VA - Mobile Feature Support

Sprint Report and Demo | Sprint 24: 8/11/2025 - 8/22/2025

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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

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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Key Wins

- Attended the Mid point review for the VSC Digital Wallet.
- Attended the Architecture Intent meeting for Overpay/Copay.
- Implemented the Medical Copays Endpoint for Overpay/Copay.
- Verified the back end solution for the VSC Digital Wallet in preparation for Architecture Intent.
- Collected the required information for the Platform team's ATO boundary work

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Presentations

Presentations

- **Mike**
  - Overpay/Copay Medical Copays Endpoint

- **Dave**
  - Overpay/Copay Empty States Analytics Spike

- **Emily**
  - Overpay/Copay Research Synthesis

- **Natasha/Thomas**
  - Overpay/Copay Design Updates

- **Mike**
  - Veteran Status Card Digital Wallet Backend Verification and Research

Mike | Overpay/Copay Medical Copays Endpoint

Accomplishments:
- Created and tested API endpoints to serve the following purposes:
  - list all medical copays for a user
  - get all details about a specific medical copay
  - get a PDF statement for a specific medical copay

Next Steps:
- Mobile app can now start ingesting these endpoints and create pages to display medical copay data and allow users to download PDF statements

Dave | Overpay/Copay Empty States Analytics Spike

Findings:

Are we able to track the empty state for copays/overpays?
Yes, the endpoints for copays/overpays will return an empty array so we can track the empty state.

What tool should we use to track this metric? Google Analytics or Datadog?
Google Analytics is preferable since it provides an easy way to track these metrics and it is widely used in the mobile app.

Do we need to capture any additional metrics to help measure this? If so, what metrics should be targeted?
Yes, we should track three different metrics:
- *The empty state (no debt due for copays/overpays)*
- *The non-empty state (debt is due for copays/overpays)*
- *The error state (seems valuable to track and will help us differentiate metrics from the empty state)*

How will we differentiate the empty state vs. a Veteran with a debt(s)?
By tracking the three metrics listed above.
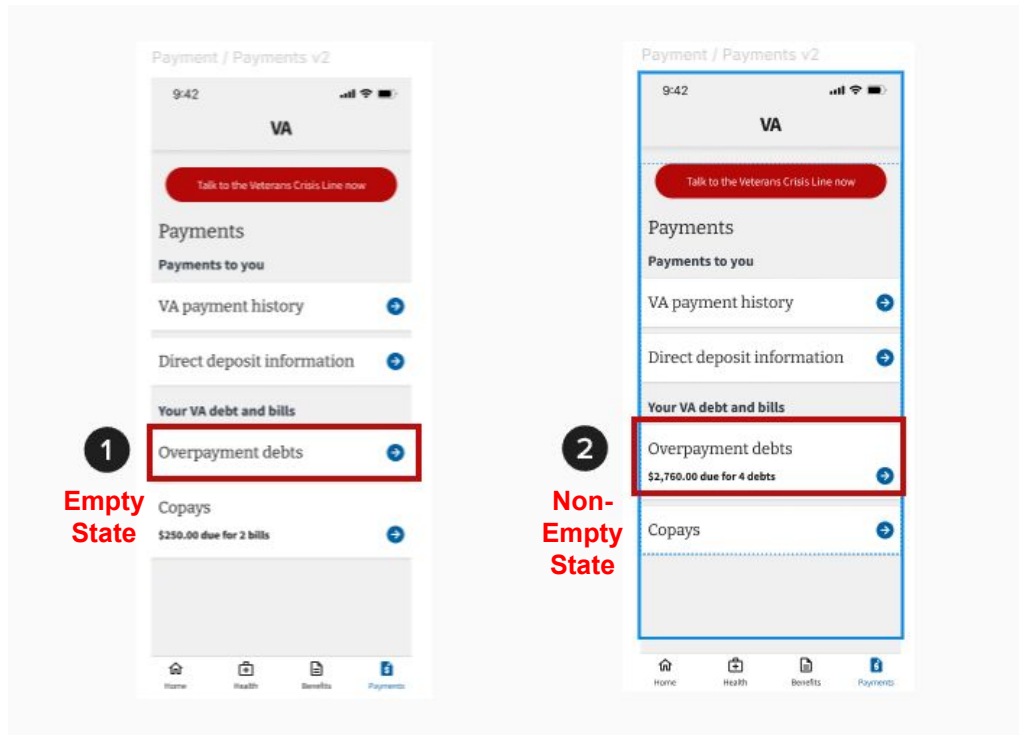
UX | Overpay/Copay Research Synthesis

Key findings summary:

Users prefer an imperfect solution over none at all. Next steps to improving the experience: focus on simplicity, clarity, and efficiency.

- Simplicity: Use intuitive navigation and only show relevant information.
- Clarity: Surface key payment details and provide direct access to help.
- Efficiency: Give users tools for automation, like copy-paste, and easy access to their statements and debt letters.

UX | Overpayment/Copay design updates

Accomplishments:

- Aligned copayments pattern with what we tested for overpayments
- Began exploring organization of content and flow to minimize use of accordions within help and payment options
- Moved dispute option out of request help content
- Began exploring consolidating payment options onto a single screen
- Began exploring content updates based on offline mode considerations and content differences found between production, designs, and staging
- [Post-testing updates Figma](#)
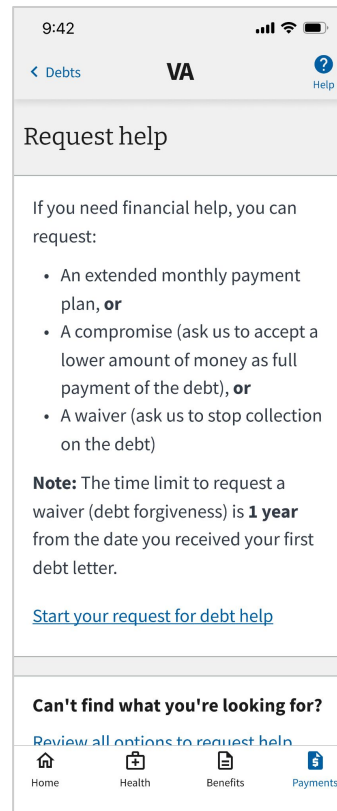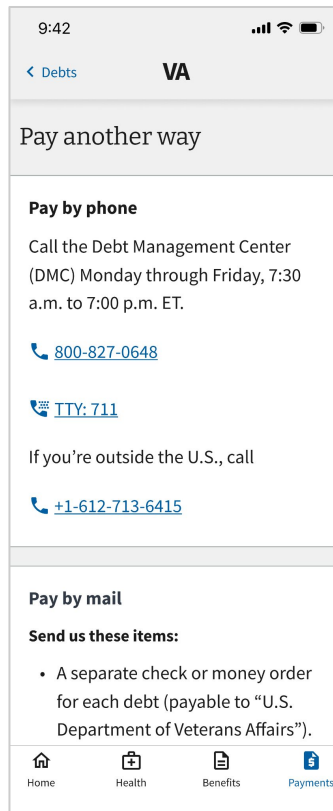
Mike | Veteran Status Card Digital Wallet Backend Verification and Research

Findings:
- Researched the requirements of Google and Apple wallets
- Designed and documented several workflow options and laid out backend code required to accomplish each approach
- The team discussed how to keep the cards up to date in the wallets and will be further discussing the options
- We will be creating a Proof of Concept to lay the groundwork for future implementation of the Vet Status Cards
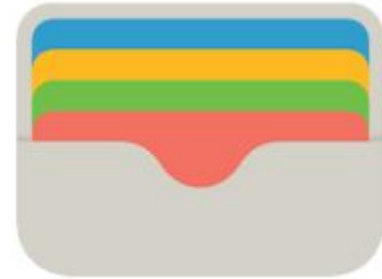
Up Next

Next Sprint Focus

- Engineering Sprint Goals
  - Investigate any unknowns as to what alerts/messages appear on VA.gov around Copayments and Overpayments, so that UX can design all the various alerts/messages that a Veteran could experience with VA debts.
  - Further explore the user experiences that might occur for someone downloading their VSC to their digital wallet. This will allow for design to create a comprehensive user experience for Veterans who want to download their Veteran Status Card to their Apple or Google Wallet.
  - Begin the foundational development work for the Overpayment/Copay initiative, which will allow Veterans to view those details within the mobile app.
- UX Sprint Goals
  - The UX team will synthesize research from overpay/copay and begin to make design updates from research findings so that Veterans will be able to view their copayment bills and overpayment debts through the app.
  - Take the initial steps to design mobile alerts for the various messages that Veterans could receive when they have an Overpayment. This will provide alignment between the web and mobile experience, so that there is no confusion when a Veteran is viewing their overpayment information from the mobile 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

Feedback

Thoughts? Questions? New directions?

Planned and Completed Tickets

Planned Tickets

- 608: Complete notes from each interview (2 of 2)
- 626: Change content on breadcrumb from back to Copay/Copay bills [Must]
- 630: Dynamically show facility phone number [Must]
- 676: Security Questions: Architecture Intent Prep
- 680: Gather Information for the Platform team
- 685: Spike: Digital wallet Backend Verification and Research
- 698: [BE] Develop the Medical Copays Endpoint
- 701: Ensure Links Have Accessible Names [Must Do]
- 702: Exclude Decorative Character from Assistive Tech [Must Do]
- 703: Accessible Name for External Link Icon [Must Do]
- 705: Add Accessibility Annotations to Designs [Consider Doing]
- 722: [Digital Wallet] Complete Outstanding Questions: Architecture Intent Prep
- 731: Tag notes by category to find patterns
- 732: Identify key themes from categorized notes
- 746: [Digital wallet] Spike: Review wireframes and prior spike tickets (Kim)
- 747: [Digital wallet] Spike: Review wireframes and prior spike tickets (Dave)
- 752: Debt detail card component updates
- 753: Copay detail card component updates
- 757: Review, approve and merge PR for [BE] Remove back-end Veteran Status Card Redesign phase 1 feature flag

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Completed Tickets

- [608](): Complete notes from each interview (2 of 2)
- [626](): Change content on breadcrumb from back to Copay/Copay bills [Must]
- [630](): Dynamically show facility phone number [Must]
- [676](): Security Questions - Initial Pass: Architecture Intent Prep
- [680](): Gather Information for the Platform team
- [685](): Spike: Digital wallet Backend Verification and Research
- [698](): [BE] Develop the Medical Copays Endpoint
- [701](): Ensure Links Have Accessible Names [Must Do]
- [702](): Exclude Decorative Character from Assistive Tech [Must Do]
- [703](): Accessible Name for External Link Icon [Must Do]
- [705](): Add Accessibility Annotations to Designs [Consider Doing]
- [722](): [Digital Wallet] Initial Pass - Complete Outstanding Questions: Architecture Intent Prep
- [731](): Tag notes by category to find patterns
- [732](): Identify key themes from categorized notes
- [739](): Spike: Payment Component (Native vs. Custom)
- [746](): [Digital wallet] Spike: Review wireframes and prior spike tickets (Kim)
- [747](): [Digital wallet] Spike: Review wireframes and prior spike tickets (Dave)
- [748](): [Analytic Spike] Empty states: overpayment & copayments
- [752](): Debt detail card component updates
- [753](): Copay detail card component updates
- [757](): Open PR for [BE] Remove back-end Veteran Status Card Redesign phase 1 feature flag
- [760](): Spike: "Google and Apple Wallet not downloaded" state
- [761](): Spike: Error states when adding VSC to wallet
- [766](): Spike: VBA Statuses + Diary Codes on [VA.gov]()
- [758](): Prepare transcripts to upload to GitHub
- [797](): Spike: User experience after downloading the VSC to Apple/Google Wallet

Incomplete Tickets

- None!
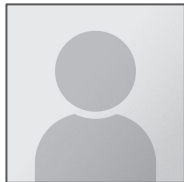
Team Information

Team
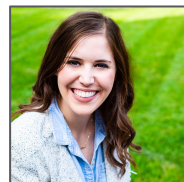

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Mobile Engineer

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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](#)