

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 36: 01/28/2026-02/09/2026



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Agenda

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Sprint Overview



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Sprint Focus

- Continue efforts on the API refactor of the Veteran Status Card providing recommendations on validating the new logic, meeting with the CVE team, beginning FE work, and developing documentation.
- Continue UAT efforts for Overpay MVP by conducting test runs and getting feedback on materials from Perigean.

Key Wins

- Test runs in Firebase and Testflight
- Groundwork for implementation of VSC (service checks and end point infrastructure)
- VSC API refactor
- VBA adjustments



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Presentations



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Presentations

- Veteran Status Card Updates (Natasha)
- Overpay/Copay & Email Verification Updates (Natasha)
- UAT Overpayments (Emily)

Natasha | Veteran Status Card Updates

Work completed

- Alert content feedback received and [designs updated](#)
 - We're able to consolidate messaging. All Veterans with dishonorable discharge will see the same thing.
- Card updated to no longer show latest period of service
 - This allows us to show the card to more users who are confirmed but are missing service history.
- Internal documentation draft updated
- Met with CVE yesterday to walk through what's been completed
- [Mural](#) updated to include content updates

Related pages menu +

Veteran Status Card

This card makes it easy to prove your service and access Veteran discounts, all while keeping your personal information secure.

Veteran Status Card

Name: Mitchell Campbell-Gillies
DoD ID number: 6198661986 VA disability rating: 70%

This card doesn't entitle you to any VA benefits.

+ EXPAND ALL - COLLAPSE ALL

What if my Veteran Status Card displays incorrect information? +

9:41 Veteran Status Card [Close](#)

Veteran Status Card

Name
Mitchell Campbell-Gillies

DoD ID number
6198661986

VA disability rating
70%

This card doesn't entitle you to any VA benefits.

About this card
You can use this card to prove you served in the United States Uniformed Services.

Need to fix an error?
To fix an error in your disability rating, call the VA benefits hotline.

800-827-1000

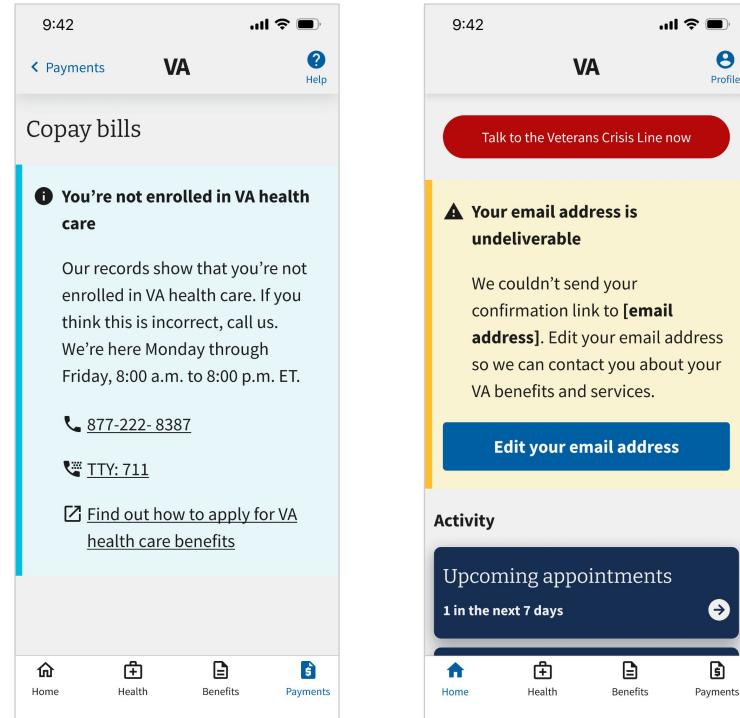
Natasha | Overpay/Copay & Email Verification

Overpay/Copay

- [Error messages and empty states updated](#)
- Links updated to open in browser if they go to a form or the goal is to have them fill out a form
- VBA alerts
 - Settled a couple outstanding questions, but the FM Team learned Veterans don't receive fees for overpayments, so there will be additional changes

Email Verification

- Met with AuthExp Team and determined we will not be including a deep link in the web experience because there's no reliable way to tell if the user triggered the email from the app vs. the web
- Scheduled Design Review for 2/12



Emily | UAT Overpayment

Test paths

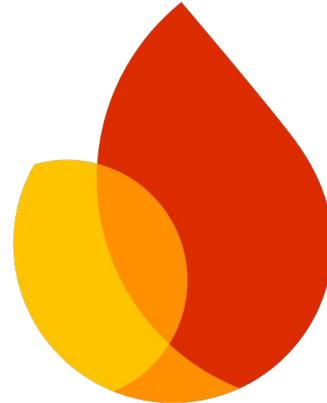
- Wrote test paths and success criteria

Recruitment

- Partnered with Financial Management on recruitment requirements
- Reworking questions to ensure qualified participants – previous studies yielded many who did not have debt

Technical access

- Finalized and tested the workflow for granting participant access to the pre-release app.



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Up Next

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Next Sprint Focus - Sprint 37

- To understand the impact of API refactor of the Veteran Status Card the team will implement BE and FE analytics and update documentation so that teams have a shared understanding of our efforts.
- Attend Mobile Design Review for Email Verification and address any feedback.
- Work with the FM team to finalize VBA content, empty and error states so that the MFS UX team can wrap up the Overpay MVP designs.

Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.
- Kim is doing a Tour of Duty. He will be able to support Mobile Features as needed; however, we expect him to be focused on his other project.
- Data was surfaced for Overpayments and Copayments starting October 22, 2025. This traffic was unexpected, because the features that use these controllers (displaying Overpayment/Copayment Debts in the mobile app) are not yet live.
 - Backend feature flags have been added to our codebase for both Overpay MVP and Copay MVP
 - Audit of our features has been completed



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Feedback



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Feedback

Thoughts? Questions? New directions?

Planned and Completed Tickets



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Planned Tickets

- [948](#): Validation of new logic [BE & FE]
- [949](#): Implement the networking for new VSC Mobile Endpoint
- [950](#): Utilize new VSC Endpoint in VSC Components
- [1011](#): Prep to meet with CVE team
- [1094](#): [BE] Add user validation checks to VSC service -
- [1099](#): Test run with team member
- [1100](#): Feedback on materials from Perigean



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Completed Tickets

- [948](#): Spike: VSC Consideration: Validation of New Logic [BE+FE]
- [949](#): Implement the networking for the new VSC Mobile Endpoint [FE]
- [958](#): Find SSC Test Users
- [1054](#): BE Analytics: VSC API refactor
- [1056](#): Update Swagger Docs for VSC Mobile Endpoint Utilizing Shared Service
- [1072](#): Email Verification: Project Kickoff with VA Mobile App Team
- [1083](#): Update Copay/Overpay links
- [1091](#): Move and update VSC designs
- [1094](#): [BE] Add user validation checks to VSC service
- [1098](#): Final VBA adjustments
- [1099](#): UAT Overpayments: Test run for TestFlight and Firebase
- [1100](#): UAT Overpayments: Feedback on materials from Perigean
- [1103](#): [BE] Create Mobile instance of VSC service and constants



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Completed Tickets

- [1011](#): Prep to meet with the CVE Team
- [1114](#): Review and align with FM error/empty states
- [1115](#): [BE] Update Swagger/OpenAPI docs for VSC endpoints
- [1116](#): Feature flag audit
- [1118](#): Add feature flags to mobile debt (overpayment) and medical copay routes
- [1119](#): [BE] Update Swagger/OpenAPI docs for VSC endpoints



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Incomplete Tickets

- None!

Team Information



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MFS Team



Michelle Middaugh
VA PO



Ryan Thurlwell
VA Design Lead



Mary Rodriguez
COR



Parker Baranowski
Program Manager



Natalie Gibbons
Product Manager



Emily Goodrich
Delivery Manager



Emily DeWan
UX Researcher



Natasha Huckleberry
UX Designer



Dave Formanek
Lead Mobile
Engineer



Kim McCaskill
Mobile Engineer



Matt Guest
Mobile Engineer



Michael Harmer
Backend Engineer



Kayley Bogemann
FullStack 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:

Thank You!



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