VA-Mobile Feature Support Demo/Review

Sprint 16

May 5, 2025

The recording of the demo can be accessed <u>here</u>.

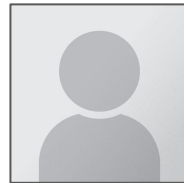# VA-MFS Team

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OCTO Mission:

Our mission is to improve Veterans' lives with better software.

2025 OCTO Objectives	Key Results	
O1: VA's digital experiences are the easiest and most efficient way to access VA health care and benefits.	1.1	Improve satisfaction with our web and mobile products by 5 points.
	1.2	We have reduced the total time Veterans spend waiting for a response from our digital experiences by 50%, towards a goal of less than 4 seconds per transaction.
	1.3	100% of transactions received via our digital experiences are either processed correctly or we have notified the user of an error.
O2: OCTO's platforms are the fastest, most efficient, and most secure way to deliver products at VA.	2.1	100% of authentications to our systems and tools (both Veteran-facing and internal) occur using a secure credential.
	2.2	We have reduced the total error rates in our platforms by 50% compared to Q4 2024, towards a goal less than 1% per endpoint.
	2.3	100% of VA employees have access to a valuable Generative AI tool to help with their work.
	2.4	Each of our platforms* and tools increase the number of non-OCTO built capabilities or non-OCTO users by 50%. (*excluding mobile)
O3: OCTO teammates are empowered with the knowledge and resources they need to make sustained impact.	3.1	Team members reporting more than a reasonable amount of stress is 5 points lower for each quarter in 2025 than it was in the corresponding quarter in 2024.
	3.2	Every OCTO Portfolio identifies 2 or more strategic decisions per quarter that would benefit the larger OCTO team, and documents them publicly in a shared location.
	3.3	75% or more team members are confident they have the knowledge needed to make effective decisions.
O4: OCTO positively influences VA's ability to deliver software products and services faster, safer, and with higher quality.	4.1	OCTO has delivered at least 10 impactful artifacts or learning activities (e.g., trainings, guides, COP meetings) focused on improving delivery practices that achieve an NPS score of 30 or higher from the target OIT delivery staff.
	4.2	OCTO has helped resolve/support at least 10 significant engineering issues or products outside our portfolio.
	4.3	Five or more non-OCTO teams have used SPRUCE to deliver high quality software.

Sprint 16 Ticket Changes

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
Our Mission: Continuously deliver high-quality digital experiences for the benefit of all Veterans and their families

Rollover from Sprint 15
- [350](#) Stakeholder Testing (complete)

Added to the Sprint Post-Planning
- [417](#) Draft initial research goals + research questions v2 (complete)
- [342](#) GitHub Release Notes - Part 1 (complete)
- [1582](#) Hide Veteran Status Card on Military Information Page (complete)
- [431](#) Investigate the Crashes over the Weekend with VSC (complete)
- [418](#) GitHub Release Notes - Part 2 (complete)

Removed from the Sprint Post-Planning
- [412](#) Release VSC Redesign to VA Mobile App (The AC for this ticket was covered in 362)

Sprint 16 Completed Tickets

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Product Completed
- [275](#) Set up Ongoing Sync with Web Team Members

UX Completed
- [245](#) Determine recruitment + screeners
- [403](#) Determine research methodology
- [411](#) Create presentation
- [413](#) Prep for presentation to stakeholders
- [407](#) Web Veteran Status Card UX support

Sprint 16 Completed Tickets Cont.

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Engineering Completed
- [402](#) Spike: Debt Service
- [1572](#) [FE] Veteran Status Card - New page
- [1571](#) Veteran Status PDF changes [FE]
- [1579](#) [FE] Veteran Status Card FAQ
- [412](#) Release VSC Redesign to VA Mobile App
- [393](#) Review the prerequisites for requesting a public repository
- [394](#) Certify that all branches, issues, and PR's are free of internally sensitive VA information
- [395](#) Implement GitHub Security and Branch Protection Standards
- [362](#) Pre-Release Veteran Status Redesign Implementation

Continuation of Work into Sprint 17

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In Progress
- none!

Natalie | Product Updates

Debt Services

- Aligned with FM team to focus efforts on how Veterans can view their benefit overpayments and medical copayments in the mobile app.
  - Developed a Product Brief

Veteran Status Card

- Discussed how MFS can support the mobile analytics for error messaging and views of Veteran Status Card.
  - Data Dog (BE metrics)
  - Firebase (FE metrics)

Product Brief: Overpayment and Copayment Debts

Overview

Veterans can experience debt from the VA. The two types of debt that the Financial Management Team has focused on include:

- Overpayments
- Copayments (also referred to as copays)

Benefit overpayment debt can occur when a Veteran receives more compensation than they are entitled to, and it is handled by the Veterans Benefits Administration (VBA). Examples of overpayments include a dependent change from a divorce, or even when a Veteran receives education benefits for a class but then drops the class and does not report that. In these instances, the Veteran will owe money to the VA for such actions.

Copayments are part of an individual's health insurance and are the amount of money owed for a specific healthcare service or prescription; the remainder of the cost is covered by insurance. Veterans with medical copayment debt from the VA have received care at a VA health facility. The Veterans Health Administration (VHA) manages medical copayments.

Veterans can view their overpayment and copayment debts through the authenticated experience on VA.gov. After logging on, they can access their debt portal through the My VA tab. If overpayment or copayment debt exists, Veterans can take the following actions:

- View the debt
- Make a payment and resolve the debt online

Natasha/Emily | Pre-Need Burial

Discipline (UX)

Pre-Need Burial

- Made final adjustments to the [research report](#) and [presentation slides](#)
- Prepped and presented findings to the VA.gov Pre-Need Burial Team
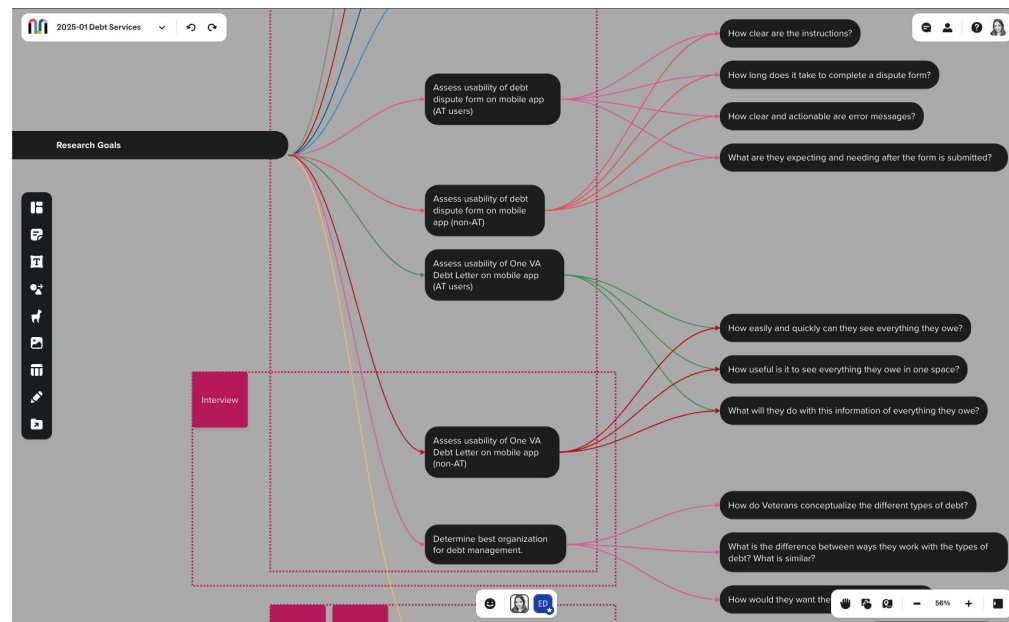- 👀 Stay tuned after the demo for the findings

Natasha/Emily | Debt Services

Discipline (UX)

Debt Services

- Met with the Financial Management Team for a demo of the Debt Portal
- Reworked research goals and questions
- Identified appropriate methodologies
  - Usability testing
  - Interview
  - Comparative analysis
  - Card sort

[Mind map in Mural](#)

Natasha/Emily | Veteran Status Card

Discipline (UX)

Veteran Status Card

- How do I get a physical version of my Veteran Status Card?
    - **Added:** You may be unable to print your Veteran Status Card if you are ineligible, if there are issues with your records, or if a system error occurs.
    - Link label updated
    - Print link hidden when an error message is shown instead of the Veteran Status Card

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16px

How can I use the Veteran Status Card?   —

You can use the Veteran Status Card to prove your Veteran status to businesses and organizations offering discounts. Acceptance may vary, so check with specific entities in advance.

16px

How do I get a physical version of my Veteran Status Card?   —

You can print a copy of your Veteran Status Card and cut it out to keep in your wallet.

Print your Veteran Status Card (PDF) ●--------------------------------

Note: The Veteran Status Card is for identification only and does not guarantee benefits. Additional documentation may be required. You may be unable to print your Veteran Status Card if you are ineligible, if there are issues with your records, or if a system error occurs.

16px

What other types of Veteran ID are available?   —

Kim | Veteran Status Card Redesign (Web)
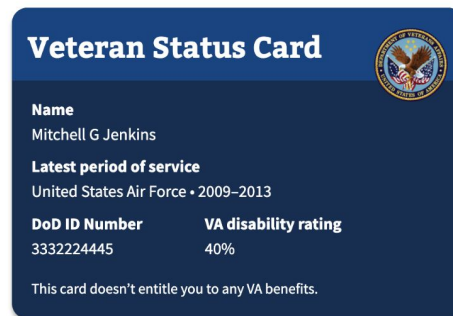
Discipline (Engineering)

Explanation of the work:
- **Preamble:** New Veteran Status Card page and redesign under Profile on VA.gov.
- **Work:** Epic 1067: All work is behind a vetStatusStage1 feature flag.
- **Solution:**
  - Issue 1572: Updated the Veteran Status Card PDF to match redesign.
  - Issue 1572: Created a dedicated page for the Veteran Status Card under Profile.
  - Issue 1579: Implemented an FAQ section below the Veteran Status Card.
  - Issue 1582: Removed the Veteran Status Card from the Military Information page.
  - Work will continue in Sprint 17.

Alex | Public GitHub Repo

Discipline (Engineering)

Explanation of the work:

- In an effort to support our github project going public we wanted to ensure that there was no potential PII leaks.
- To make the process more efficient and verifiable we created a script that allowed us to pull our data and utilize the open source tool from Microsoft (Presidio) for scanning for potential PII.
- This could potentially be leveraged by other teams looking to go through the same process we are.

Michael | Debt Services Spike

Discipline (Engineering)

Explanation of the work:
- The website has several features related to overpayment debts and copayments that are not available on the mobile app, including listing out those financials and providing descriptions,links to manage the payments owed, and instructions on how to dispute payments
- Through this spike the differences between the website and app were documented, and paths forward were laid out on how to move forward to provide the same features in the app that are available in the website

Sprint 17

Sprint 17 Goals

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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- Wrap up development to ease the burden for Veterans on VA.gov by implementing the IIR's industry-standard redesign of the Veteran Status Card.
- To support the web VSC redesign through the collaboration cycle, the team will begin documenting artifacts necessary for staging and review so Veterans have a positive experience when this feature is live.
- To make our pre-need burial research visible, we will present and share our research findings with the VA so that they understand the recommendations that Veterans have on this topic.
- Align with the Financial Management Team on Debt Service research efforts and begin the research plan to understand how Veterans want to view overpayments and copayments on the app.
- Begin designs that will allow Veterans to view the amount owed for benefit overpayments and medical copayments, and see details related to that debt on the app.
- Kick off the collaboration cycle with the initiative that will allow Veterans to view their overpayment and copayment debt information on the mobile app.
- To support the VA's commitment to open source, transparency, collaboration, and knowledge sharing, we will continue the steps to make our GitHub project instance and repository public.

Sprint 17 Committed Work

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Veteran Status Card on Web incl. Collab Cycle
- [443](): Feedback Button
- [1580](): Veteran Status Card alert updates
- [1581](): Veteran Status Card accessibility and mobile checkup
- [1577](): Link from Profile to Veteran Status Card
- [446](): Product QA: VSC Redesign (web)
- [447](): UX QA: VSC Redesign (Web)
- [425](): E2E Tests (staging and review artifacts)
- [426](): Unit Test Coverage (staging review artifacts)

Pre-Need Burial
- [359](): Pre-need Burial: Research: Share research findings with stakeholders (meeting)

Debt Services - General and Copayments/Overpayments incl. Collab Cycle
- [416](): Finalize research goals + questions v2
- [450](): Divide research into individual studies
- [226](): User flows and sitemap placement
- [227](): Low-fi designs
- [449](): Kick off the Collab Cycle (Product ticket)
- [444](): SPIKE: Linking Veterans to VA.gov Debt Portal from Mobile app

Sprint 17 Committed Work

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Public GitHub Repo
- [396](#): Obtain COR approval and finalize public repo request

Other
- [445](#): Thresholds percentage for VSC alerts
- [448](#): Analytics Setup: VSC Error Messaging

Questions?