

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 28: 10/7/2025 - 10/20/2025



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Agenda

1. Sprint Overview
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Sprint Overview



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Sprint Focus

- Engineering Sprint Goals
 - Begin to develop the pay screen, request help, and dispute options for overpayments and copayments of this feature.
 - Complete the BE piece for the PoC for the digital wallet feature and begin to answer any BE artifacts required for Architecture Intent.
- UX Sprint Goals
 - Address any design adjustments for Overpay/Copay initiatives based on feedback from Midpoint Review and have designs ready for a final review.
 - Share a rough draft of the One VA Debt Letter research plan with the MFS team to provide any feedback.



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Key Wins

- Begin to develop the pay screen, request help, and dispute options for overpayments and copayments of this feature. Completed 7 workitems under the Overpayment and Copayment Debts epic
 - 24 workitems remain
- Began the Digital wallet Design and Engineering Spikes
- Addressed design adjustments for Overpay/Copay initiatives based on feedback from Midpoint Review and have designs ready for a final review.
- Shared a rough draft of the One VA Debt Letter research plan with the MFS team to provide any feedback.



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Presentations



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Presentations

- Overpayment Debt Details screen (Dave)
- CoPay Details (Kim)
- Secondary Screens (Matt)
- One VA Debt Letter Prototype (Natasha)

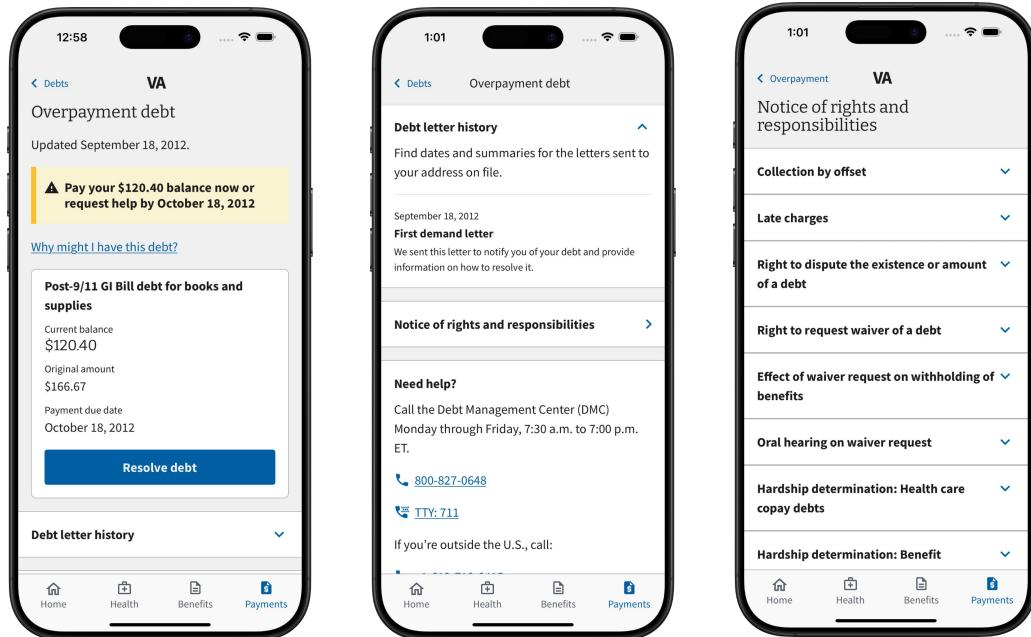
Dave | Overpayment Debt Details

Why is this work important?

- The overpayment debt details screen allows users to drill into a specific debt and get more specific information, including their debt letter history

What did we accomplish?

- Implemented the prominent content (alert & card with debt details)
- Implemented the “Why might I have this debt?” help subscreen.
- Implemented display of “Debt letter history”
- Implemented the “Notice of rights and responsibilities” screen
- Implemented “Need help?” section



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Kim | Copay Bill Details

Why is this work important?

- The Copay bill details screen allows users to drill into a specific copays and get more specific information, such as their recent statement charges and past statement PDFs.

What did we accomplish?

- Implemented the prominent content (alert & card with copay details and current statement)
- Recent statement charges.
- Previous PDF statements
- Statement addresses

The image displays three screenshots of the VA mobile application interface, specifically the 'Copay Bill Details' screen. Each screenshot shows a different stage of the user's interaction with the app.

- Screenshot 1:** Shows the initial 'Copay bills' screen with a prominent yellow alert box at the top stating, "Your balance may be overdue" with a due date of October 11, 2024, and a balance of \$105.24. A blue 'Resolve bill' button is visible below the alert. At the bottom, there is a card for 'Chalmers P. Wylie Veterans Outpatient Clinic' showing a current balance of \$105.24 and a payment due date of October 11, 2024. Below the card is another blue 'Resolve bill' button. The bottom navigation bar includes icons for Home, Health, Benefits, and Payments, with the Benefits icon being the active tab.
- Screenshot 2:** Shows the 'Recent statement charges' section after the user has selected the 'Resolve bill' button from the first screenshot. It displays a list of charges: 'INTEREST/ADM. CHARGE (Int:0.10 Adm:1.93 Other:0.00)', 'Billing reference: 0000037953E', and a total amount of '\$2.03'. Below this, it shows the 'Current balance' as '\$105.24'. The bottom navigation bar is identical to the first screenshot.
- Screenshot 3:** Shows the 'Recent PDF statements' section after the user has selected the 'Resolve bill' button from the second screenshot. It lists two statements: 'May 24, 2023 statement (PDF)' and 'November 5, 2021 statement (PDF)'. Below this, it shows the 'Statement addresses' section. The bottom navigation bar is identical to the previous screenshots.



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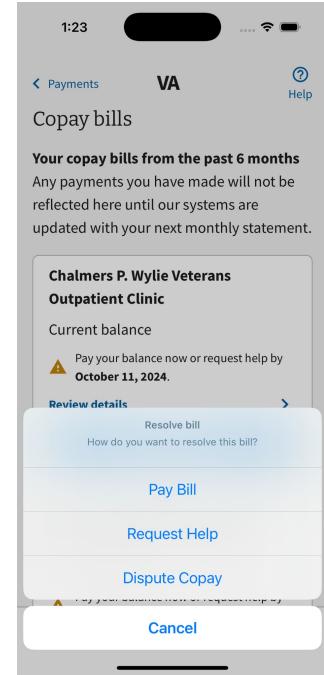
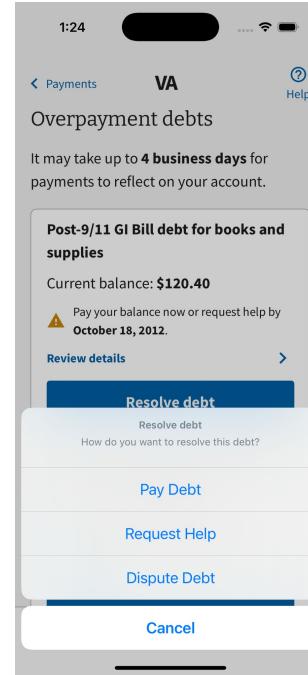
Matt | Overpayment/Copay Secondary Pages

Why is this work important?

- We streamlined the Overpayments and Copays detail flows so Veterans can **pay, request help, or dispute bills/copays** directly from the details page.

What did we accomplish?

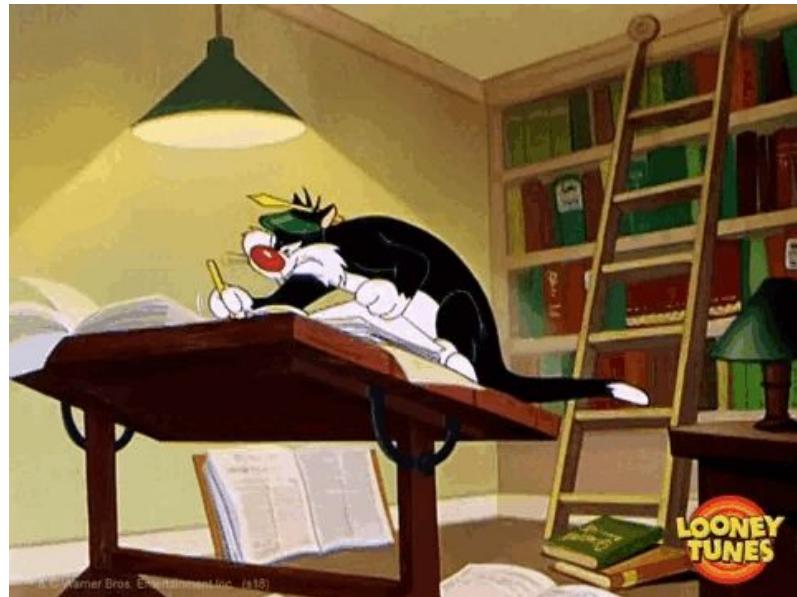
- [Overpayments](#)
 - **900 – Pay Debt:** Pay screen with copyable fields w/ link to pay.va.gov
 - **901 – Request Help:** Links for financial help
 - **902 – Dispute Debt:** Resources for disputing a debt
- **Copays (Same work as above but for Copays)**
 - **904 – Pay Bill**
 - **905 – Request Help**
 - **906 – Dispute Copay**



Natasha | One VA Debt Letter exploration

What did we accomplish?

- Explored incorporating the combined statement and PDF into the app
 - [Statement screen & PDF](#)
 - [Only PDF](#)
- Additional exploration of Home activity tiles and category tiles on other screens started



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Up Next

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Next Sprint Focus

Engineering:

- Complete engineering discovery work on the shared service and additional eligibility logic for the Veteran Status Card API Refactor.
- Complete the FE proof of concept for the digital wallet feature, so that we can confidently answer the artifacts for the Architecture Intent.

UX:

- The Overpay/Copay designs for MVP are reviewed by the Core Mobile team, and the UX team begins to make design adjustments based on the feedback.
- Review the existing VHIC diagram and documentation to better understand the user flow of a Veteran.
- Receive and address feedback on the Research Plan and Conversation Guide for the One VA Debt Letter initiative.



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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

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Planned Tickets

- [901](#): Implement the Request help screen (Overpayments)
- [902](#): Implement the Dispute debt screen (Overpayments)
- [903](#): Implement the Copays details screen (Copays)
- [904](#): Implement the Pay bill screen (Copays)
- [905](#): Implement the Request help screen (Copays)
- [906](#): Implement the Dispute copay screen (Copays) - flexible scope



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Completed Tickets

- [841](#): Last updated field to the back of the pass
- [861](#): [BE] Implement Transaction history & details (Debts)
- [862](#): [FE] Implement the Debt details screen (Overpayments)
- [863](#): Create a rough draft of the RACI chart
- [900](#): Implement the Pay debt screen (Overpayments)
- [901](#): Implement the Request help screen (Overpayments)
- [902](#): Implement the Dispute debt screen (Overpayments)
- [904](#): Implement the Pay bill screen (Copays)
- [905](#): Implement the Request help screen (Copays)
- [909](#): SPIKE: Document Existing Logic From VSC Web + Mobile
- [913](#): Vet Midpoint Feedback (Overpay/Copay)
- [919](#): Open, review and approve a PR for Copays list screen



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Incomplete Tickets

- None!
 - A few tickets are on hold for merge during the shutdown (labeled “shutdown-codefreeze”)

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



Emily Goodrich
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:

Thank You!



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