

VA - Mobile Feature Support

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

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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 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.



Presentations



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Presentations

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

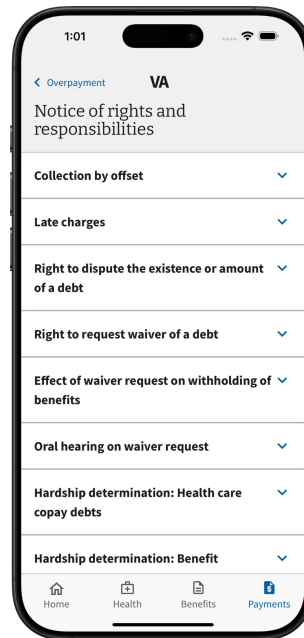
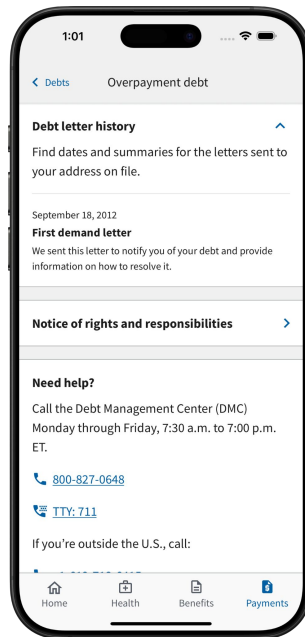
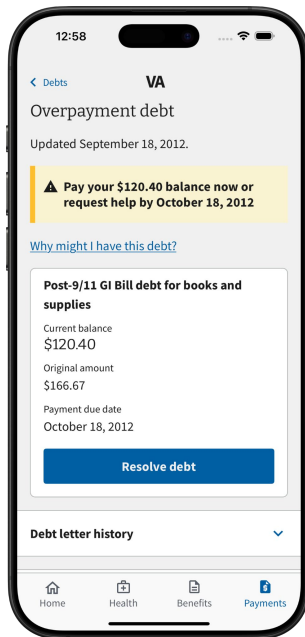
Dave | Overpayment Debt Details

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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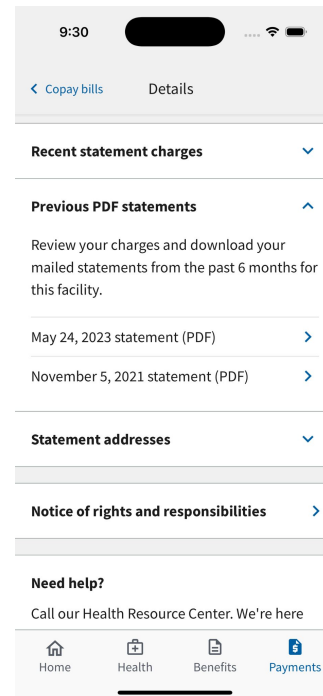
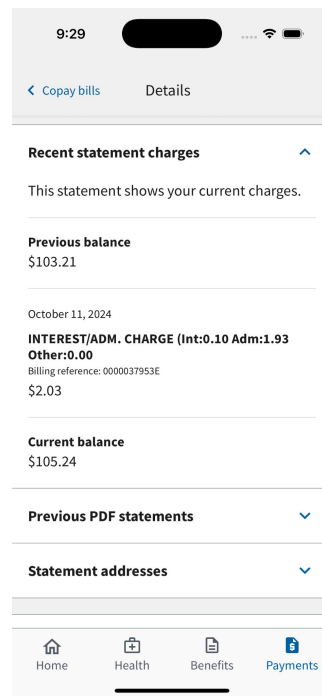
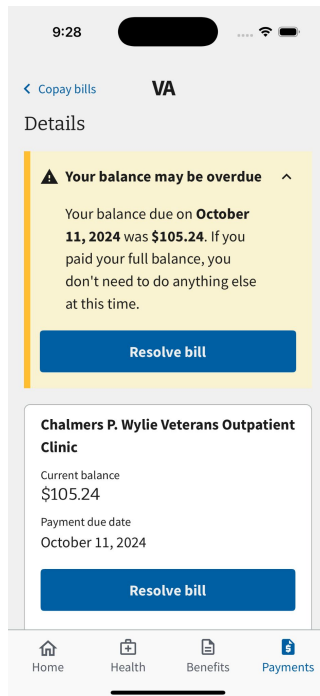
Kim | Copay Bill Details

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



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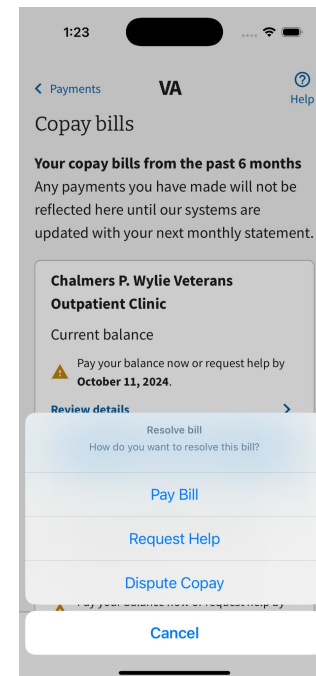
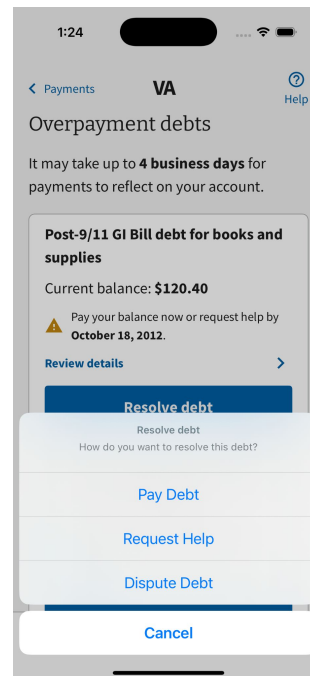
Matt | Overpayment/Copay Secondary Pages

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?

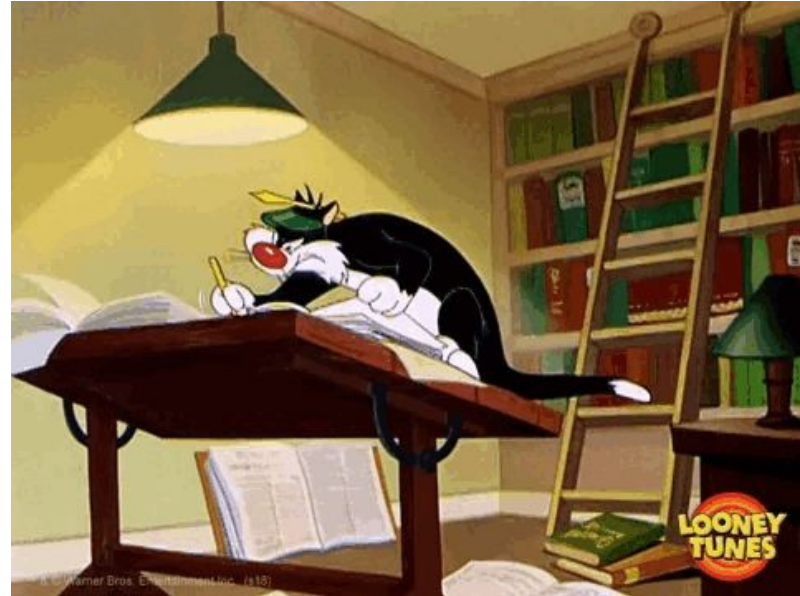
- Overpayments
 - **900 – Pay Debt:** Pay screen with copyable fields w/ link to pay.va.gov
 - **901 – Request Help:** Links for financial help
 - **902 – Dispute Debt:** Resources for disputing a debt
- **Copays (Same work as above but for Copays)**
 - **904 – Pay Bill**
 - **905 – Request Help**
 -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



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.



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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

- [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”)



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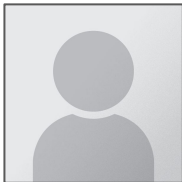
Team



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Natasha Huckleberry
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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:



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Thank You!

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