VA - Mobile Feature Support

Sprint Report and Demo | Sprint 29: 10/21/2025 - 11/03/2025

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

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.
- Finalize the Research the One VA Debt Letter initiative.

Key Wins

- One VA Debt Letter research and prototype
- Spike on SSC
- Spike on Apple Wallet and data refresh

Presentations

Presentations

- API Refactor (Dave)
- Apple Wallet Data Refresh (Kim)
- Research planning for One VA debt letter (Emily)
- Combined statement exploration (Natasha)

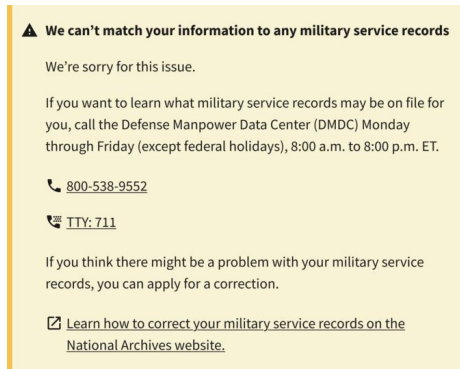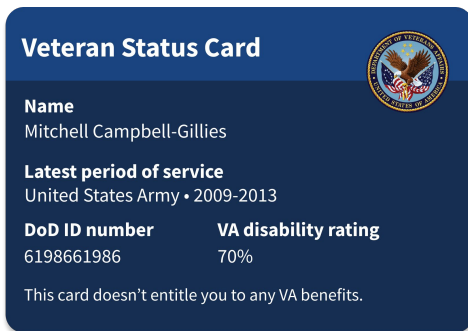VA | U.S. Department of Veterans Affairs

Dave | Spike: Shared Data Structure for VSC API Refactor

Why are we doing this?
- The VSC API refactor creates a single source of truth for both the web and mobile frontend applications.

Results
- Assumptions
  - Web and mobile alerts will be aligned, including styling and layout
- Shared data structure/response is JSON and contains two mutually exclusive sections of data:
  - **data:** holds all the data necessary to display the veteran status card
  - **alert:** holds all the data necessary to display an alert which explains why the VSC cannot be displayed
- Provided an alternative approach if web and mobile alerts need to stay the same as implemented today

Veteran Status Card

Name
Mitchell Campbell-Gillies

Latest period of service
United States Army • 2009-2013

DoD ID number   **VA disability rating**
6198661986   70%

This card doesn't entitle you to any VA benefits.

⚠ **We can't match your information to any military service records**

We're sorry for this issue.

If you want to learn what military service records may be on file for you, call the Defense Manpower Data Center (DMDC) Monday through Friday (except federal holidays), 8:00 a.m. to 8:00 p.m. ET.

📞 800-538-9552

📟 TTY: 711

If you think there might be a problem with your military service records, you can apply for a correction.

↗ Learn how to correct your military service records on the National Archives website.

```
{
  "data": {
    "id": "",
    "type": "veteran_status_card",
    "attributes": {
      "fullName": "Mitchell Campbell-Gillies",
      "latestService": {
        "beginDate": "2009-01-15",
        "endDate": "2013-05-20",
        "branch": "Army"
      },
      "edipi": "6198661986",
      "disabilityRating": 70
    }
  }
}

{
  "alert": {
    "type": "warning",
    "header": "We can't match your information to any military service records",
    "body": [
      {
        "type": "text",
        "value": "We're sorry for this issue."
      },
      {
        "type": "text",
        "value": "If you want to learn what military service records may be on file for you, call the Defense Manpower Data Center (DMDC). The DMDC office is open Monday through Friday (except federal holidays), 8:00 a.m. to 8:00 p.m. ET. "
      },
      {
        "type": "phone",
        "value": "8005389552",
        "tty": true
      },
      {
        "type": "text",
        "value": "If you think there might be a problem with your military service records, you can apply for a correction."
      },
      {
        "type": "link",
        "value": "Learn how to correct your military service records on the National Archives website.",
        "url": "https://www.archives.gov/veterans/military-service-records/correct-service-records.html"
      }
    ]
  }
}
```

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Kim | Apple Wallet Data Refresh

Why are we doing this?

- This research and discussion aimed to clarify how data can be refreshed for Veteran Status Cards (VSC) within Apple Wallet.
- The questions explored both the role of the authenticationToken and potential secure ways to refresh pass data.

Results

- Discussion around data retrieval still requiring user authentication.
- Alternative thoughts about data refresh
  - Can we disable pull-to-refresh?
  - Should we deep-link users to retrieve new card?
- Follow up research spike ticket #960 to outline how to safely handle token use with refresh functionality with focus on security.

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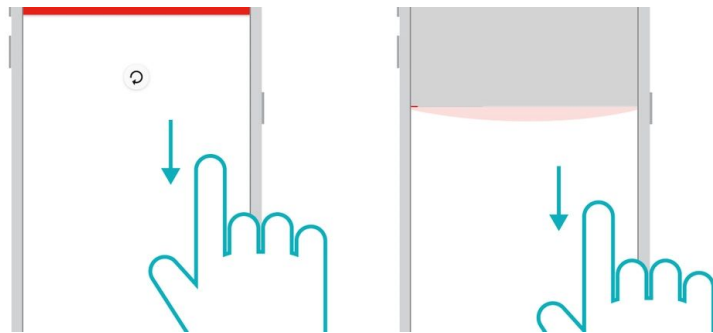
Emily D. | One VA Debt Letter Research

Research plan and conversation guide
- Finalized plan and guide with team feedback to ensure study alignment.
- Submitted plan for approval from OCTO research lead to begin recruiting.

Recruiting
- Sent specifications to Perigean (Veteran with overpayments and copays with app experience) to target ideal audience.
- 12 Veterans were scheduled by Perigean.

Research session pilot
- Conducted pilot run to test flow and technical setup (thank you to Kim and Natasha!).
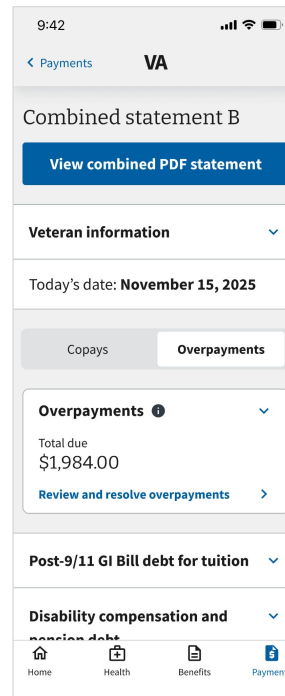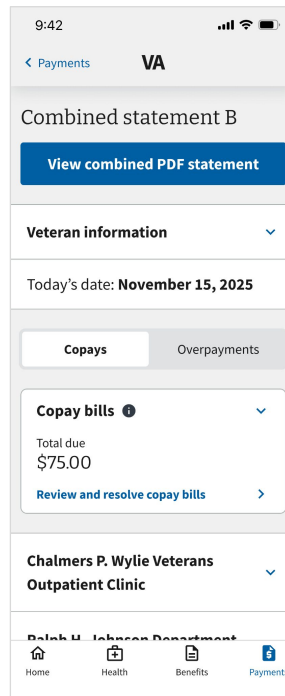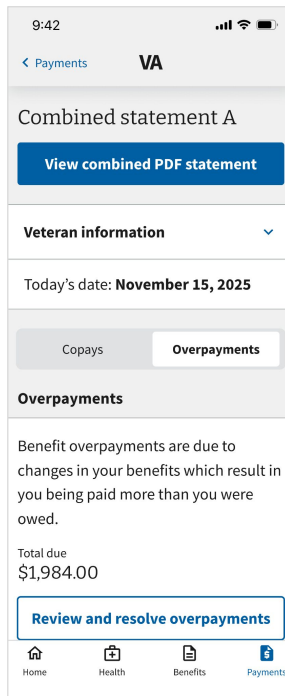- Adjusted conversation guide to make the sessions more effective before speaking with Veterans.
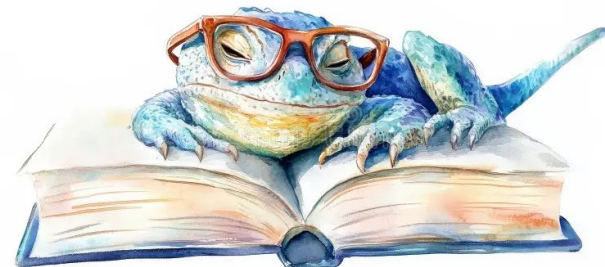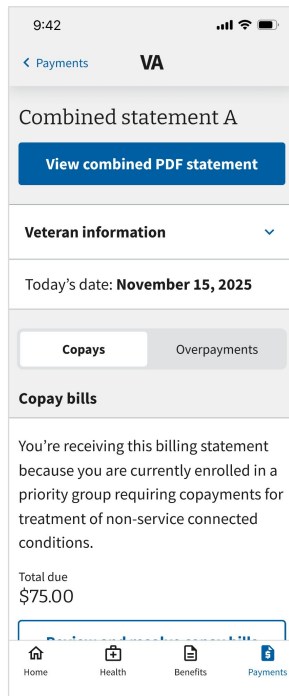

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Natasha | Combined statement exploration

What did we accomplish?
- Explored incorporating the combined statement and PDF within the app
- Opted to show Veterans a couple versions during sessions:
  - Version A
  - Version B

9:42	VA
‹ Payments	

Combined statement A

View combined PDF statement

Veteran information ⌄

Today's date: **November 15, 2025**

| Copays | Overpayments |

Copay bills

You're receiving this billing statement because you are currently enrolled in a priority group requiring copayments for treatment of non-service connected conditions.

Total due
$75.00

Review and resolve copay bills

Home · Health · Benefits · Payments

9:42	VA
‹ Payments	

Combined statement A

View combined PDF statement

Veteran information ⌄

Today's date: **November 15, 2025**

| Copays | Overpayments |

Overpayments

Benefit overpayments are due to changes in your benefits which result in you being paid more than you were owed.

Total due
$1,984.00

Review and resolve overpayments

Home · Health · Benefits · Payments

9:42	VA
‹ Payments	

Combined statement B

View combined PDF statement

Veteran information ⌄

Today's date: **November 15, 2025**

| Copays | Overpayments |

Copay bills ⓘ ⌄

Total due
$75.00

Review and resolve copay bills ›

Chalmers P. Wylie Veterans Outpatient Clinic ⌄

Ralph H. Johnson Department

Home · Health · Benefits · Payments

9:42	VA
‹ Payments	

Combined statement B

View combined PDF statement

Veteran information ⌄

Today's date: **November 15, 2025**

| Copays | Overpayments |

Overpayments ⓘ ⌄

Total due
$1,984.00

Review and resolve overpayments ›

Post-9/11 GI Bill debt for tuition ⌄

Disability compensation and pension debt ⌄

Home · Health · Benefits · Payments

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Up Next

Next Sprint Focus - Sprint 30

Engineering:
- Begin engineering discovery to understand where PDFs exist on the mobile app, and how letters are being represented, so that Product can better define the scope of work for creating an accessible letter experience within the mobile app.
- Continue investigating the Service Summary Codes to understand how these would translate to allow a Veteran to receive a Veteran Status Card.

UX:
- Prepare and conduct user interviews for One VA Debt Letter discovery research to determine whether this is valuable to Veterans.
- Continue exploring designs and user flows for the VHIC within the mobile app.

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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.

Feedback

Feedback

Thoughts? Questions? New directions?

Planned and Completed Tickets

Planned Tickets

- 580: Review User Flow of the existing VHIC diagram
- 804: [BE] Digital Wallet Proof of Concept (Google Wallet)
- 807: [FE] Google Digital Wallet POC
- 847: Apple Digital Wallet POC -- FE
- 910: Spike: Investigate and propose a shared data structure for VSC refactor
- 917: Feedback on Research Plan + Conversation Guide
- 918: Review + approval from OCTO research lead
- 920: Spike looking into SSC codes for additional eligibility logic (VSC)
- 937: Rough current experience prototype
- 954: Finalize content for copays/overpayments

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Completed Tickets

- [580](): Review User Flow of the existing VHIC diagram
- [804](): [BE] Digital Wallet Proof of Concept (Google Wallet)
- [807](): [FE] Google Digital Wallet POC
- [847](): Apple Digital Wallet POC -- FE
- [907:](): Spike: Apple Wallet and data refresh
- [910](): Spike: Investigate and propose a shared data structure for VSC refactor
- [914](): Combined statement exploration
- [917](): Feedback on Research Plan + Conversation Guide
- [918](): Review + approval from OCTO research lead
- [920](): Spike looking into SSC codes for additional eligibility logic (VSC)
- [937](): Rough current experience prototype
- [954](): Finalize content for copays/overpayments
- [955](): Feedback: Core Mobile Design Review

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Incomplete Tickets

- None!
  - A few tickets are on hold for merge during the shutdown (labeled "shutdown-codefreeze")
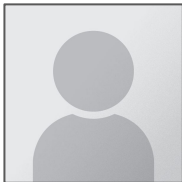
Team Information

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!