

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 25: 8/25/2025 - 9/5/2025

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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
 - Investigate any unknowns as to what alerts/messages appear on VA.gov around Copayments and Overpayments, so that UX can design all the various alerts/messages that a Veteran could experience with VA debts.
 - Further explore the user experiences that might occur for someone downloading their VSC to their digital wallet. This will allow for design to create a comprehensive user experience for Veterans who want to download their Veteran Status Card to their Apple or Google Wallet.
 - Begin the foundational development work for the Overpayment/Copay initiative, which will allow Veterans to view those details within the mobile app.
- UX Sprint Goals
 - The UX team will synthesize research from overpay/copay and begin to make design updates from research findings so that Veterans will be able to view their copayment bills and overpayment debts through the app.
 - Take the initial steps to design mobile alerts for the various messages that Veterans could receive when they have an Overpayment. This will provide alignment between the web and mobile experience, so that there is no confusion when a Veteran is viewing their overpayment information from the mobile app.



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Key Wins

- Implemented the front end feature flag for overpay/copay work.
- Removed back end Veteran Status Card feature flag from [VA.gov](https://va.gov) for the first phase redesign.
- Integrated the medical copays and medical copays PDF endpoints on the front end.



Presentations



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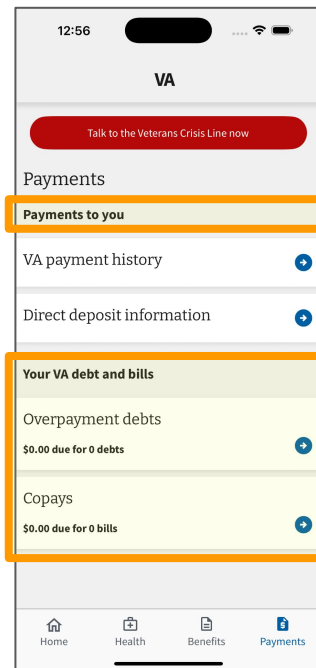
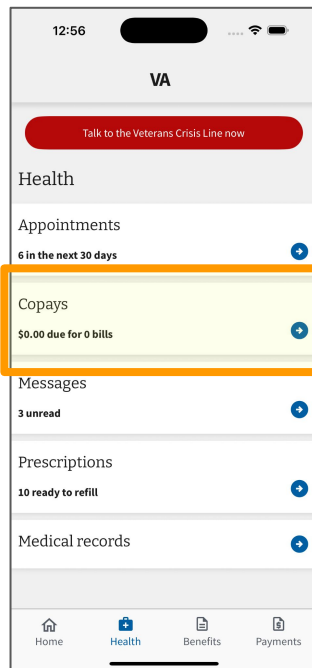
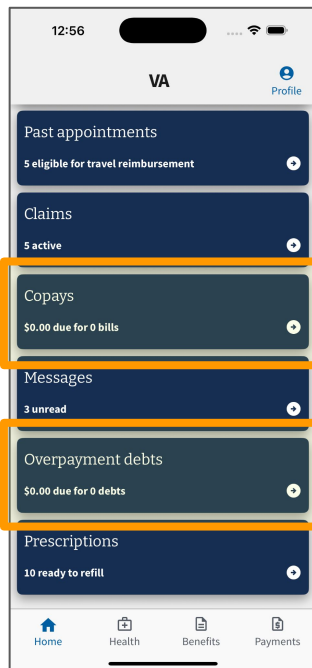
Presentations

- **Dave**
 - Overpay/copay user navigation high-level overview
- **Emily**
 - Overpay/copay research findings
- **Thomas**
 - Overpay/Copay Design Updates
 - Overpay/Copay VBA diary code messaging

Dave | Overpay/copay user navigation high-level overview

Work completed:

- Added Overpay/Copay activity buttons to Home tab
- Added Copay button to Health tab
- Added Overpay/Copay buttons to Payments tab
- Implemented Overpay/Copay navigation and placeholder screens
- Implemented “Resolve debt” and “Resolve bill” buttons and action/bottom sheet
- Ready to fill out the buttons/screens with data



Emily | Overpay/copay research findings

- Despite their frustrations with the payment process on mobile, participants preferred having this option over a version that only allowed viewing debt and bills.
 - A majority of participants (10 out of 11) preferred the app version with payment functionality.
 - Even with frustrations over the mobile payment process, users valued having the option to pay their bills digitally.
- Navigation and labels need to be intuitive to prevent confusion.
 - Users had mixed initial assumptions on where to find money they owed
 - Payment tab, Messages or Claims shortcuts, Latest Payment link
 - A majority of participants agreed that "Payments" was the most fitting name for the tab.
- Participants have a need for clear, actionable options when searching for help with their debt or bills.
 - Most searched for a phone number for questions on their debt and bills
 - Placing help topics under a Resolve menu was much more findable than under a Help menu in the corner. Some wanted these help options to be even more visible vs behind another click.
 - Most did not open the alert accordion on the details pages, and those that did rarely found any value in the expanded information.
 - The “why might I have this debt” button was unhelpful because the information was too generic.

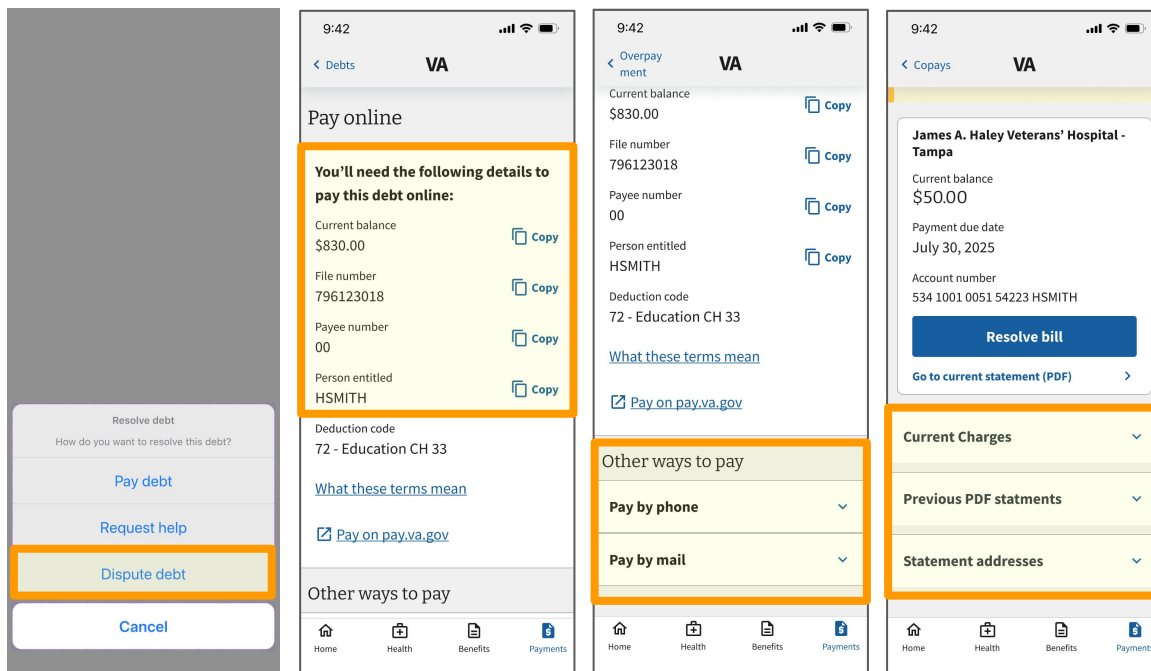
Emily | Overpay/copay research findings

- Key payment information must be surfaced and easy to retain.
 - Almost all did not notice that they would need to save key pieces of information in order to pay before leaving the app. They would instead look to the statements or debt letters to retrieve the information.
 - Everyone wanted a smoother app-to-portal transition, such as a copy and paste function.
- Digital statements and documents are a core need for users.
 - Everyone found the copay PDFs statements valuable, but older ones were hard to find.
 - The debt letters were important to all, with most assuming they could view them in the app.
- Separation of current and resolved debt is beneficial for clarity.
 - Many participants did not want to see resolved debt next to current debt, and the rest wanted a very clear distinction between the two.
- Users want a clear, centralized way to manage their bills.
 - The overall structure of the Payments page was well received.
 - About half wanted a bit more detail on their debt on that page, such as due dates
 - The overview of overpayment debts generally seemed complete
 - Participants were confused by the copay page because it was not updated in real time.

Thomas | Overpay/Copay Design Updates

Work completed:

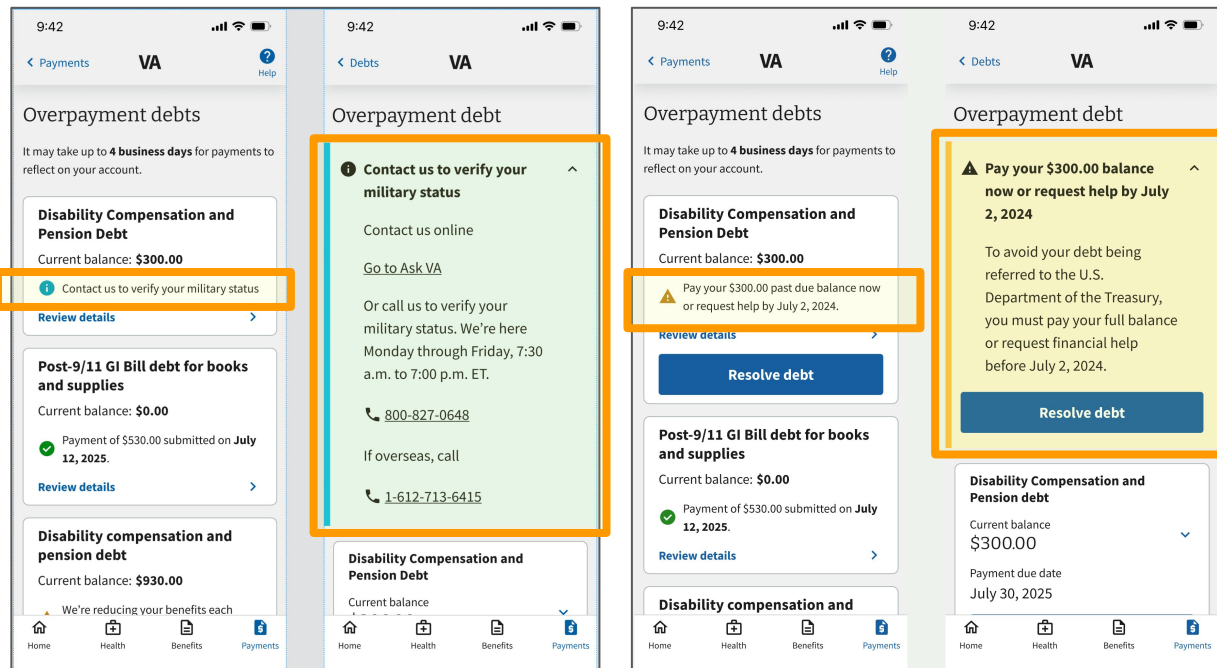
- Move debt/copay dispute option to action/bottom sheet (776)
- Rework overpayments pay online info (775)
- Explore consolidating payment options (777)
- Move or rename PDF statements (778)



Thomas | Overpay/Copay VBA diary code messaging

Work completed:

- VBA diary code messaging (782)



Up Next

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Next Sprint Focus

- Engineering Sprint Goals
 - Continue the foundational development work and understand web logic for the Overpayment/Copay initiative, which will allow Veterans to view those details within the mobile app.
 - Develop the BE portion of the Apple digital wallet proof of concept. This will allow the team to think through implementation, raise any outstanding questions, and move the team forward in completing the BE artifacts for the Architecture Intent.
- UX Sprint Goals
 - Complete the outstanding design task for overpay/copay, so that the MFS team can schedule Midpoint Review by the end of the Sprint.
 - To advance the Overpayment and Copayment research effort, the team will finalize the text-only research readout and PDF presentation that will be used to present to Stakeholders.



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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.



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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

- [704](#): Minimize Use of Accordions [Should Do]
- [724](#): [Digital Wallet] Incident Response Plan: Architecture Intent Artifacts
- [733](#): Create first draft of research readout
- [764](#): Align copay menu options with overpayments
- [775](#): Rework overpayments pay online info
- [776](#): Move debt/copay dispute option to action/bottom sheet
- [777](#): Explore consolidating payment options
- [778](#): Move or rename PDF statements
- [782](#): VBA diary code messaging
- [783](#): Cached Data [Must]
- [785](#): [FE/BE] Spike: Do users receive a message when a payment has been made on [VA.gov](#)
- [786](#): Spike: Alerts for Copayments that are being surfaced on [VA.gov](#)
- [795](#): Spike: Copy and paste account numbers (Overpayments & Copays)
- [798](#): Spike: Providing Veterans with data for when their VSC was last updated
- [800](#): [FE] Feature Flag (overpay/copay)
- [801](#): [FE] New Mobile API integration with BE endpoints
- [805](#): Update Core Mobile Documentation for Medical Copay Endpoint
- [806](#): Spike: Actions that can be taken within the VBA alerts
- [822](#): Review, approve and merge PR for [BE] Remove back-end Veteran Status Card Redesign phase 1 feature flag



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Completed Tickets

- [704](#): Minimize Use of Accordions [Should Do]
- [724](#): [Digital Wallet] Incident Response Plan: Architecture Intent Artifacts
- [733](#): Create first draft of research readout
- [764](#): Align copay menu options with overpayments
- [775](#): Rework overpayments pay online info
- [776](#): Move debt/copay dispute option to action/bottom sheet
- [777](#): Explore consolidating payment options
- [778](#): Move or rename PDF statements
- [781](#): Copay account number updates
- [782](#): VBA diary code messaging
- [783](#): Cached Data [Must]
- [785](#): [FE/BE] Spike: Do users receive a message when a payment has been made on [VA.gov](#)
- [786](#): Spike: Alerts for Copayments that are being surfaced on [VA.gov](#)
- [795](#): Spike: Copy and paste account numbers (Overpayments & Copays)
- [798](#): Spike: Providing Veterans with data for when their VSC was last updated
- [800](#): [FE] Feature Flag (overpay/copay)
- [801](#): [FE] New Mobile API integration with BE endpoints
- [805](#): Update Core Mobile Documentation for Medical Copay Endpoint
- [806](#): Spike: Actions that can be taken within the VBA alerts
- [822](#): Review, approve and merge PR for [BE] Remove back-end Veteran Status Card Redesign phase 1 feature flag
- [830](#): [FE] Overpayment Mobile API integration with BE endpoints



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Incomplete Tickets

- None!

Team Information

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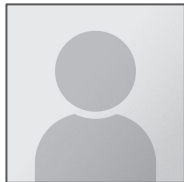
Team



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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