

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 23: 7/28/2025 - 8/8/2025



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Agenda

1. Sprint Overview
2. Presentations
3. Up Next
4. Feedback
5. Planned and Completed Tickets
6. Team Information



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Sprint Overview



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Sprint Focus

- Engineering Sprint Goals
 - The engineers will complete the necessary artifacts for Architecture Intent and schedule the touchpoint by the end of the Sprint so that the team continues to move the Overpayment/Copayment initiative forward through the collaboration cycle and deliver a positive experience for Veterans when utilizing this feature.
 - The Veteran Health Identification Card (VHIC) is not accessible digitally. To ease the burden of Veterans and provide them with a digital VHIC, the engineers will continue reviewing documentation and investigating any data and APIs that are available for this effort.
- UX Sprint Goals
 - To enable veterans to view their copayment bills and overpayment debt information through the app, the UX team will conduct usability testing, as well as create designs for various error states that Veterans may encounter when using this new feature.
 - In order for Veterans to easily access their Veteran Status Card on mobile devices and align with industry standard practices, the UX team will continue designs (Google and Apple wallet) and be prepared to schedule MidPoint Review.



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Key Wins

- Completed all required artifacts and documentation for the Overpay/Copay Architecture Intent meeting even as meeting requirements increased mid-sprint.
- Completed usability testing, began synthesis, and designed the various Overpay/Copay error states.
- All engineers reviewed the proposed VHIC process diagram and documented any questions.
- Refined VSC Digital Wallet designs and finalized user flows in preparation for the MidPoint review meeting.
- Began creating artifacts and documentation for the VSC Digital Wallet Architecture Intent meeting.
- Enabled PDF monitoring for the VSC on web and resolved a blocked pop-up issue when downloading the VSC PDF.
- Removed the VSC from the Military Information page on VA.gov.



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Presentations



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Presentations

- **Emily**
 - Overpay/Copay research synthesis
- **Natasha**
 - Overpay/Copay error and empty states
- **Mike**
 - Overpay/Copay Spike: API Mapping Analysis (Debt Portal)
- **Emily**
 - VHIC research recommendations
- **Natasha**
 - Veteran Status Card Digital Wallet refined designs and flow
- **Dave**
 - Veteran Status Card limitations of mobile error messaging & existing implementations
- **Dave**
 - Veteran Status Card PDF monitoring

UX | Overpayment/Copay research synthesis

A few surprising findings:

The PDFs were useful to everyone.

Users showed unexpected tolerance for the payment flow.

9:42 Copays VA Copay bill

9:42 Done July_1_2025_statement.pdf

9:42 Back VA Pay online

09:22 Figma Veteran Information

Please have a copy of the Veteran Debt Center in front of you to enter the correct debts. Please use Receivable ID (RID). Provide either the File Number or Social Security Number.

*Deduction Code: Select a Deduction Code

*Receivable ID:

*Payee Number:

*Person Entitled:

Payer Information

The following questions must reflect the payment.

*First Name:

*Last Name:

*Daytime Phone:

Payment Information

*Payment Amount: \$

If you intend to make recurring ACH debit payments, enter the amount entered in the "Payment Amount" field.

Example: If you want to pay a total of \$3,000 over 12 months, enter \$1,000 in the "Payment Amount" field.

Credit Card payments should not exceed \$2,000.

If you do not have your debt letter or receipt, please call 800-827-0648 (TTY: 711), M-F, 8am-6pm (Central)

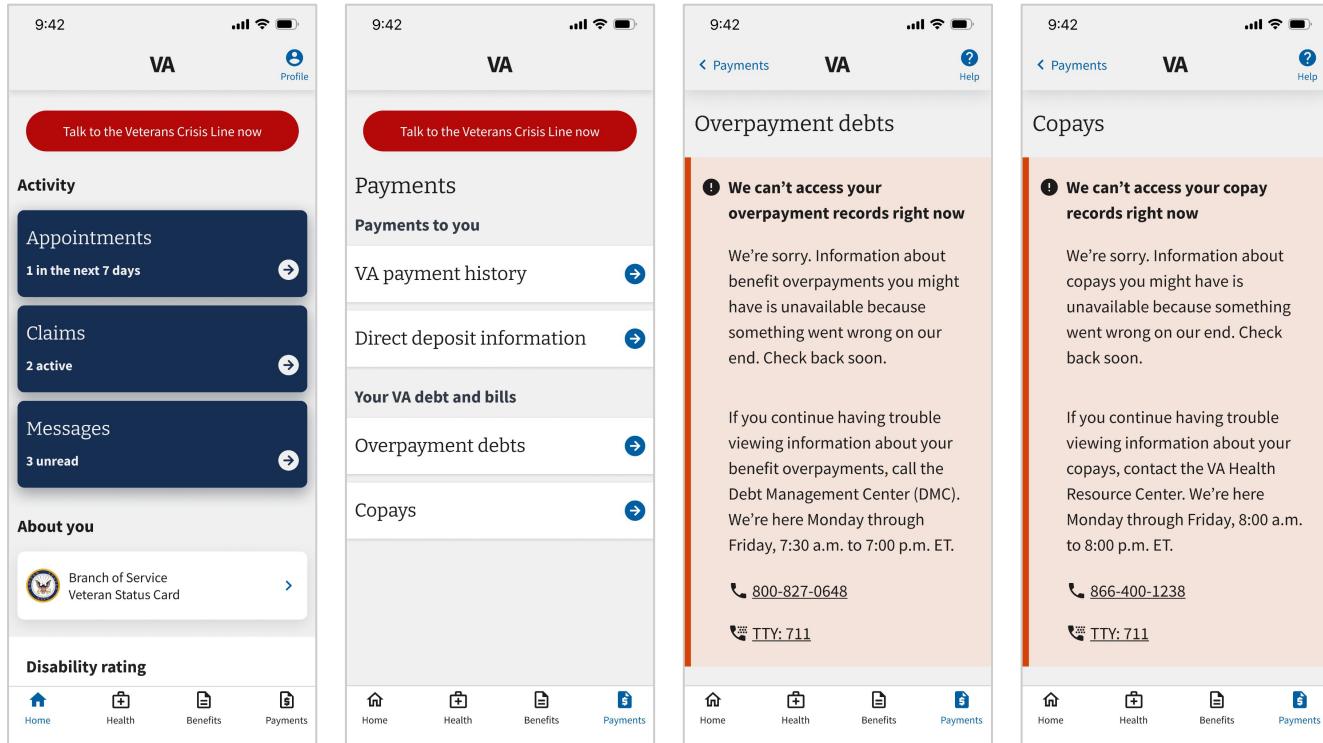
Reset Next > pay.va.gov

(left) Viewing PDF statements from copay / (right) payment info from overpayment

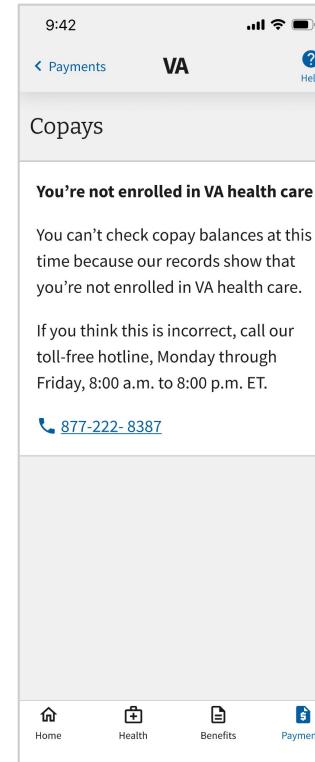
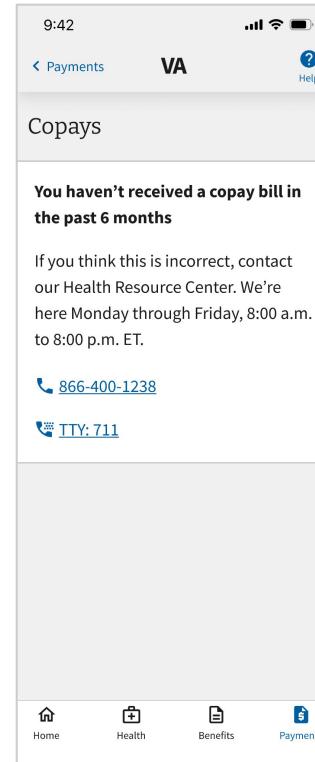
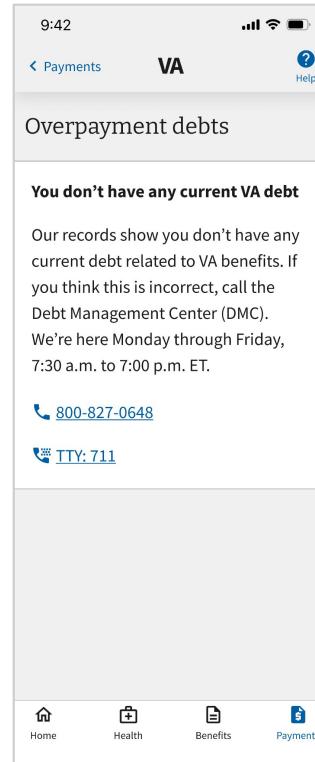
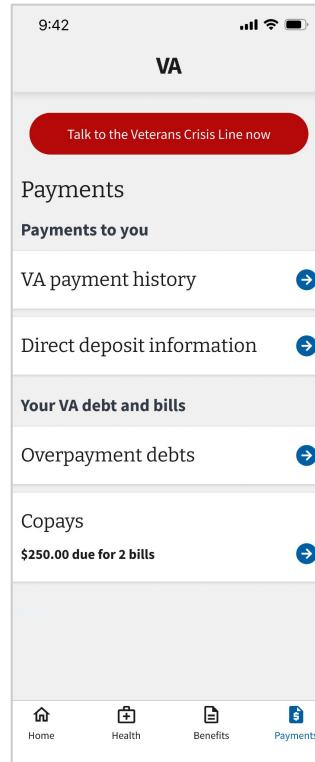
UX | Overpayment/Copay error and empty states

Accomplishments

- Located updated messaging for web in Figma
- Mocked up error and empty states
- Shared with Core Mobile, Financial Management Team, and Content and IA for feedback



Home, Payments, Overpayment debts, and Copays when APIs return 404



Home, Payments, and Overpayment debts when there is nothing owed for overpayments

No copays in the last 6 months

Not enrolled in VA health care

Mike | Overpay/Copay Spike: API Mapping Analysis (Debt Portal)

Goal:

- create a comprehensive mapping of APIs required for the mobile version of Debt Portal based on the previous web implementation spike work.

Results:

- Two endpoints will need to be developed to duplicate the web functionality to support the Debt Portal in the mobile app

Function	Actual Web API	HTTP Method
PDF statements	/v0/medical_copays/get_pdf_statement_by_id/{id}	GET
PDF content	Direct download link	GET
Debt letters	/v0/debt_letters/{documentId}	GET

Mobile API Exists?	Mobile API Endpoint	Mobile File Location
✗ No	N/A	N/A
N/A	Use Web Pattern	Use Web Pattern
✓ Yes	/v0/claims/decision-letters/{document_id}/download	modules/mobile/app/controllers/mobile/v0/decision_letters_controller.php

UX | VHIC research recommendations

Accessibility research:

- Usability tests with users of various assistive technologies
- Review designs with ADE (Accessibility Digital Experience)

Potential or future research depending on scope:

- Findability within app
- Veterans selecting digital vs physical
- How locations are using these cards
- Adding card to digital wallet



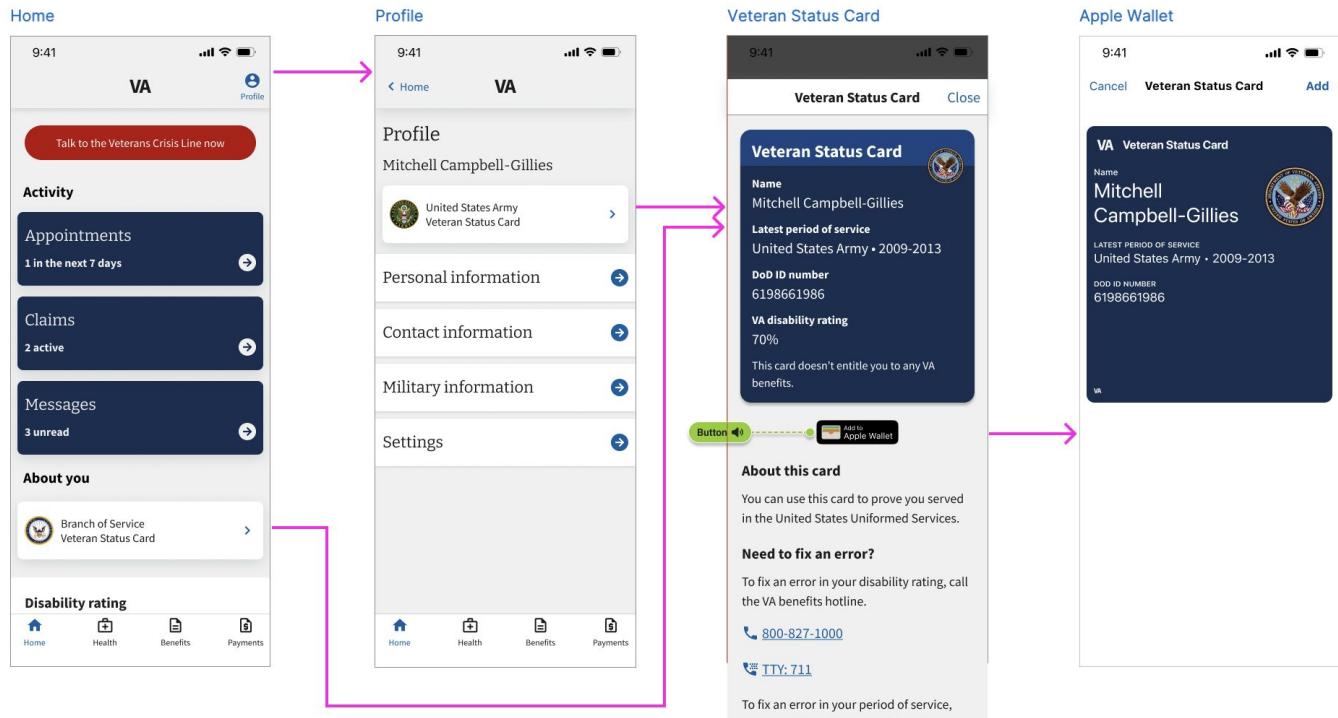
UX | Digital Wallet refined designs and flow

Accomplishments

- Mapped out flow for adding the VSC to Apple and Google Wallets and the accessing the pass details within the wallet and shared with engineering

Next steps

- Account for error adding pass
- Account for when a user doesn't have the Wallet app

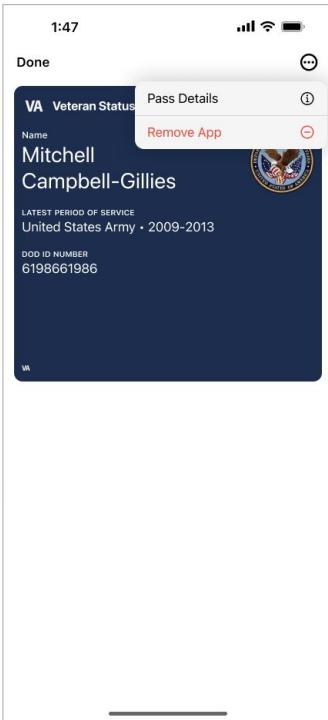


Adding to Apple Wallet - access VSC from Home or Profile which features a new Add to Wallet button

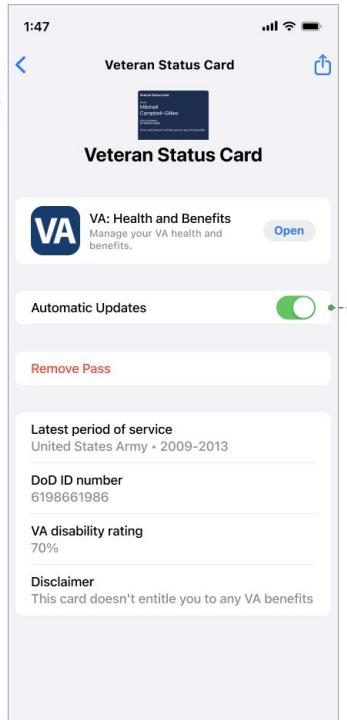
Apple Wallet > Cards



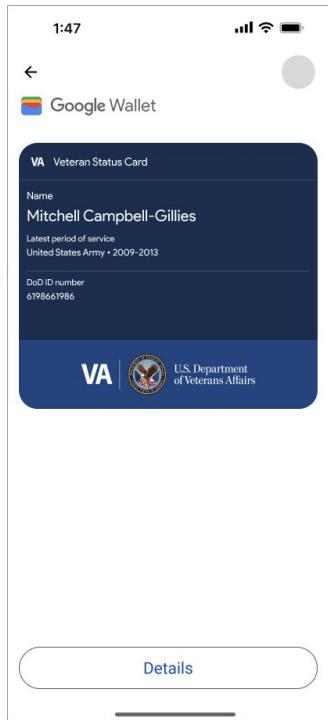
Apple Wallet > VSC w/ menu



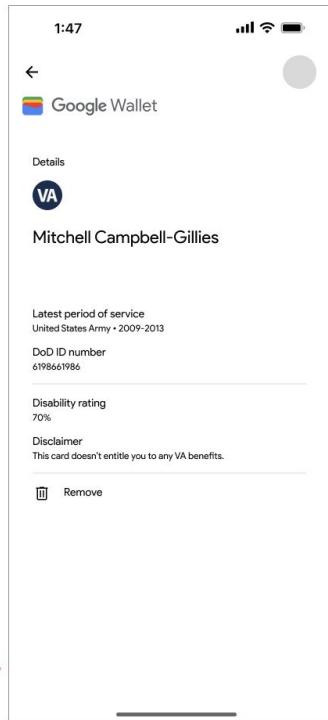
Apple Wallet > Pass details



Google Wallet > Cards



Google Wallet > Details



Accessing VSC in Apple Wallet to view Pass Details

View VSC Details in Google Wallet

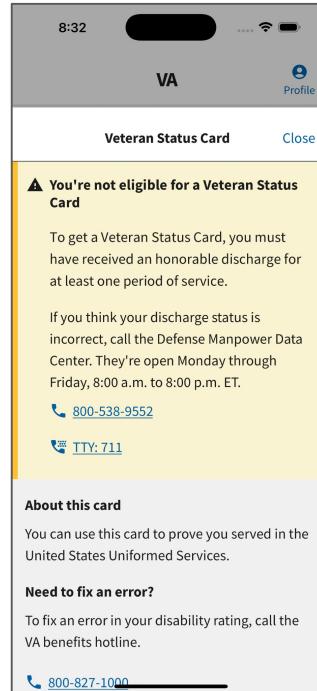
Dave | Spike: Limitations of mobile error messaging & existing implementations

Goal

- Understand how we might align VSC error messages on mobile & web

Findings

- Phone number links display below alert body on mobile and inline on web
- No existing architecture exists for displaying BE generated error messages across mobile & web
- It should be possible to develop a common error data format that can be consumed and displayed by both mobile & web

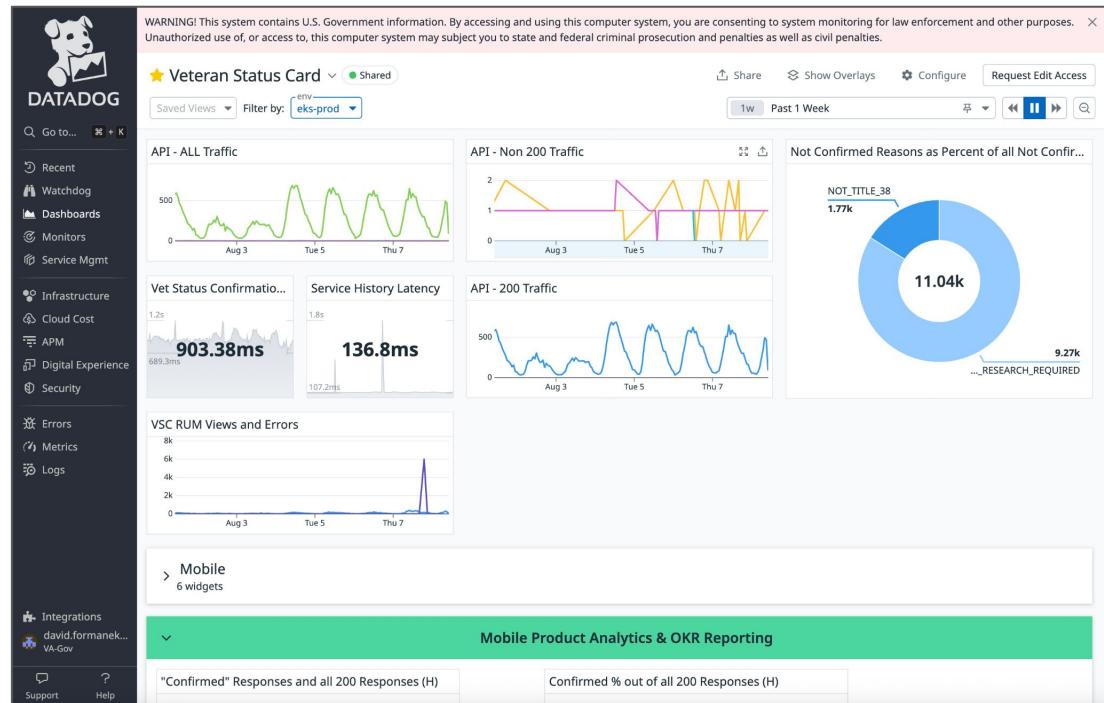


A screenshot of the official VA website (VA.gov). At the top, there's a red header bar with the text "Talk to the Veterans Crisis Line now" and a "Search" bar. Below it is a dark blue navigation bar with the VA logo, "U.S. Department of Veterans Affairs", and user account information for "Tamara E Ellis". The main content area has a blue header "Veteran Status Card". Underneath, there's a yellow warning box with the same text as the mobile app: "⚠ You're not eligible for a Veteran Status Card" and "To get a Veteran Status Card, you must have received an honorable discharge for at least one period of service.". To the right of this box, there's a grey sidebar with sections like "Profile", "Personal information", "Contact information", etc., and a "Veteran Status Card" section which lists "Direct deposit information", "Accredited representative or VSO", "Notification settings", "Account security", and "Connected apps". At the bottom, there's a "Frequently asked questions" section with three collapsed items: "What if my Veteran Status Card displays incorrect information?", "How can I use the Veteran Status Card?", and "What other types of Veteran ID are available?". A "Feedback" button is located at the very bottom right.

Dave | Veteran Status Card PDF monitoring

Update

- On 8/1/25 the monitor was enabled for 1% of users, then 10% later
- The monitor was noisy so we investigated the Datadog logs
- The monitor revealed a “popup blocker” issue with Safari on Mac OS X
- On 8/6/25 the issue was fixed and deployed to production
- On 8/7/25 the monitor was adjusted to catch PDF-specific errors and enabled for 25% of users
- On 8/8/25 the monitor was enabled for 50% of users, then 100% later



Up Next

VA



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Next Sprint Focus

Engineering Sprint Goals

- To move the Overpay/Copay initiative forward, the team will focus on completing the additional artifacts necessary for the Architecture Intent touchpoint and creating the medical copayment endpoint so that Veterans will be able to see their copayment debts within the mobile app.
- As a team, we want to continue investigating the endpoints that will be necessary for this effort and have a shared understanding of the prior Spike work that was completed. The team will then proceed with creating the artifacts required for the Architecture Intent to continue to move this initiative forward in the collaboration cycle and allow Veterans to conveniently download their Veteran Status Card to an Apple or Google Wallet.
- We will provide the Platform team with the security information that they need, so they can properly scope and define their ATO boundary.

UX Sprint Goals

- The UX team will synthesize research from the Overpayment & Copayment study and continue making additional design updates, specifically content and accessibility, and error/response codes. This work will enable Veterans to view their copayment bills and overpayment debts through the app.



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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.
- Thomas could be transferred to a new program at any time.

Feedback



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Feedback

Thoughts? Questions? New directions?



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Planned and Completed Tickets

VA



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Planned Tickets

- [604](#): Prep and Attend Meeting: Security Kickoff with Platform
- [473](#): BE Questions: Architecture Intent Prep
- [476](#): Security Questions: Architecture Intent Prep
- [483](#): User data flow diagram: Architecture Intent Prep
- [465](#): Architecture Intent Prep: Overpayment and Copayment Debts
- [471](#): UX Questions: Architecture Intent Prep
- [113695](#): Engineering review: proposed VHIC diagram
- [550](#): Conduct usability testing (RESEARCH)
- [606](#): Complete notes from each interview (RESEARCH)
- [576](#): Edge Case: 1 Copay + 1 Debt Available
- [586](#): Edge Case: 1 Copay + No Debt Available
- [587](#): Edge Case: Multiple Copays + No Debt Available
- [588](#): Edge Case: No History of Copays (Empty State) + Debt Available
- [589](#): Edge Case: No History of Copays (Empty State) + No Debt Available
- [590](#): Edge Case: Copays + Debt Both 404
- [591](#): Edge Case: Copays + Debt - Current Copays 404
- [592](#): Edge Case: Copays + Debt - Current Debts 404
- [593](#): Edge Case: Debt + Copays Available
- [594](#): Edge Case: Debt + No Copays Available
- [595](#): Edge Case: No History of Debts (Empty State) + Copays Available
- [596](#): Edge Case: No History of Debts (Empty State) + No Copays Available
- [597](#): Edge Case: Debt + Copays Both 404
- [598](#): Edge Case: Debt + Copays - Current Debts 404
- [599](#): Edge Case: Debt + Copays - Current Copays 404
- [614](#): Digital Wallet: Refine Apple/Google Wallet Designs
- [1583](#): [FE] Clean up Veteran Status Card Redesign
- [1584](#): [BE] Remove back-end Veteran Status Card Redesign phase 1 feature flag
- [600](#): Sync with ADE Team
- [612](#): [iOS] Create Contextual Menu Component for VA Mobile Design System
- [660](#): [Android]Create Contextual Menu Component for VA Mobile Design System
- [612](#): [iOS] Create Contextual Menu Component for VA Mobile Design System



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Completed Tickets

- [400](#): One VA Debt Letter Product Brief
- [465](#): Architecture Intent Prep: Overpayment and Copayment Debts
- [471](#): UX Questions: Architecture Intent Prep
- [483](#): User data flow diagram: Architecture Intent Prep
- [550](#): Conduct usability testing (RESEARCH)
- [576](#): Edge Case: 1 Copay + 1 Debt Available
- [577](#): Find test users for Overpay/Copay
- [578](#): [BE] Spike: API Mapping Analysis (Debt Portal)
- [581](#): Spike: Review research for VSC (to provide recommendation for VHIC research)
- [582](#): Add Claim//Decision Letter Type To Analytics Tracking
- [586](#): Edge Case: 1 Copay + No Debt Available
- [588](#): Edge Case: No History of Copays (Empty State) + Debt Available
- [589](#): Edge Case: No History of Copays (Empty State) + No Debt Available
- [590](#): Edge Case: Copays + Debt Both 404
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- [612](#): [iOS] Create Contextual Menu Component for VA Mobile Design System
- [614](#): Digital Wallet: Refine Apple/Google Wallet Designs
- [660](#): [Android] Create Contextual Menu Component for VA Mobile Design System
- [672](#): Testing Questions: Architecture Intent
- [673](#): FE Questions: Architecture Intent Prep
- [675](#): Analytics Questions: Architecture Intent Prep
- [684](#): Debt status and next steps
- [686](#): Enable the monitor [PDF Monitoring VSC]
- [687](#): Review details and Pay bill actions are visually different [Must Do]
- [688](#): Action sheet/bottom sheet updates [Must Do]
- [708](#): Fix Blocked Popup Issue Downloading VSC PDF
- [713](#): Complete Outstanding Questions: Architecture Intent Prep
- [715](#): New Security Questions: Architecture Intent Prep
- [716](#): Architecture Diagram: Architecture Intent Artifacts
- [717](#): Incident Response Plan: Architecture Intent Artifacts
- [718](#): Sequence Diagram: Architecture Intent Artifacts
- [719](#): Data Flow Diagram: Architecture Intent Artifacts
- [720](#): API Endpoint Documentation: Architecture Intent Artifacts
- [721](#): Product Specifics: Architecture Intent Artifacts
- [1583](#): [FE] Clean up Veteran Status Card Redesign
- [1584](#): [BE] Remove back-end Veteran Status Card Redesign phase 1 feature flag
- [113695](#): Engineering review: proposed VHIC diagram



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Incomplete Tickets

- None!

Team Information



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Team



Michelle Middaugh
VA PO



Ryan Thurlwell
VA Design Lead



Mary Rodriguez
COR



Parker Baranowski
Program Manager



Natalie Gibbons
Product Manager



Jason DeHaan
Delivery Manager



Emily DeWan
UX Researcher



Natasha Huckleberry
UX Designer



Alex Teal
Lead Engineer



Dave Formanek
Sr Mobile Engineer



Kim McCaskill
Mobile Engineer



Matt Guest
Mobile Engineer



Michael Harmer
Backend Engineer



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Resources

- OCTO Slack: [#mobile-feature-support-public](#)
- GitHub: [va-mobile-feature-support](#)
- Roadmap: [Mural](#)
- GitHub Project Board: [Mobile Feature Support](#)
- Demo Recording: [Link](#)

Thank You!



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