

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 27: 9/23/2025 - 10/6/2025

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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
 - Begin to develop the Payment Screen, Activity section, and the Overpayment/Copays list screen so that Veterans will be able to see debts and bills within the mobile app.
- UX Sprint Goals
 - Continue to finalize designs for Overpayment and Copayment, and prepare to attend Midpoint Review.
 - Begin to think of the scope for the One VA Debt Letter initiative and start to draft research goals.



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Key Wins

- Attended Mid Point review for Overpay/Copay.
- Continued Overpay/Copay engineering implementation while navigating government shutdown code freeze requirements.



Presentations

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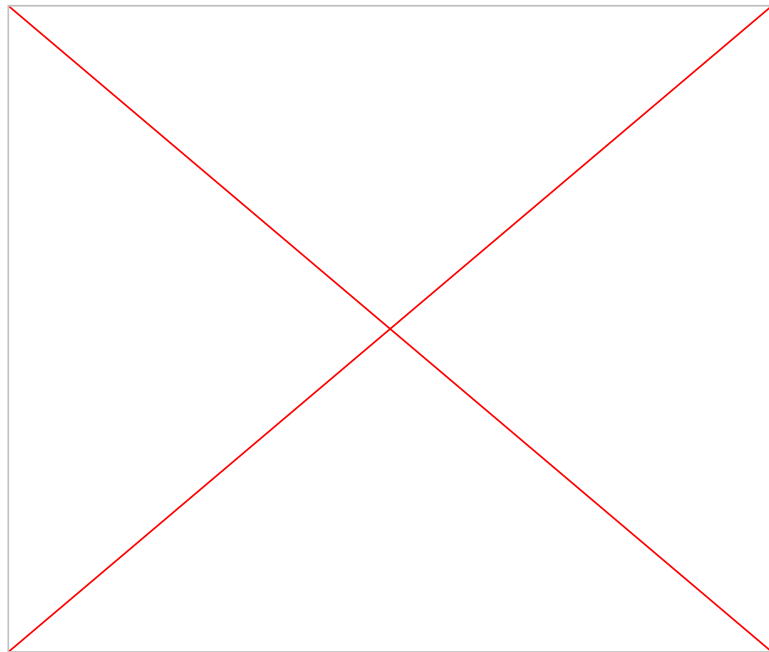
Presentations

- **Kim**
 - Overpay/Copay Activity section
 - Overpay/Copay lists
- **Emily D**
 - One VA Debt Letter Research

Kim M. | Overpay/Copay Activity section

Activity Section - Matt G.

- On the Home tab, add Overpayment debts and Copays card into Activity section
- On each card, the total money owed and total debts/bills are shown
- Cards serve as navigation to respective payment lists



Kim M. | Overpay/Copay lists

Overpayment Debt list - Dave F.

- Added Debt list and help screen
- Diary codes - 25 different summary messages

Copays list - Kim M.

- Extended shared logic with debt lists to display medical copays list

...Demo!



Emily D. | One VA Debt Letter Research

Goals + Questions

- Goal 1: Assess veteran interest, value, and trust in a combined VA debt statement on mobile.
- Goal 2: Identify Veteran needs, expectations, and preferences for viewing and interacting with a combined statement of outstanding debts on mobile.

Methodology

- Launching discovery research to define the direction for combined debt management in the app
- The study will first show users current statements (combined and individual), then explore new design directions for presenting all debt types in the app.

Prototype

- Exploring test user data as guidance to ensure prototype realism.
- Evaluating options for delivering test materials: staging, Figma, CodePen.



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Up Next

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Next 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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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.
- We are not able to merge any PR's due to the government shutdown.
- Thomas could be transferred to a new program at any time.
- Jason and Alex are moving to new Contracts.



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Feedback

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Feedback

Thoughts? Questions? New directions?

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Planned and Completed Tickets

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Planned Tickets

- [467](#): Prep for Midpoint Review: Overpayment and Copayment Debts
- [691](#): VHA: Copay statement alerts
- [784](#): Investigate Spike monitoring outside of Sentry
- [837](#): Finalize GitHub presence from project
- [859](#): Add “Notice of rights and responsibilities” content to detail/overview pages
- [860](#): Update designs for transaction details & history (Overpayments)
- [875](#): Payment Section: Update Overpayment and Copayment components
- [876](#): Activity section (Home Tab): Add Overpayment and Copayment components
- [877](#): Overpayment debts list screen
- [878](#): Copays list screen
- [884](#): One VA Debt Letter: Research goals



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Completed Tickets

- [467](#): Prep for Midpoint Review: Overpayment and Copayment Debts
- [691](#): VHA: Copay statement alerts
- [784](#): Investigate Spike monitoring outside of Sentry
- [837](#): Finalize GitHub presence from project
- [859](#): Add “Notice of rights and responsibilities” content to detail/overview pages
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- [875](#): Payment Section: Update Overpayment and Copayment components
- [876](#): Activity section (Home Tab): Add Overpayment and Copayment components
- [877](#): Overpayment debts list screen
- [878](#): Copays list screen
- [881](#): Empty State: Overpayments
- [882](#): Empty State: Copays
- [884](#): One VA Debt Letter: Research goals
- [885](#): Add TTY 711 to alerts
- [887](#): Update designs for Copay charges
- [908](#): Test and document requests and responses for Apple Wallet PoC



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Incomplete Tickets

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



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Team Information

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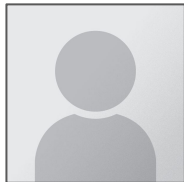
Team



Michelle Middaugh
VA PO



Ryan Thurlwell
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Natalie Gibbons
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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

Resources

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



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Thank You!

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