

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 22: 7/14/2025 - 7/25/2025

[Sprint Demo Link](#)

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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

- To support Veterans viewing debt information (including overpayments and copayments) within the app, the UX team will begin scheduling and conducting user testing sessions. Additionally, the engineering team will familiarize themselves with the prototype to think through data flow so that we can begin prepping for the Architecture Intent.
- To align with best practices and continue to support the post-release of the Veteran Status Card, the team will update documentation and improve monitoring for PDF generation.
- Continuing our efforts to track mobile analytics for the Claims team, we will schedule a meeting to discuss our suggested implementation approach and align with them on what metrics will be tracked. From that meeting, additional tickets will be documented.
- To improve performance and deliver a faster experience for Veterans, the team will track and address changes to the mobile app sort updates release branch PR to ensure Core Mobile approval and inclusion in the July 29th release (branch cut date is July 16th).
- In order for Veterans to easily access their Veteran Status Card on mobile devices and align with industry standard practices, the UX team will conduct an initial review of the digital wallet designs.



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Key Wins

- Kicked off usability testing sessions and made strong progress on the Architecture Intent artifacts for the Overpay/Copay work.
- Confirmed that the Veteran Status Card PDF monitor is functioning as expected and configured Datadog to detect PDF generation failures and trigger a Slack alert.
- Began making adjustments on the IIR-provided designs for the Veteran Status Card Digital Wallet feature.
- Added claim letter type descriptions to the existing analytics event to view the breakdown by type in Google Analytics for the Claims Team. PR approved today, and the updates will occur in the August 12th release.
- Completed PR review, approval, and QA for the mobile app sort updates with the core mobile team. The updates are now set for inclusion in the July 29th release.



Presentations



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Presentations

- **Dave/Michael**
 - Veteran Status Card PDF monitor via DataDog and Slack integration
- **Matt**
 - Availability Framework on Veteran Status Card mobile
- **Alex**
 - Veteran Status Card proposed refactor diagram
- **Dave**
 - Claim/Decision Letter Type in Google Analytics
- **Natasha/Thomas**
 - Veteran Status Card Digital Wallet
- **Emily**
 - Copay/Overpay Research Sessions

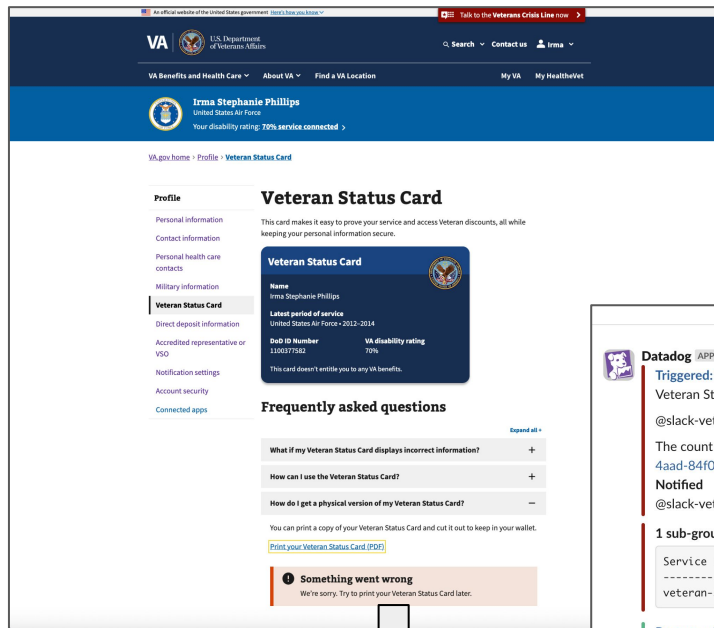


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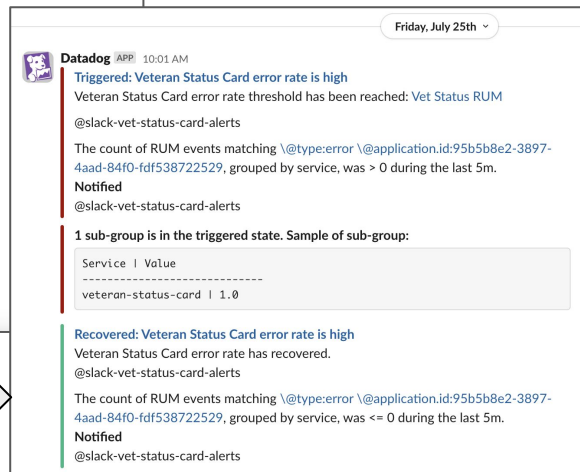
Dave/Michael | Veteran Status Card PDF monitor

Frontend & Datadog Work

- Implemented a frontend hook that allows communication to Datadog's Real User Monitoring (RUM).
- Catches any exception that occurs when generating the Veteran Status Card PDF and sends the error to Datadog.
- Created a Datadog monitor to send a Slack message to the #vet-status-card-alerts channel when these errors reach a certain threshold.



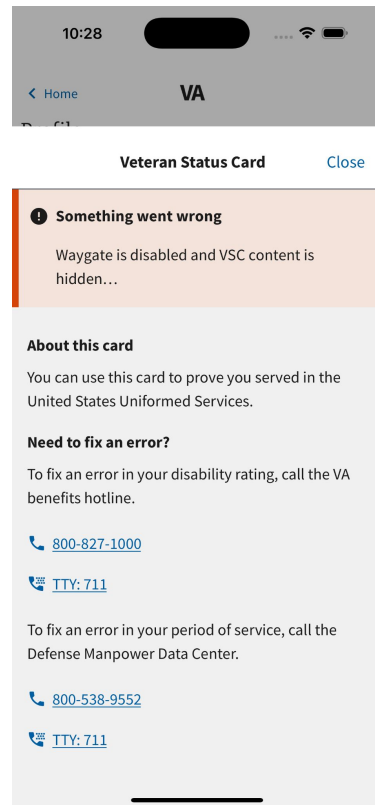
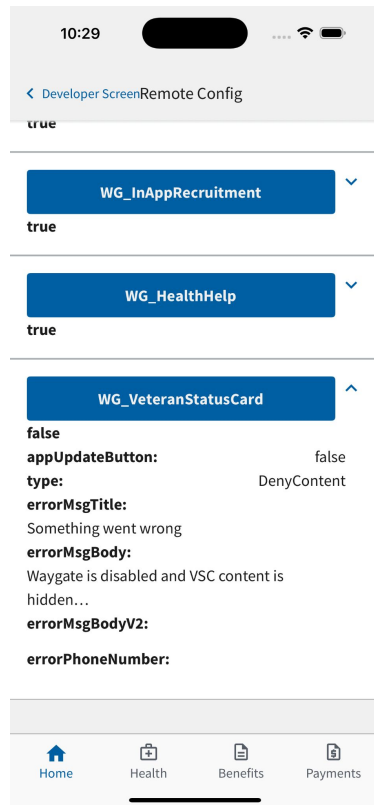
Slack
(#vet-status-card-alerts)



Matt | Availability Framework on VSC Mobile

Frontend Work

- The Availability Framework lets us disable screens or block navigation at a moments notice—no app-store release needed.
- This framework already exists across multiple screens to give us real-time control over feature availability, allowing us to disable or warn about broken functionality and protect the user experience.
- For the VSC, it prevents the VeteranStatus API from firing when toggled off and shows a custom error in its place.



Alex | Veteran Status Card proposed refactor diagram

Documentation Work

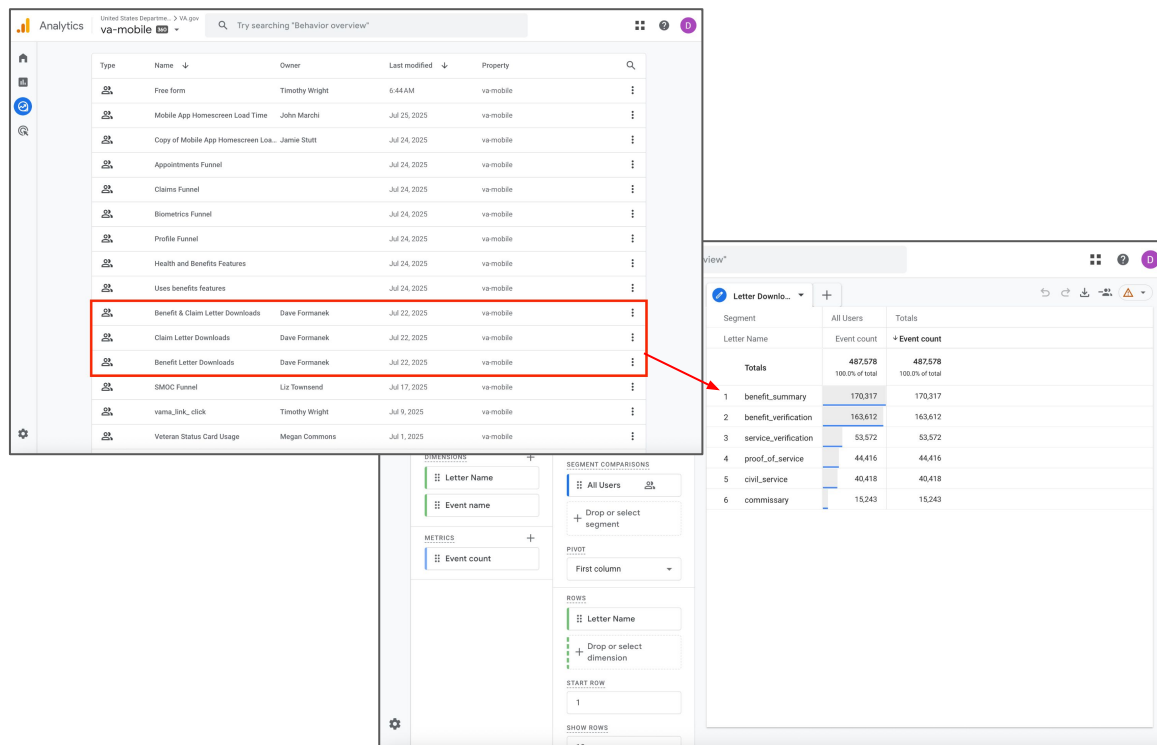
- While attempting to ensure that we had alignment on future iterations of veteran status card it became clear that we needed some sort of documentation to lay the foundation on which we could build.
- We were able to write a nifty tool to help us generate high quality diagrams and provide us organization for where those diagrams could live
- The iteration of utilizing the tool was the documentation produced for veteran status card refactor which was widely praised and accepted and drove the path forward for how we would improve the product going forward.



Dave | Claim/Decision Letter Type in Google Analytics

Accomplishments

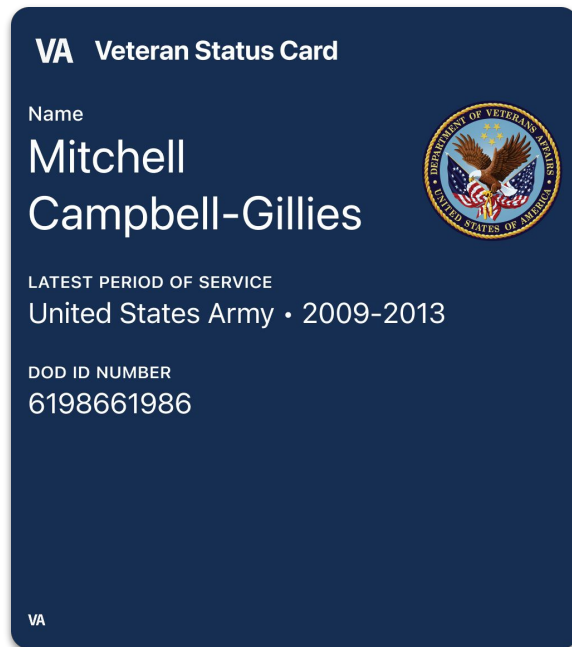
- Modified the mobile app to send downloads of Claim/Decision Letter Types to Google Analytics
- Created three different reports for the Claims Team (Benefit Letter downloads, Claim Letter downloads & Combined)
- Work completed and Sprint 22 and merged in Sprint 23, so will be available in the next release



UX | Veteran Status Card Digital Wallet

Accomplishments

- Researched constraints for Apple and Google Wallet
- Created components and design options
- Worked on refining designs



Apple



Google

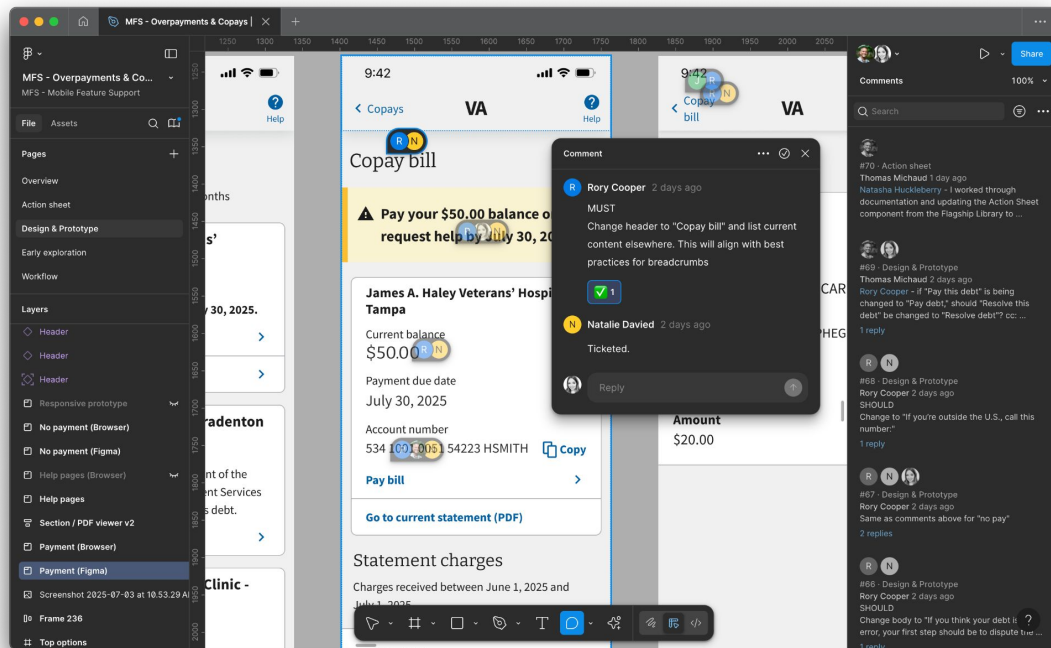
UX | Copays and Overpayments

Accomplishments

- Completed interview prep
- Addressed most of the feedback from the Content and IA Team
- Usability sessions began 🎉

What we're looking for

- Users can locate the money they owe
- Users understand how to get help or troubleshoot
- Preference between payment and no payment options
- Which pattern tests better



Up Next

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Next 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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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.

Feedback



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Feedback

Thoughts? Questions? New directions?

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Planned and Completed Tickets



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Planned Tickets

- [470](#): Product Questions (AI prep)
- [530](#): Analytics Sync with the Claims Team
- [532](#): Add availability framework to mobile VSC
- [534](#): Test run with team member
- [535](#): Kickoff call with Perigean
- [544](#): Sort updates PR fixes and create mobile PR
- [545](#): Spike review prototype and understand data flow
- [546](#): Digital wallet feature - review findings and begin design adjustments
- [547](#): Interview Prep
- [548](#): Product Brief: Email Verification
- [549](#): Conduct Usability Testing Sessions (1 of 2)
- [555](#): Check/Finish Updating Help Links in Prototype
- [556](#): Hide “Hide This Link Later” on Payment Screen in Prototype
- [557](#): Update Dates/Months in Prototype
- [558](#): Create Second Prototype for Web Viewing
- [559](#): Final PO Approval for Prototype
- [574](#): Review, approve and Merge PR for Veteran Status e2e test
- [1685](#): QA the PDF generation monitoring flag in staging
- [1686](#): Connect Datadog event to Slack
- [1774](#): Update AuthEx Vet Status Documentation



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Completed Tickets

- [470](#): Product Questions (AI prep)
- [472](#): FE Questions: Architecture Intent Prep
- [473](#): BE Questions: Architecture Intent Prep
- [474](#): Analytics Questions: Architecture Intent Prep
- [475](#): Testing Questions: Architecture Intent
- [476](#): Security Questions: Architecture Intent Prep
- [530](#): Analytics Sync with the Claims Team
- [532](#): Add availability framework to mobile VSC
- [534](#): Test run with team member
- [535](#): Kickoff call with Perigean
- [543](#): SPIKE: Mobile app to use API data to display VSC error alerts
- [544](#): Sort updates PR fixes and create mobile PR
- [545](#): Spike review prototype and understand data flow
- [546](#): Digital wallet feature - review findings and begin design adjustments
- [547](#): Interview Prep
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- [549](#): Conduct Usability Testing Sessions (1 of 2)
- [555](#): Check/Finish Updating Help Links in Prototype
- [556](#): Hide "Hide This Link Later" on Payment Screen in Prototype
- [557](#): Update Dates/Months in Prototype
- [558](#): Create Second Prototype for Web Viewing
- [559](#): Final PO Approval for Prototype
- [574](#): Review, approve and Merge PR for Veteran Status e2e test
- [579](#): Engineer sync with VHIC engineer
- [585](#): SPIKE: Diagram and proposed refactor changes for IIR Sync
- [1685](#): QA the PDF generation monitoring flag in staging
- [1686](#): Connect Datadog event to Slack
- [1774](#): Update AuthEx Vet Status Documentation



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Completed Tickets Continued

- [616](#): Swapping position of Overpay and Coapy [Consider Doing]
- [617](#): Change Content under Copays [Should]
- [618](#): Change Copayments to "Copays" [Must]
- [619](#): Change content to "pay bill" [Should]
- [620](#): Change expanded content on Copay bill [Should]
- [621](#): Change header to "Copay bill" [Must]
- [622](#): Change content to "Payment due date" [Must]
- [623](#): Change content to "Pay bill" [Should]
- [624](#): Change content back arrow to "Copay bill" [Must]
- [625](#): Change content under Pay by phone [Consider Doing]
- [627](#): Remove period from sentence [Should]
- [628](#): Update content under PDF statement [Should]
- [629](#): Update content for change of address [Should]
- [631](#): Change content to "Overpayment debts" [Must]
- [632](#): Change content under Overpayment debts [Should]
- [633](#): Change expanded content for Overpayment debts [Should]
- [635](#): Change back arrow to "Debt" [Must]
- [636](#): Update content: Pay by mail bullets [Should]
- [637](#): Update content under "Pay Online" [Should]
- [638](#): Change "File Number" to File number" [Should]
- [639](#): Change "Payee Number" to "Payee number" [Should]
- [640](#): Change "Person Entitled" to "Person entitled" [Should]
- [641](#): Change "Deduction Code" to "Deduction code" [Should]
- [642](#): Change "Number" to "number" [Should]
- [643](#): Change "Entitled" to "entitled" [Should]
- [644](#): Change "Code" to "code" [Should]
- [645](#): Change content about field characters [Should]
- [646](#): Delete heading [Should]
- [647](#): Update to "Term definitions" [Must]
- [648](#): Change content regarding questions [Should]
- [649](#): Change content around Health Resource Center [Should]
- [650](#): Change content around dispute of copay charges [Should]
- [651](#): Change content around change in income [Should]
- [652](#): Change content to "Request a payment plan" [Must]
- [653](#): Change content about repayment plan [Should]
- [654](#): Change content to "Request debt relief" [Must]
- [655](#): Change content around request waiver [Should]
- [656](#): Change content to "Dispute this debt"
- [657](#): Change content of the body [Should]
- [658](#): Change content for Veterans outside of the US [Should]



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Incomplete Tickets

- None!

Team Information

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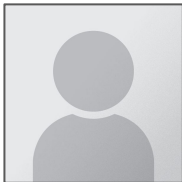
Team



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:



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Thank You!

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