

Department/CTO Health Team

March 25, 2025| My HealtheVet on VA.gov Portal and Landing Page Product Guide

Version 5.0

Revision History

| **Date** | **Version** | **Description** | **Author** |
| --- | --- | --- | --- |
| 03/21/2023 | 1 | Landing Page debut | Marci McGuire |
| 06/04/2024 | 2.0 | Integration of tools on VA.gov w/MHV navigation | Wes Rowe |
| 12/11/2024 | 3.0 | Integration of MHV Account Creation API, new Medical Records tool on VA.gov | Wes Rowe |
| 3/13/2025 | 4.0 | Updating revised “no access to My HealtheVet” alert | Jonathan Nelson |
| 3/21/2025 | 5.0 | Combining “Landing pages, links, and sign-in widget updates” product guide with “My HealtheVet on VA.gov Portal and Landing Page” product guide | Jonathan Nelson |

Table of Contents

1. Product Overview 4

New: Integration of tools into VA.gov 5

Navigation element across the My HealtheVet-on-VA.gov portal 6

2. User Access 6

Alert case: sign-in credential needs identity verification 7

Alert case: no access to My HealtheVet 7

If a user sees this yellow alert but believes it to be erroneous: 8

If the alert persists, the Veteran should contact the My HealtheVet helpdesk to get help checking if they're registered to any facilities. 8

Alert case: MHV User Account problem / API error (new, Dec 2024) 8

MHV Account Error displayed to user – Landing Page 8

MHV Error codes 9

3. Navigation and primary functionality 10

How users can reach the My HealtheVet Portal and Landing Page 10

Starting from VA.gov 10

My HealtheVet secondary navigation 11

Getting back to the previous version of My HealtheVet 12

Links within landing page 12

4. Common issues and error messages 12

## 1. My HealtheVet-on-VA.gov landing page

The My HealtheVet-on-VA.gov landing page serves as a front door to VA.gov’s health-related applications. At the launch of the landing page in March of 2023, many of the health tools it linked to were still located on the My HealtheVet National portal website (secure messaging, medications, and medical records). Only the Appointments tool was located on VA.gov at that time.

In Veteran-facing content within the My HealtheVet-on-VA.gov portal, **the My HealtheVet National Portal website is referred to as** “**the previous version of My HealtheVet.”** (Its URL is [myhealth.va.gov](http://myhealth.va.gov).)

A screenshot of a medical application

Description automatically generated

Figure 1. Screenshot of My HealtheVet-on-VA.gov Landing Page.

### New: Integration of tools into VA.gov

In early June 2024, the My HealtheVet-on-VA.gov portal became a more self-contained, health portal-like experience. Mid-December 2024, when Medical Records goes live on VA.gov, all four main health tools will be available on VA.gov:

* Appointments
* Secure messaging
* Medications
* Medical Records

**Note the** “**NEW” tag at the top of the Landing Page.** This has been added to the H1 header of the Landing Page and also to the top-level pages of the Secure Messaging, Medications, and Medical Records tools. (It has not been added to the Appointments tool, which has been live on VA.gov for a few years.) When you receive calls with inquiries about My HealtheVet tools, this may be a useful indicator to confirm that the caller is on the new VA.gov version of a tool.

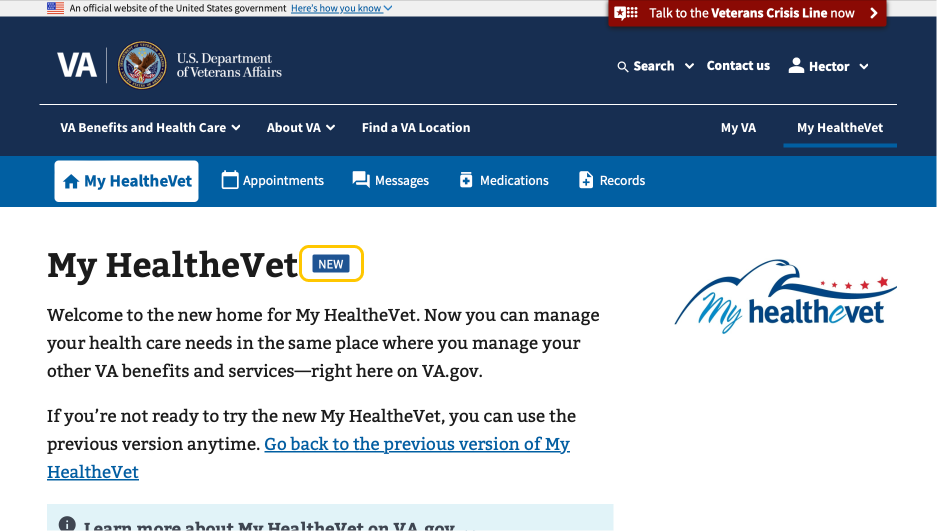


Figure 2. "NEW" tag on main header

#### Navigation element across the My HealtheVet-on-VA.gov portal

The new My HealtheVet navigation bar is present on every page within the My HealtheVet-on-VA.gov portal, on both desktop and mobile devices. The navigation bar links to four tools - Appointments, Messages, Medications, and Medical records - as well as to the My HealtheVet landing page.

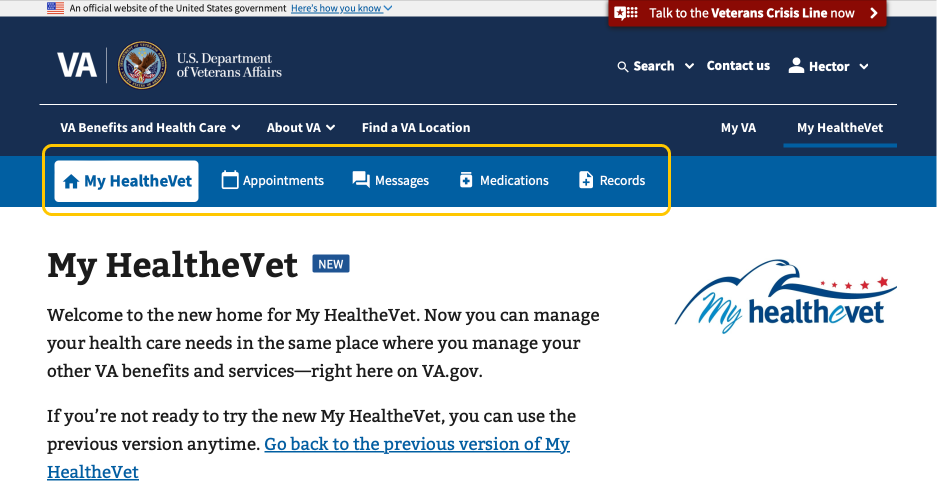


Figure 3. New MHV navigation element (desktop)

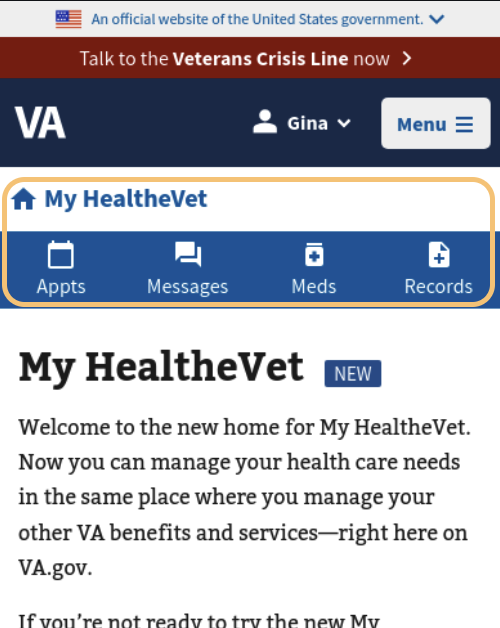


Figure 4. New MHV navigation element (mobile)

## 2. User Access

For a user to view the complete My HealtheVet-on-VA.gov Landing Page (including links to health tools as described in this document), they must meet the following criteria:

1. Signed into VA.gov with an identity-verified credential issued by either **Login.gov** or **ID.me**. (The MHV sign-in credential is omitted here since it will be turned off on Feb 1, 2025.)
2. Previously registered at a VA facility
3. Their MHV UUID was successfully retrieved by VA.gov from the MHV back-end (a.k.a. the MHV Acct Creation API, new as of mid-December 2024)

***If these conditions aren***’***t met, the alerts below will display and some or all links on the Landing Page will be hidden.***

### Alert case: sign-in credential needs identity verification

If a user’s signed-in credential is not ID-proofed (i.e., LOA3), the six main boxes on the landing page will be replaced by an alert informing the user of the issue and instructing them to sign in with an identity-verified account from either Login.gov or ID.me.

A close-up of a screen

Description automatically generated

Figure 5. "Verify" alert for user who signed in with Login.gov credential

A close-up of a message

Description automatically generated

Figure 6. "Verify" alert for user who signed in with ID.me credential

The “Verify your identity” link will take the user into a verification flow provided by the credential provider (CSP), either Login.gov or ID.me.

### Alert case: no access to My HealtheVet

A user who has successfully signed in with an identity-proofed (LOA3) credential will see this alert **if the data shows that they are not registered at a VA facility**. We detect this by checking whether any facilities are associated with their VA record. As the alert states, anyone who has received care at a VA facility or has a pending application for health care benefits should be registered with a facility.

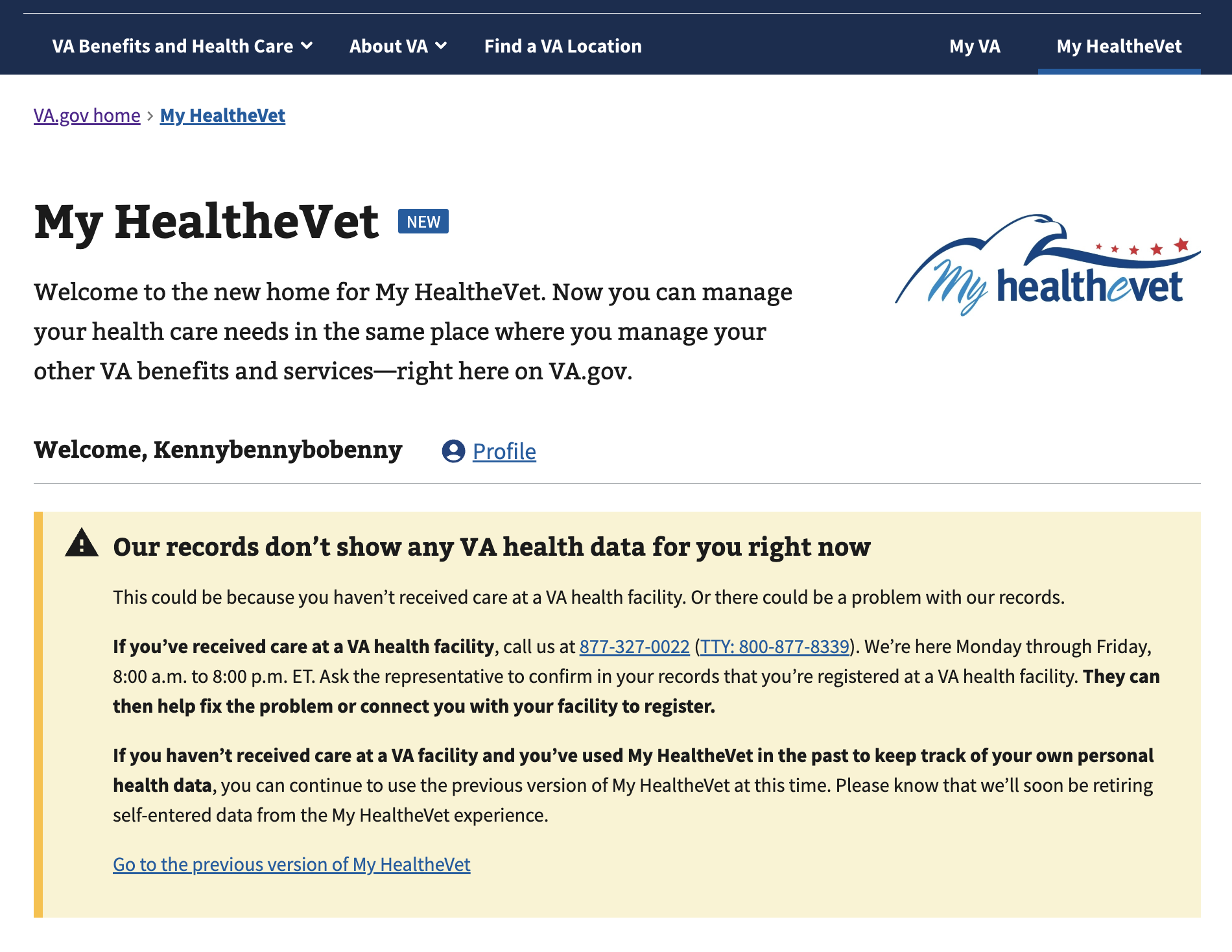


Figure 7. Landing Page with "No access to MHV" alert

#### If a user sees this yellow alert but believes it to be erroneous:

NOTE: In rare cases this alert may be erroneously displayed when a back-end system (e.g., MPI) has an incident and fails to provide data to VA.gov upon login. If a Veteran sees this incorrectly, check for system outages/incidents if possible, or tell them to try again in a few hours.

### If the alert persists, the Veteran should contact the My HealtheVet helpdesk to get help checking if they're registered to any facilities.

Users who are not registered to any facilities but previously used the My HealtheVet Classic website may have **only** self-entered data. They can still visit that website to access their self-entered data, but should know that we will be retiring these features in June 2025.

### Alert case: MHV User Account problem / API error (new, Dec 2024)

During the sign-in process, VA.gov must match the user to a back-end record in My HealtheVet through a MHV UUID. This matching, which uses the MHV Account Creation API, may occasionally return an error. Some errors are transient, due to server glitches. Others require manual intervention. See the table lower in this section for error codes and triage approaches.

MHV account errors will need to be resolved before the user can proceed with using Secure Messaging, Medications, and Medical Records on VA.gov. Links for this functionality on the Landing Page will be altered to indicate that they are impacted by the error.

#### MHV Account Error displayed to user – Landing Page

This screenshot of an error alert is representative of all such alerts – they will vary only by the three-digit error code starting with “8”. The MHV Help Desk is the best option for Veterans to get these issues resolved, so that phone number is displayed within the alert. (See below for the possible error codes and their causes.)

A close-up of a message

Description automatically generated

Figure 8. MHV Account Error alerts include a code number that can be used to triage the cause of the issue

#### MHV Error codes

Most of the error codes require intervention by the MHV Help Desk. A few may be resolved by refreshing the page or signing out and in again.

|  |  |  |
| --- | --- | --- |
| **Error Code** | **Cause** | **Triage approach** |
| ***801*** | Multiple Active MHV Accounts found in MHV for user ICN and Deprecated ICN | MHV Help Desk: use the Profile Update button to resolve. If not resolved escalate HRC ticket to Tier 2. |
| ***802*** | ICN provided is not the Primary ICN | Could be caused in MHV back-end or other systems. Needs technical escalation. |
| ***803*** | For any other downstream MHV errors that stopped processing of the IAM Provisioning request in MHV | Veteran can try again later. Refreshing browser or signing out and in again should fix it unless there is a system outage. |
| ***804*** | User has a date of Death in MPI | MHV Account cannot be created if date of Death is accurate. |
| ***805*** | No active user account with ICN, but deactivated account found with ICN. | MHV help desk: reactivate their MHV account. |
| ***806*** | Multiple Accounts found with same Traits | MHV help desk: resolve manually. |
| ***807*** | User account found with Traits match, but MHV has a different ICN for that account | MHV help desk: resolve manually. |
| ***808*** | Invalid Token, Missing Token Value | User should try logging out and back in again. |
| ***809*** | A field passed to the MHV API is mis-formatted or missing | User should try logging out and back in again. |
| ***810*** | Upgrade to Premium Failed | Veteran can try again right away. |

### Accessing My HealtheVet portal from unauthenticated pages

#### New: Starting from Manage your health care page:

URL: [www.va.gov/health-care/manage-health/](http://www.va.gov/health-care/manage-health/) (Figure 9)

**Step 1: Arrive at the Manage your health care page in the Health care benefit hub and sign in.** All users that are not logged in will have a simplified sign in widget as shown below.

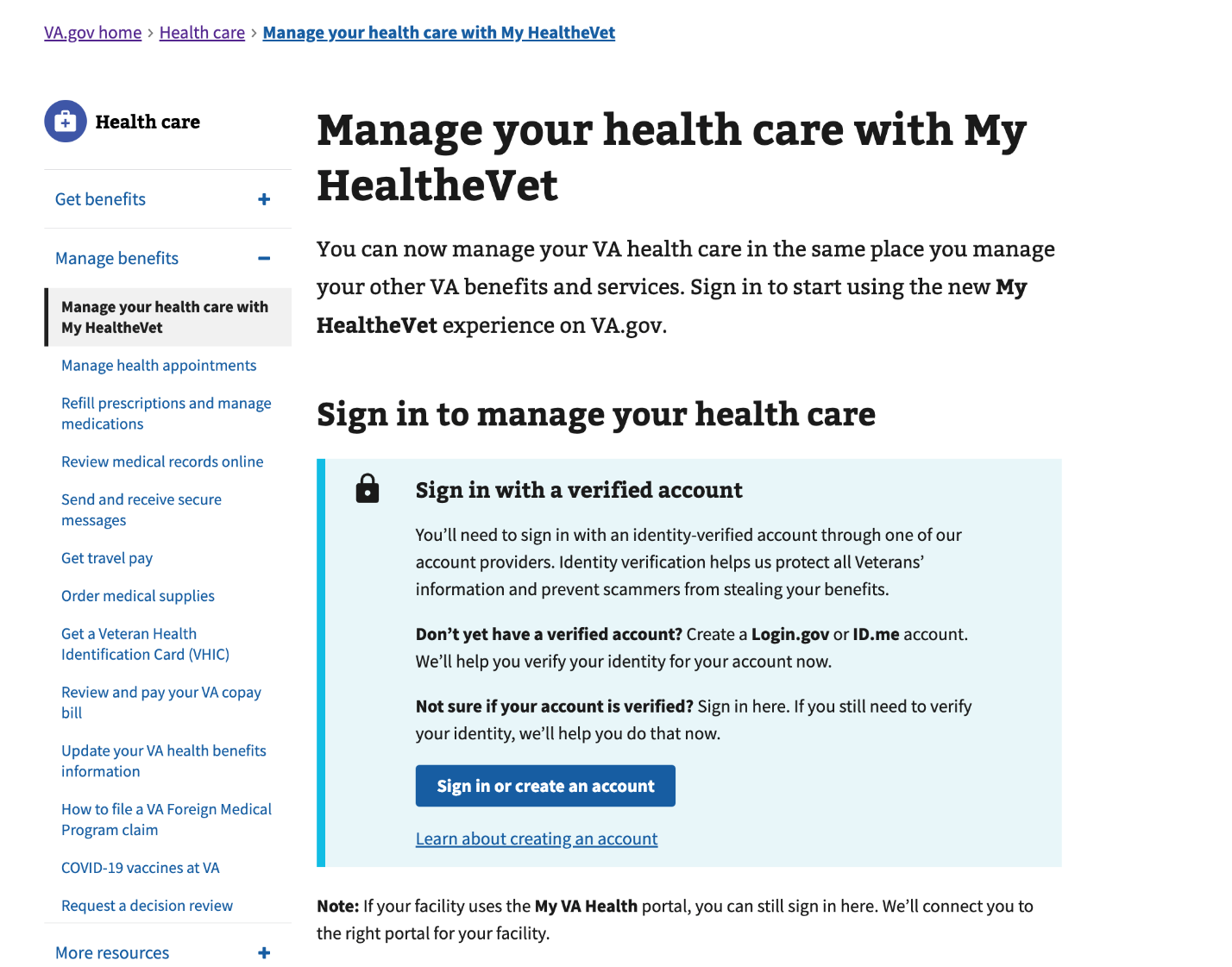


Figure 9. Manage your health care page

**Step 2: Find link to the My HealtheVet portal.** Once signed in, users with a verified account will have access to a link: “Go to My HealtheVet on VA.gov.”

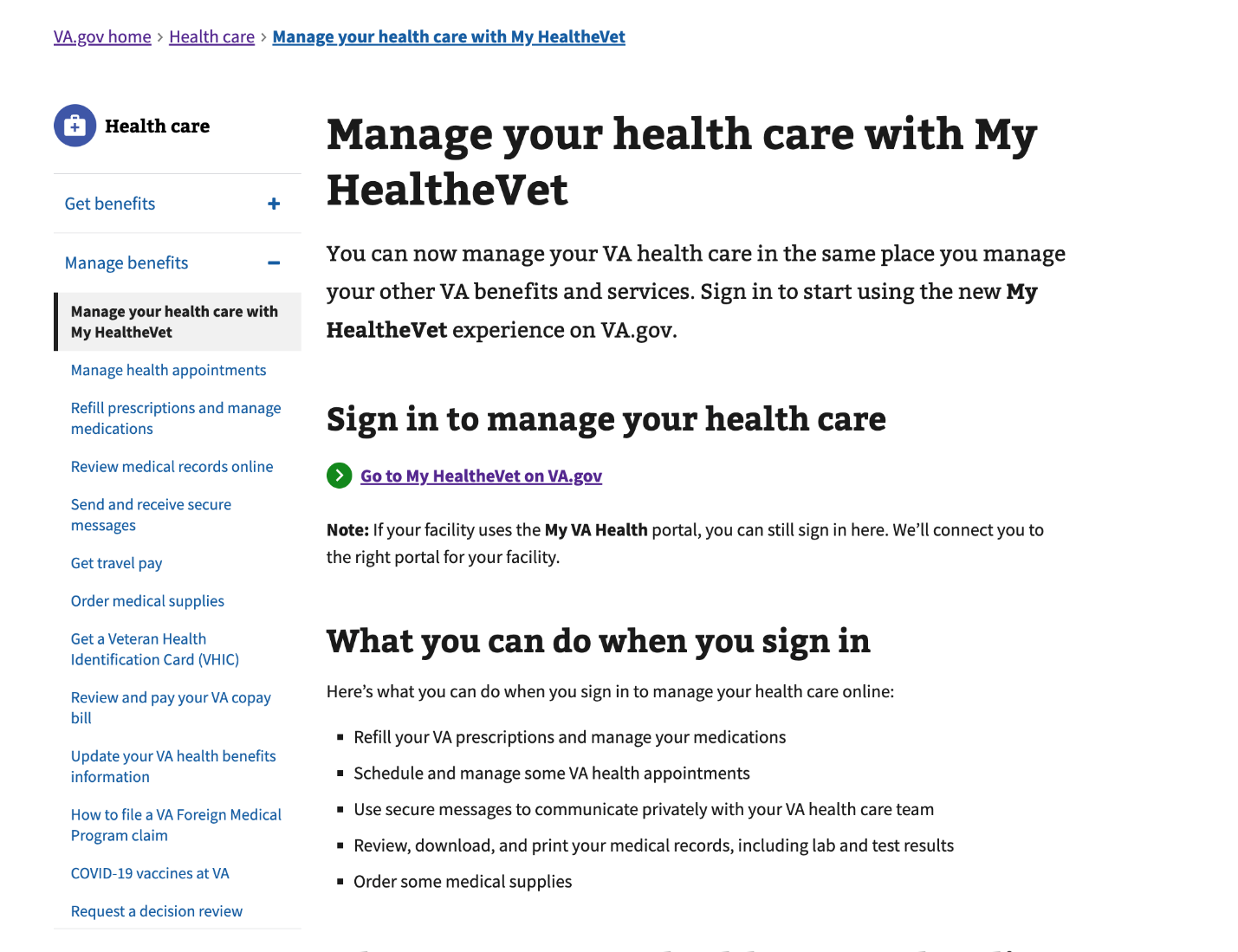


Figure 10.: Once logged in, that widget is replaced by a link to the tool

**Step 3: Arrive at the My HealtheVet on VA.gov landing page.** When users click that link, they arrive at the My HealtheVet on VA landing page.

A screenshot of a medical records page

AI-generated content may be incorrect.

Figure 11: MHV on VA.gov landing page

If a Veteran has received care at a facility that has been converted to Oracle Health, they will see a yellow alert when they go into a tool (Figure 12) or on My VA in the health section (Figure 13).

A screenshot of a medical form

AI-generated content may be incorrect.

Figure 12.

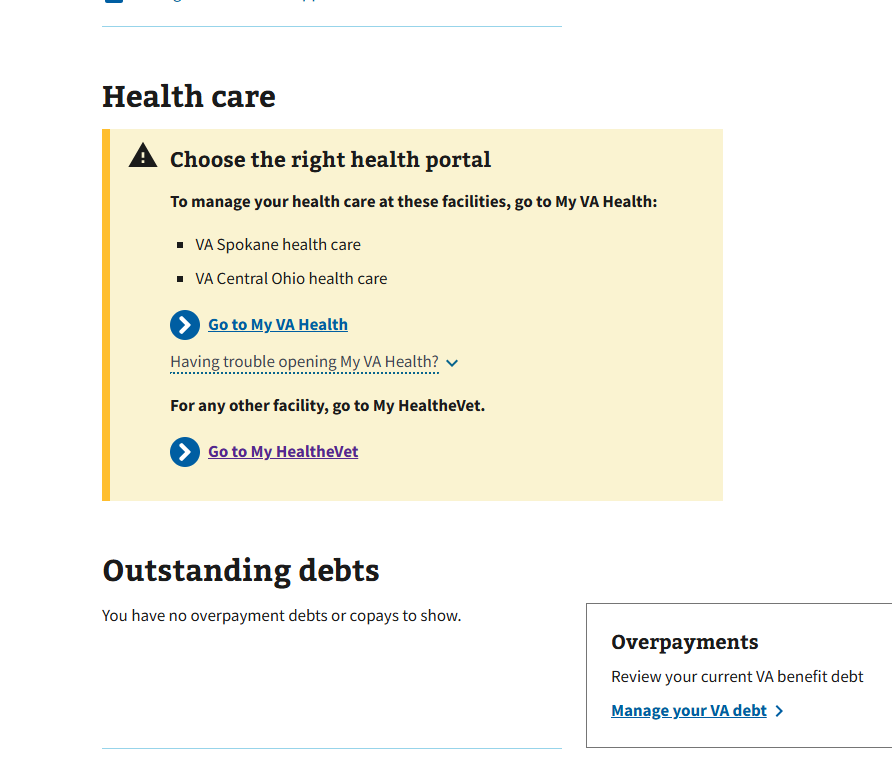


Figure 13. Oracle Health on the My VA screen

#### Updated: Schedule and manage health appointments page

Old URL: [www.va.gov/health-care/schedule-view-va-appointments/](http://www.va.gov/health-care/schedule-view-va-appointments/)

New URL: [www.va.gov/my-health/appointments/](http://www.va.gov/my-health/appointments/)

**Step 1: Arrive at tool page in benefit hub and sign in.** All users that are not logged in will have the sign in widget shown below (Figure 14).

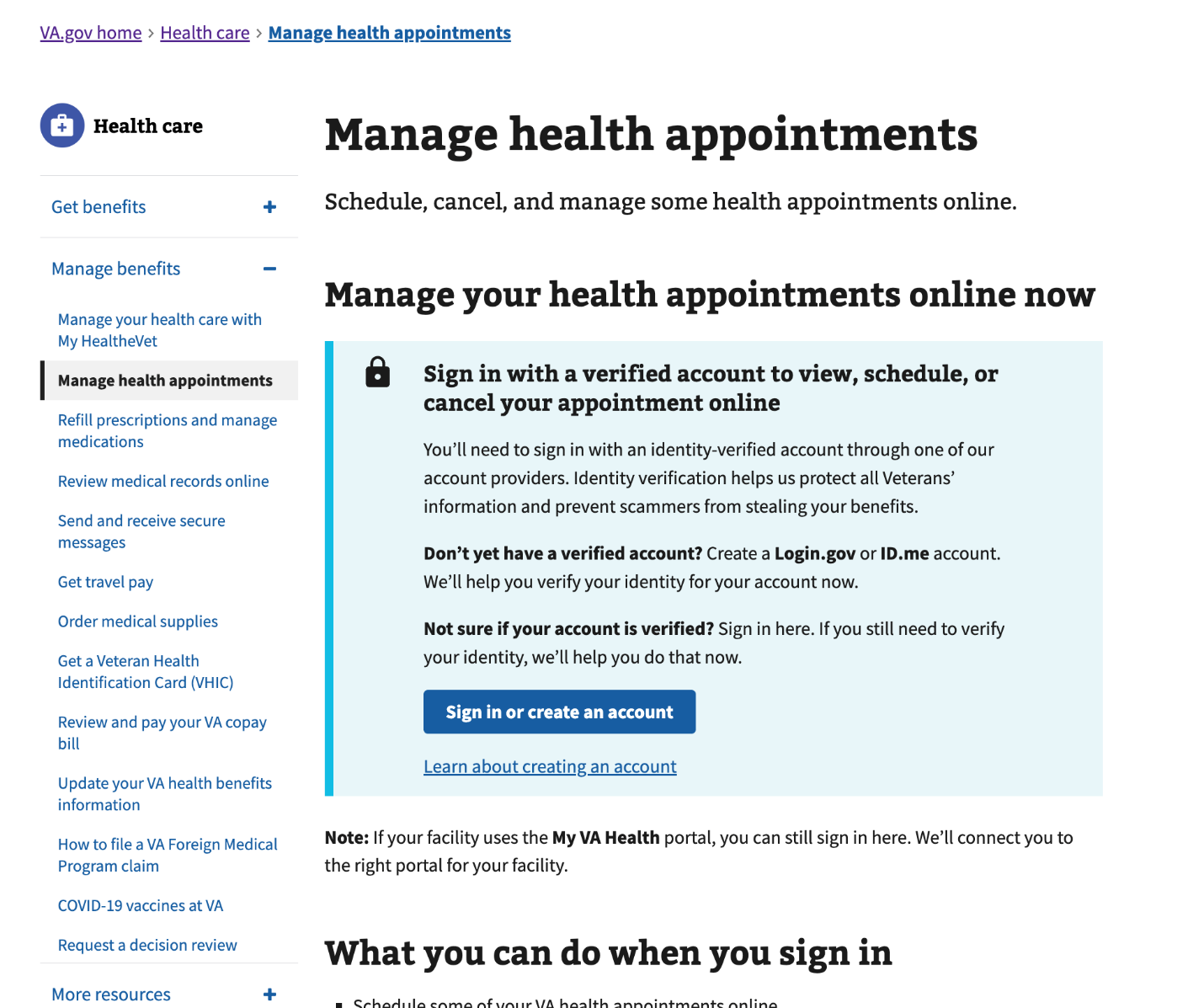
****

Figure 14.

**Step 2: Once signed in, users with a verified account will have access to a link:** “Go to your \_\_\_\_\_ (tool name).” In this case we’re seeing “Go to your appointments” (Figure 15).



Figure 15: [www.va.gov/my-health/appointments/](http://www.va.gov/my-health/appointments/)

If a Veteran has received care at a facility that has been converted to Oracle Health, they will see a yellow alert (Figure 16).

A screenshot of a medical center

AI-generated content may be incorrect.

Figure 16

#### Updated: Refill and track VA prescriptions page

Old URL: [www.va.gov/health-care/refill-track-prescriptions/](http://www.va.gov/health-care/refill-track-prescriptions/)

New URL: [www.va.gov/health-care/manage-prescriptions-medications/](http://www.va.gov/health-care/manage-prescriptions-medications/) (Figure 17)

**Step 1: Arrive at tool page in benefit hub and sign in.** All users that are not logged in will have the sign in widget shown below (Figure 17 )

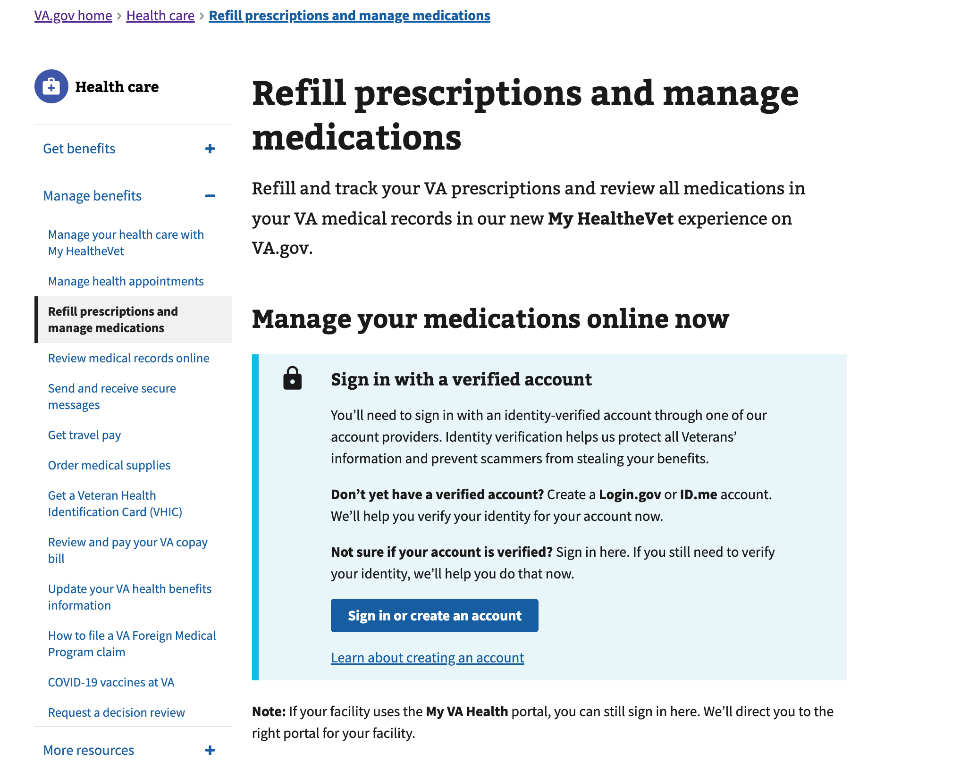
****

Figure 17

**Step 2: Once signed in, users with a verified account will have access to a link:** “Go to your \_\_\_\_\_ (tool name).” In this case we’re seeing “Go to your medications.” (Figure 18).

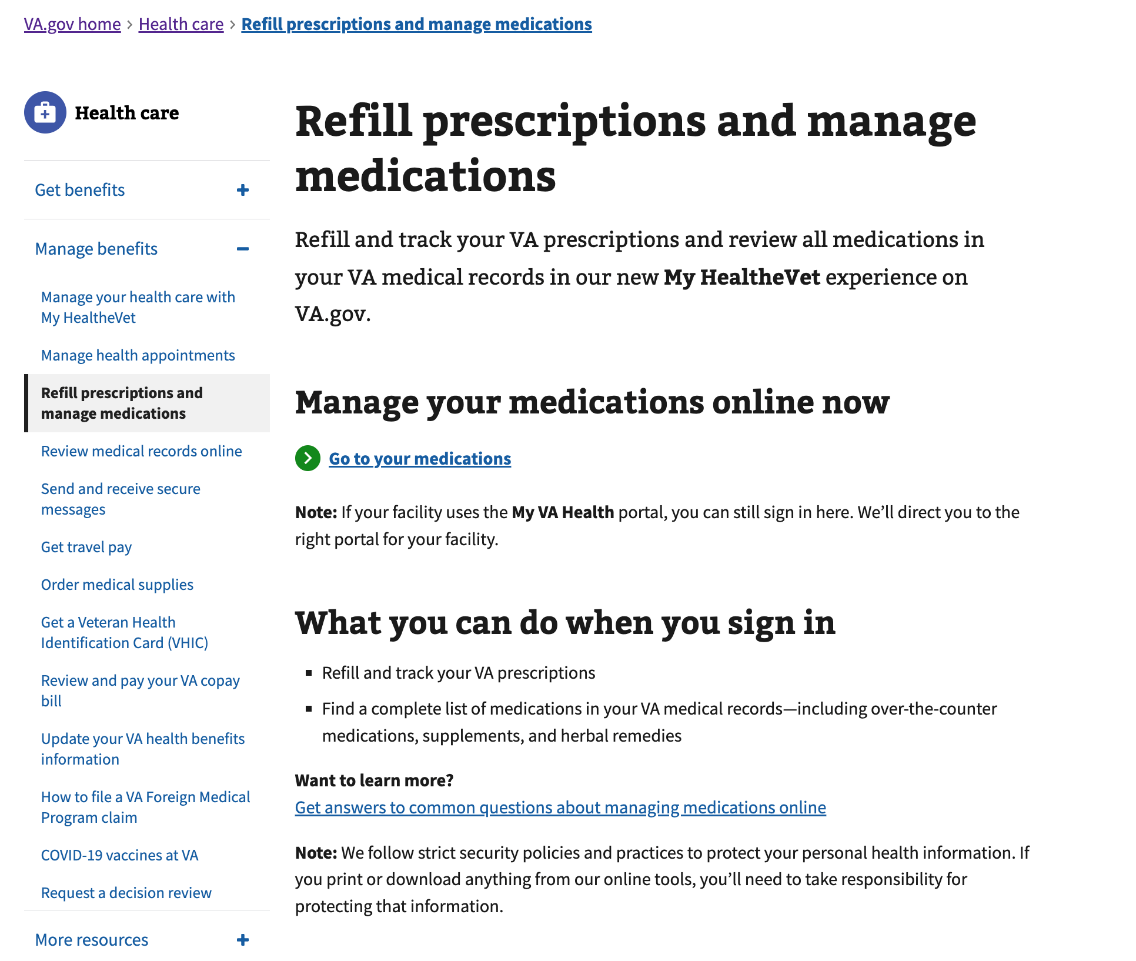


Figure 18 : [www.va.gov/health-care/manage-prescriptions-medications/](http://www.va.gov/health-care/manage-prescriptions-medications/)

If a Veteran has received care at a facility that has been converted to Oracle Health, they will see a yellow alert (Figure 19)

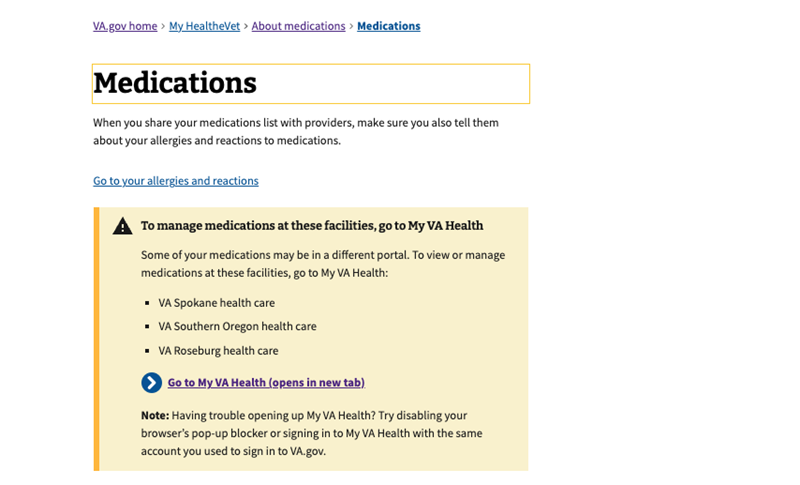


Figure 19

#### Updated: Get your VA medical records online page

Old URL: [www.va.gov/health-care/get-medical-records/](http://www.va.gov/health-care/get-medical-records/)

New URL: [www.va.gov/health-care/review-medical-records/](http://www.va.gov/health-care/review-medical-records/) (Figure 20)

**Step 1: Arrive at tool page in benefit hub and sign in.** All users that are not logged in will have the sign in widget shown below (Figure 20).

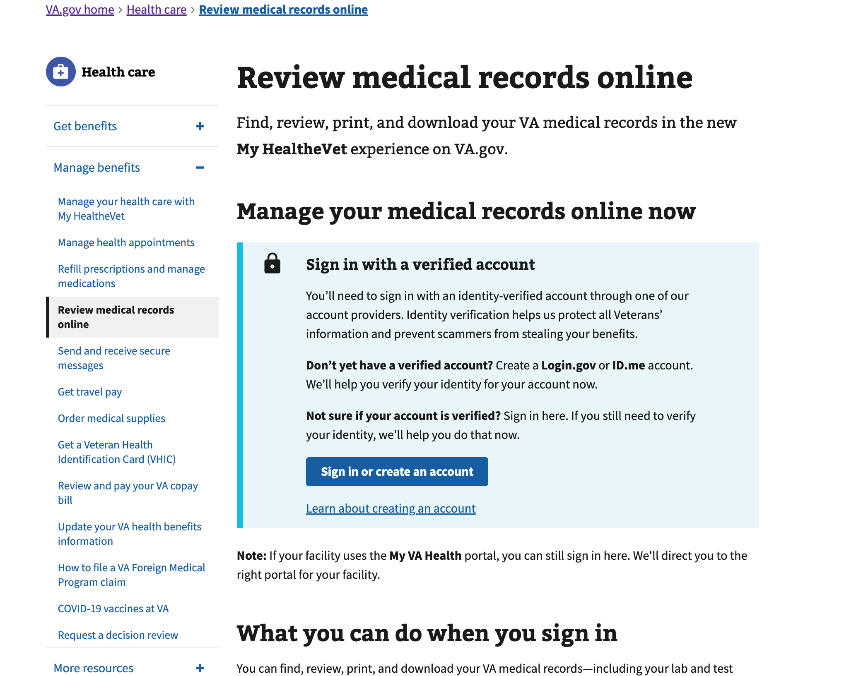
****

Figure 20

**Step 2: Once signed in, users with a verified account will have access to a link:** “Go to your \_\_\_\_\_ (tool name).” In this case we’re seeing “Go to your Medical records.” (Figure 21)

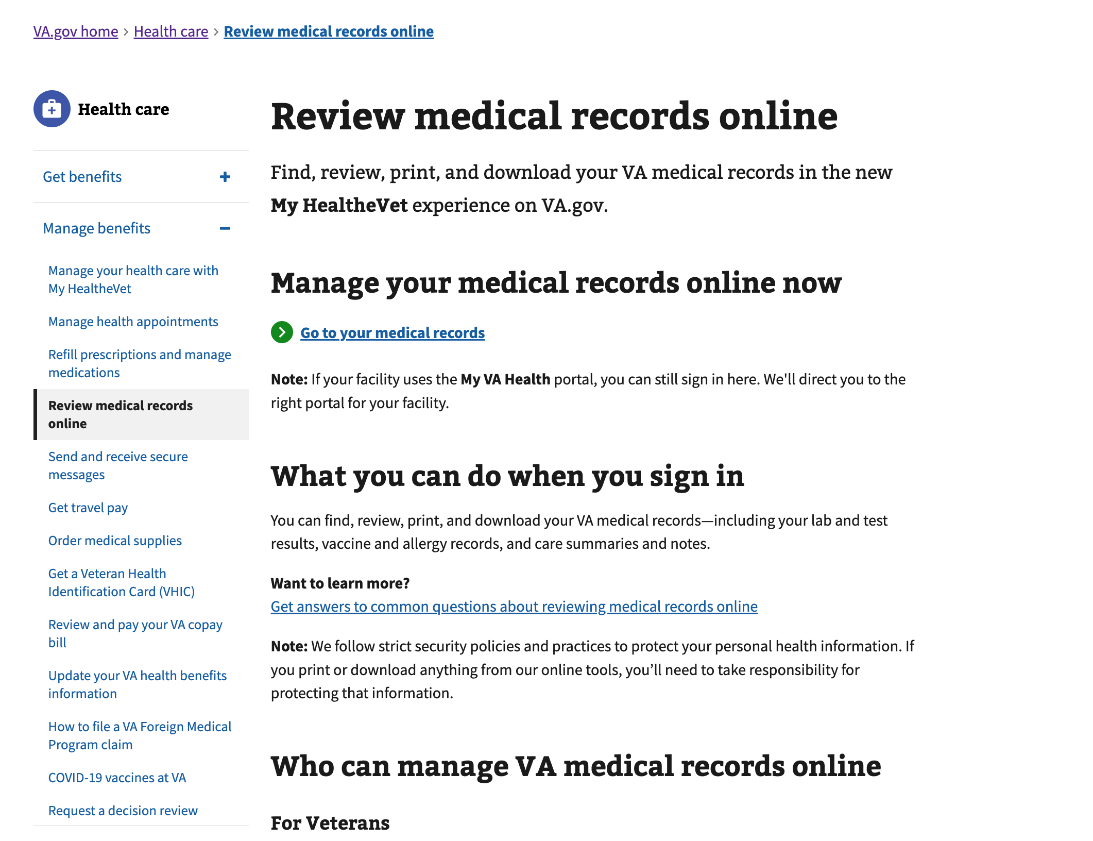


Figure 21

If a Veteran has received care at a facility that has been converted to Oracle Health, they will see a yellow alert (Figure 22)

A screenshot of a medical records page

AI-generated content may be incorrect.

Figure 22

#### Updated: Use secure messages page

Old URL: [www.va.gov/health-care/secure-messaging/](http://www.va.gov/health-care/secure-messaging/)

New URL: [www.va.gov/health-care/send-receive-messages/](http://www.va.gov/health-care/send-receive-messages/) (Figure 23)

**Step 1: Arrive at tool page in benefit hub and sign in.** All users that are not logged in will have the sign in widget shown below (Figure 23)

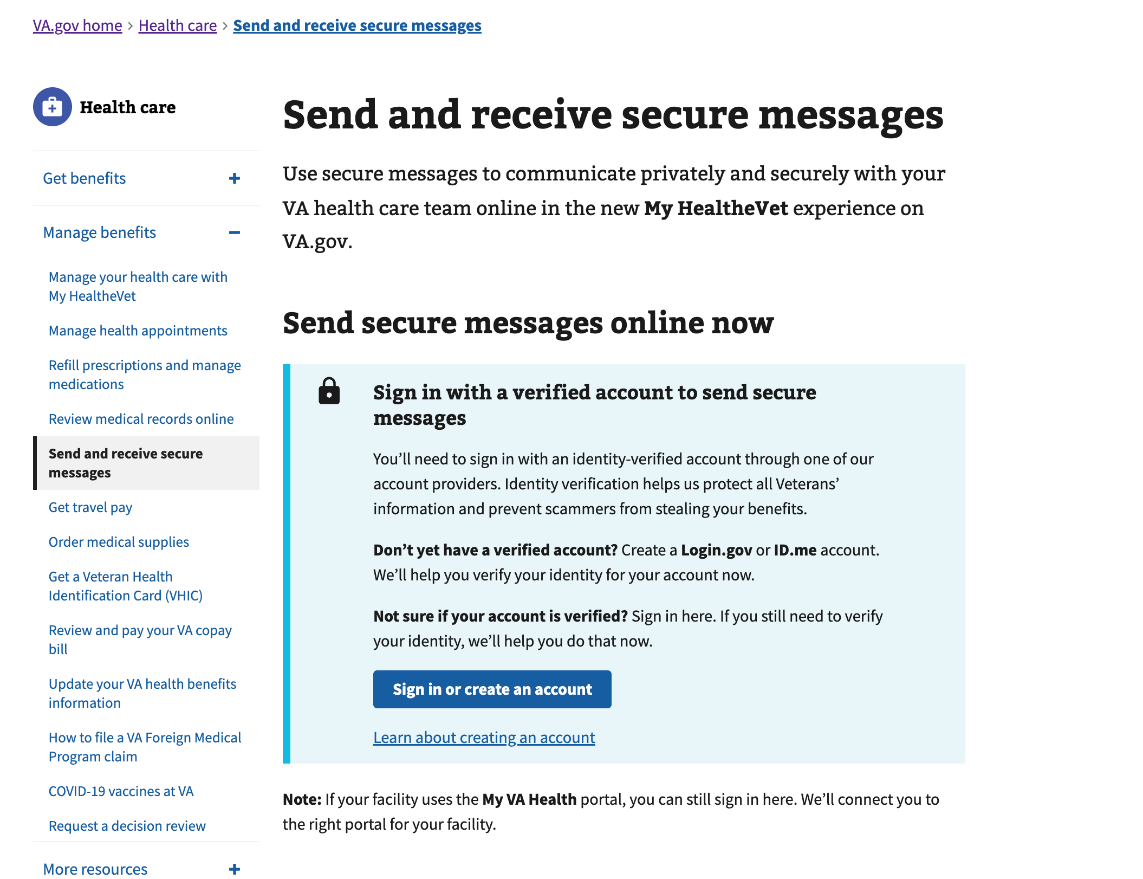
****

Figure 23

**Step 2: Once signed in, users with a verified account will have access to a link:** “Go to your \_\_\_\_\_ (tool name).” In this case we’re seeing “Send secure messages online now.” (Figure 24)

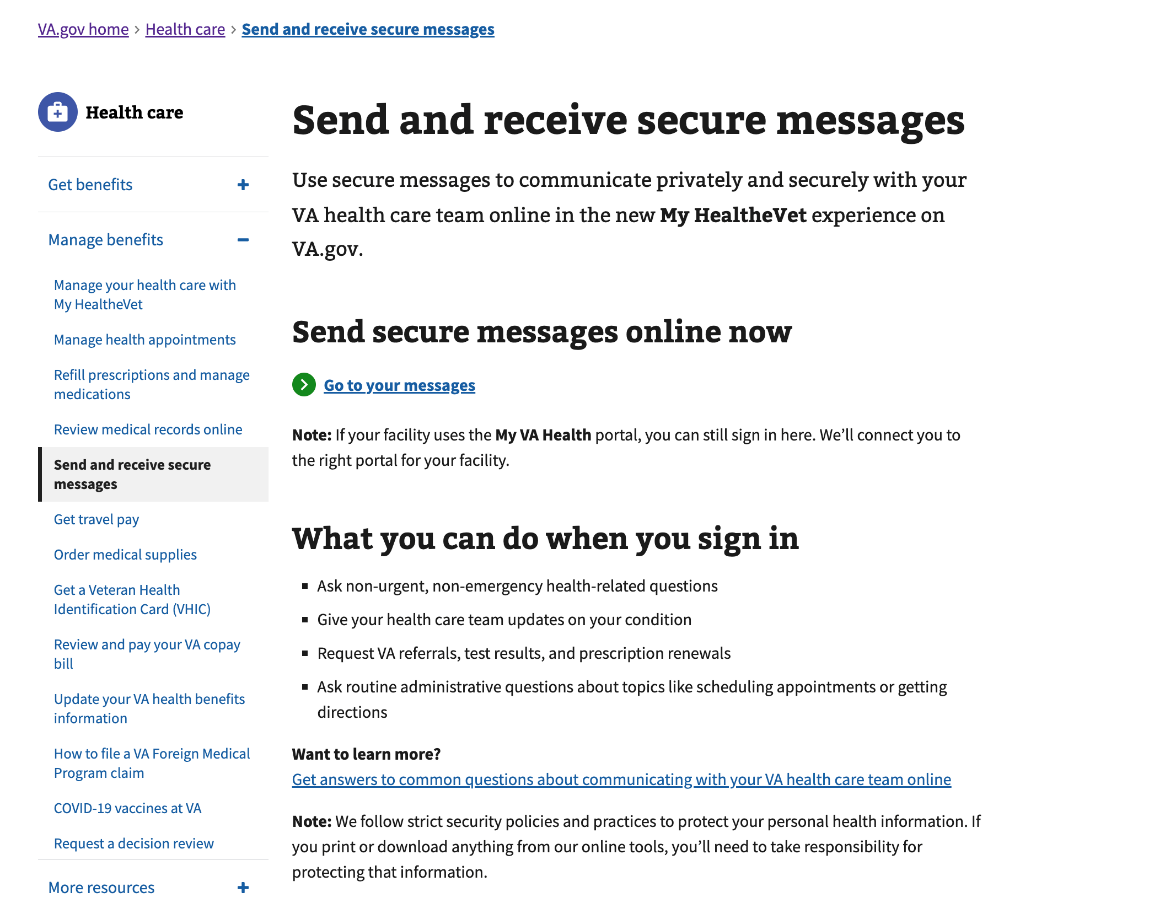


Figure 24

If a Veteran has received care at a facility that has been converted to Oracle Health, they will see a yellow alert (Figure 25)

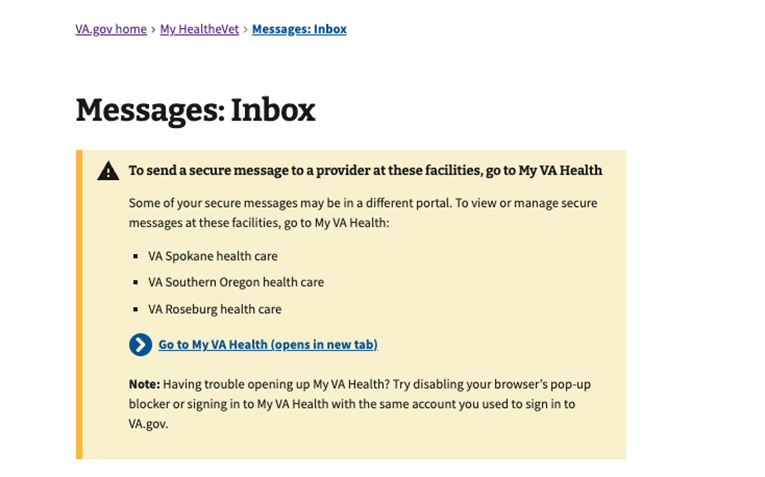


Figure 25

## 3. Navigation and primary functionality

### How users can reach the My HealtheVet Portal and Landing Page

#### Starting from VA.gov

**Desktop users:** Those who sign in to VA.gov on a desktop computer will see a “My HealtheVet” link in the header, which will take them directly to the My HealtheVet-on-VA.gov landing page. This link is enabled for all signed-in desktop users, regardless of whether they receive VA health care benefits.

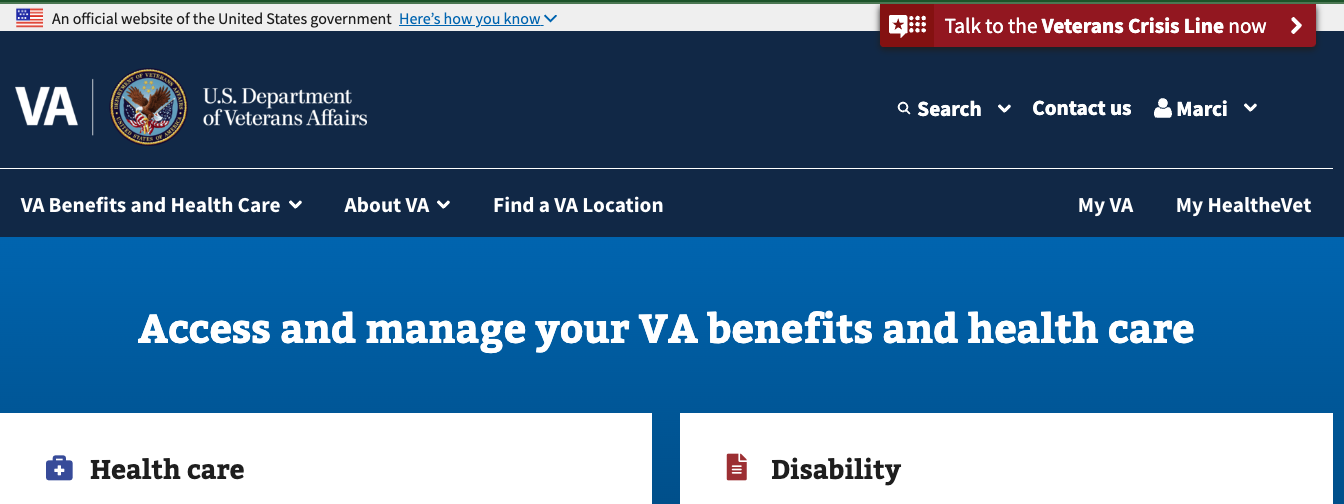


Figure 26. Location of My HealtheVet link on desktop header

**Mobile users:** Those who sign in to VA.gov on a mobile device will need to click on the personal name dropdown menu at the top of the screen. There they will see the My HealtheVet link, which will take them directly to the My HealtheVet-on-VA.gov landing page. This link is enabled for all signed-in mobile users, regardless of whether they receive VA health care benefits.

Screens screenshot of a search engine

Description automatically generated

Figure 27. Steps to find My HealtheVet link under the personal name menu on mobile

### My HealtheVet secondary navigation

The new My HealtheVet website contains a new secondary navigation feature at the top of the portal page and below the main VA.gov navigation menus. This set of tabs is persistent across all use cases within the portal on both desktop and mobile devices, allowing users to switch easily between tools. The navigation tabs link to the main page of each health tool within the integrated portal on VA.gov. The highlighted link signals what tool the user is on.

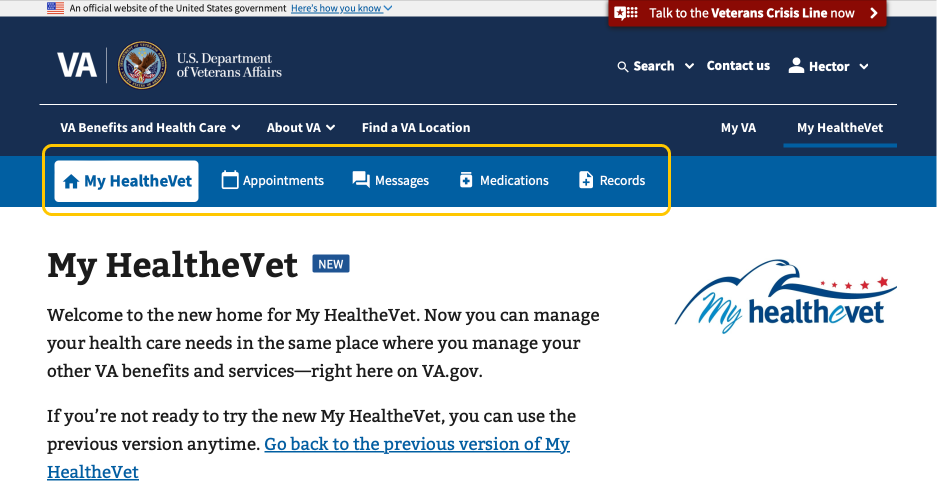


Figure 28. Desktop secondary navigation, with the "My HealtheVet" option highlighted because we're on the MHV Landing Page

A screenshot of a phone

Description automatically generated

Figure 30. Mobile version of secondary navigation, also highlighting the Landing Page

### Getting back to the previous version of My HealtheVet

Users can go back to the previous My HealtheVet website by **clicking the link in the second main paragraph on the landing page,** labeled “Go back to the previous version of My HealtheVet”:



### Links within landing page

The links are generally self-explanatory, with the main features within each tool displayed as hyperlinks.

Note: The link in the “Medical records” box now directs the user to the new VA.gov version of that tool, as of mid-December 2024.

## 4. Common issues and error messages

Neither the My HealtheVet landing page nor the navigation bar relies on back-end services in order to display. Therefore, there are no common issues or error messages apart from the account-related topics covered in Section 2, User Access.

## Other link changes/updates

### Primary navigation

* Modified: Modify list of links under the "Manage your health" column
* Placement/Order
  + Schedule and manage health appointments
  + Refill and track prescriptions
  + Get VA medical records online (new link - <https://www.va.gov/health-care/get-medical-records> )
  + Use secure message
  + Get travel pay reimbursement (New link - <https://www.va.gov/health->care/get-reimbursed-for-travel-pay)
  + Removed: View lab and test results"
  + Removed: Order medical supplies

### Home page “top pages” section

* Modified: list of links under the "Top pages section" on the home page
* Placement/order of links in left column:
  + Download VA benefit letters (New link - https://www.va.gov/records/download-va-letters)
  + Get travel pay reimbursement
  + Check claim, decision review, or appeal status
  + Schedule and manage health appointments
  + View your disability rating (New link - https://www.va.gov/disability/view-disability-rating)
  + Order of links in right column
  + Manage your health with My HealtheVet on VA.gov (New link - TBD)
  + View your VA payment history
  + Check remaining GI Bill benefits (New link - https://www.va.gov/education/check-remaining-post-9-11-gi-bill-benefits)
  + Review or update dependents
  + Review and manage VA debt (New link - https://www.va.gov/manage-va-debt/)
  + Removed: Compare GI Bill schools
  + Removed: Get mental health care
  + Removed: Get VA medical records online

### Health care benefit hub left navigation

* Added: Link to the MHV on VA.gov static tool landing page within the "Manage your health and benefits" section of the page
* Removed: "View lab and test results" page from section
* Order of links:
  + MHV on VA.gov
  + Manage your health with My HealtheVet on VA.gov (Add - Link to www.va.gov/health-care/manage-health/)
  + Schedule and manage health appointments
  + Refill and track prescriptions
  + Get VA medical records online
  + Use secure message
  + Get travel pay reimbursement
  + Order medical supplies
  + Get a Veteran Health Identification Card (VHIC)
  + Review and pay copay bill
  + Update health benefits information
  + COVID-19 vaccines at VA
  + Request a decision review or clinical appeal

### My VA

* Modified: List of links under the "Manage your health" section link users directly to the MHV on VA.gov portal tools
* Remove existing widget to "Choose the right health portal"

### Facilities pages

* Pharmacy
  + Sign-in widget links to: www.va.gov*/[med-center-name]/*pharmacy, for example: <https://www.va.gov/kansas-city-health-care/pharmacy/>
* Appointments
  + Sign-in widget links to: www.va.gov*/[med-center-name]/*make-an-appointment/ - for example: <https://www.va.gov/kansas-city-health-care/make-an-appointment/>
* Medical Records Office
  + Medical records office - https://www.va.gov/*[med-center-name]-*health-care/medical-records-office/ - for example: <https://www.va.gov/minneapolis-health-care/medical-records-office/>

## Redirects

|  |  |
| --- | --- |
| **Old URL** | **Redirects to** |
| www.va.gov/health-care/get-medical-records/ | www.va.gov/health-care/review-medical-records/ |
| www.va.gov/health-care/view-test-and-lab-results/ | www.va.gov/health-care/review-medical-records/ |
| www.va.gov/health-care/schedule-view-va-appointments/ | www.va.gov/health-care/manage-appointments/ |
| www.va.gov/health-care/refill-track-prescriptions/ | www.va.gov/health-care/manage-prescriptions-medications/ |
| www.va.gov/health-care/secure-messaging/ | www.va.gov/health-care/send-receive-messages/ |
| www.va.gov/health-care/covid-19-vaccine/ |  |