Release Notes**



January 2015

Revision History

Date	Version	Description	Author
1/15/2015	1.0	Initial Version	Jason Boire and David Willis

Table of Contents

Table of Contents	ii
1. Overview	1
2. Defect Fixes with Remedy Tickets.....	1
3. Enhancements	1
3.1 On Hold Card Requests.....	1
3.2 Address Handling Improvements.....	1
3.3 Image Upload	2
4. Related Documents	2

1. Overview

The 4.4 Release of the Veterans Health Identification Card (VHIC) web application provides enhancements to the application as outlined below:

- On Hold Card Requests
- Address Handling Improvements
- Image Upload

2. Defect Fixes with Remedy Tickets

No defect fixes with Remedy Tickets were included in this release.

3. Enhancements

The following section is an overview of the enhancements for VHIC users that have been added in the VHIC 4.4 release.

3.1 *On Hold Card Requests*

Issue

The VHIC Application card issuance workflow has been modified to streamline the card request processing time and ensure system availability to successfully issue a card by adding an On Hold feature.

Solution

- If Enrollment Services and/or Identity Proofing are unavailable, VHIC will allow the card request process to continue.
- Partially completed requests will be placed on hold, allowing a clerk to continue the process later.
- The partially complete card request that was placed on hold shall be retrievable to users authorized to create a VHIC card request (VHIC Associate, VHIC Supervisor, and VHIC Administrator).
- Card requests for Veterans with an Eligibility Status of Pending or Unverified can be completed, but the card request will be placed on hold by the system.
- If the Veteran's status becomes Eligible within 30 days of the request, the card request will be automatically processed. After 30 days, card requests will be automatically canceled.
- Users can also place requests on hold at their discretion to be continued later.

3.2 *Address Handling Improvements*

Issue

VHIC Address Selection functionality has been enhanced, providing additional mailing options for the card.

Solution

Users will now be able to select to have a card mailed to the following:

- Veteran's address as recorded in Enrollment Services
- Veteran's address as recorded in the Master Veteran Index
- Mailing address of the Requesting VA Facility

If a Bad Address Indicator flag is set in Enrollment Services, only the requesting Facility address will be selectable.

3.3 *Image Upload*

Issue

The VHIC System has been enhanced to allow for images to be imported from external sources to accommodate Veterans who are unable to come to a VHIC location to be photographed.

Solution

Users will be able to upload an image or reuse the existing image in the VHIC database (as long as it is less than 9 years old).

4. Related Documents

The [VA software Documentation Library \(VDL\) website](#) will contain the VHIC 4.4 Release Notes and the updated VHIC User Guide. This website is usually updated within 1–3 days of the patch release date.