



VA Mobile App

Status Update

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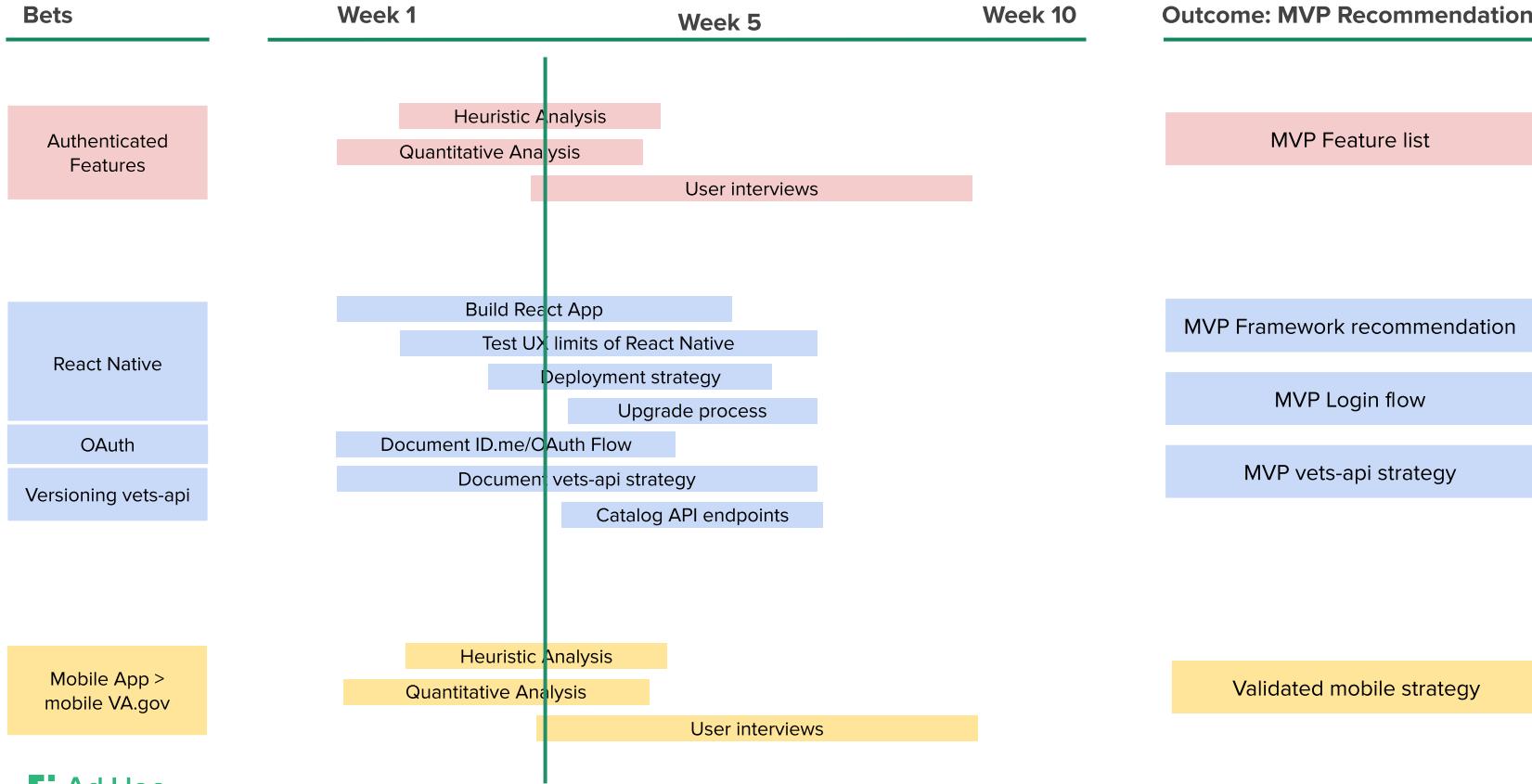
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Integrated Roadmap

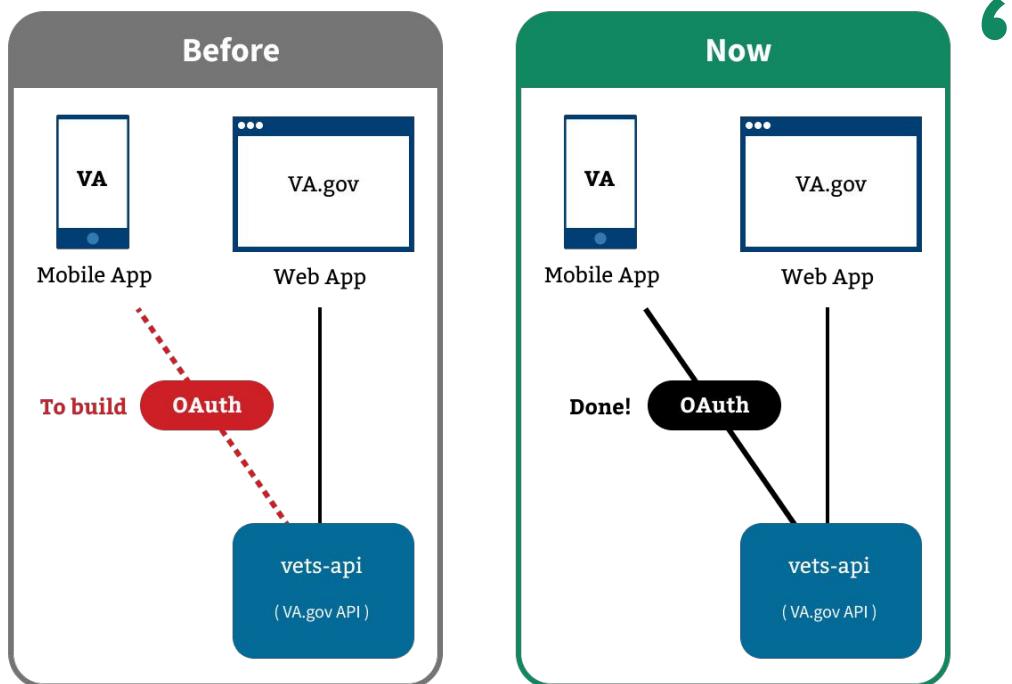


Key Takeaways

1. Login works!
2. We have access to Lighthouse APIs
3. Using React Native sped up our development
4. Custom UX was relatively easy to implement with React Native
5. The existing VA experience can feel fragmented
6. A high volume of Veterans check their claims status online, and do so repeatedly
7. 50k people call each month about claims and correspondence, even though calling the VA is a frequently cited pain point.
8. Healthcare is the biggest driver for engagement with VA online
9. Mobile presents opportunities to expand the accessibility of VA digital tools

Login works!

VSP team added PKCE support for mobile oAuth to let us get an authentication token from Lighthouse



“

I use the [USAA] app more, because if I login on a desktop, it makes me request a passcode and I then have to say whether I want it texted or emailed...

On my phone, it reads my fingerprint, I put in a 4-digit pin and boom!"

—P5

<https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/va-mobile-app/tech-research/Mobile%20App%20Discovery%20-%20Login%20Recommendation.pdf>

We now have access to Lighthouse APIs

We connected end to end: mobile client -> oAuth PKCE -> access tokens -> /claims

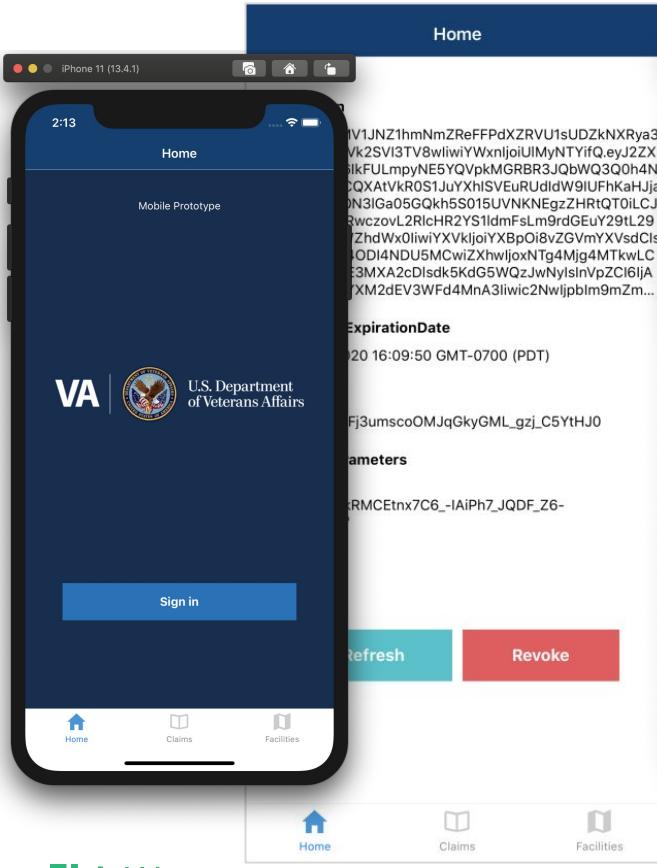
Available today

- Benefits API → Claims status
- Facilities API → Facility locator
- Veteran Verification API → Limited Veteran Profile (e.g., service history)

Needs to be added to Lighthouse

- Appointments API → Scheduling
- Secure Messaging API → Mobile messaging
- Prescriptions API → RX Refill
- Profile API → Expanded Veteran Profile
- Upload supporting Evidence → Camera functionality

Demo



This image shows two overlapping mobile screens. The top screen is titled "Claims" and displays a list of claims. The first item is a "Claim for Compensation" with status "Open" (last updated December 5, 2019). The second item is a "Claim for Compensation" with status "Closed" (last updated November 27, 2019). The third item is a "Claim for Dependency" with status "Closed" (last updated April 10, 2019). The fourth item is a "Claim for Compensation" with status "Closed" (last updated June 13, 2016). Each claim entry includes a "What does this mean?" link. The bottom screen is titled "Claims" and shows a list of facilities. It lists five locations: "VetSuccess on Campus at Tarrant County College (North East Campus)", "VetSuccess on Campus at University of Texas (Arlington Campus)", "Arlington Vet Center", "East Lancaster VA Clinic", and "Grand Prairie VA Clinic". Each location has a map pin icon and a detailed address. At the bottom of this screen are three navigation icons: "Home" (house icon), "Claims" (book icon), and "Facilities" (map icon).

This screenshot shows a mobile screen for facilities. At the top, there is a search bar with the placeholder "Search near me". Below the search bar, it says "2418 results". The main content area lists facilities with map pin icons and addresses. The facilities listed are: "VetSuccess on Campus at Tarrant County College (North East Campus)" (828 W Harwood Road, Hurst, TX 76054), "VetSuccess on Campus at University of Texas (Arlington Campus)" (406 Summit Ave, Arlington, TX 76019), "Arlington Vet Center" (3337 West Pioneer Parkway, Pantego, TX 76013), "East Lancaster VA Clinic" (1518 East Lancaster Road, Fort Worth, TX 76102-6774), "Grand Prairie VA Clinic" (2737 Sherman Street, Grand Prairie, TX 75051-1027), "VetSuccess on Campus at Tarrant County College (South Campus)" (5301 Campus Drive, Fort Worth, TX 76119), and "Waco Regional Benefits Satellite Office at Fort Worth" (2201 SE Loop 820, Fort Worth, TX 76119). At the bottom are three navigation icons: "Login" (house icon), "Your Claims" (book icon), and "Facility Locator" (map icon).

React Native sped up development time

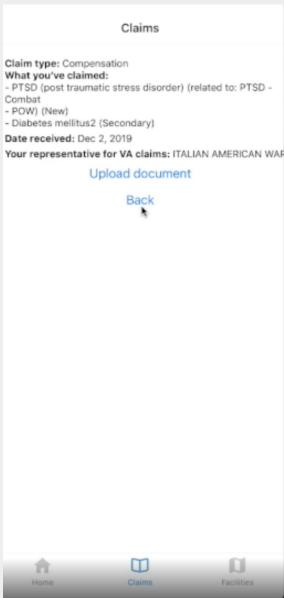
In < 2 weeks, we built a 5 screen app with 5 API integrations, deployed to both platforms

	React Native	Native iOS & Android
Number of screens to code	5 screens	5 x 2 = 10 screens
Number of codebases	1	2
Language/ecosystems	JavaScript and React	Swift and Java or Kotlin
Distribution	Write once, deploy twice	Separate deploy paths

Custom designs were relatively easy to implement

Coding in React and CSS made it easy to create a custom, VA branded user interface with elements like a progress bar.

Last time ↓



New →

Four screenshots illustrating the evolution of the VA claims interface. The first two screenshots show the "Your Claims" page, while the last two show a specific claim detail page.

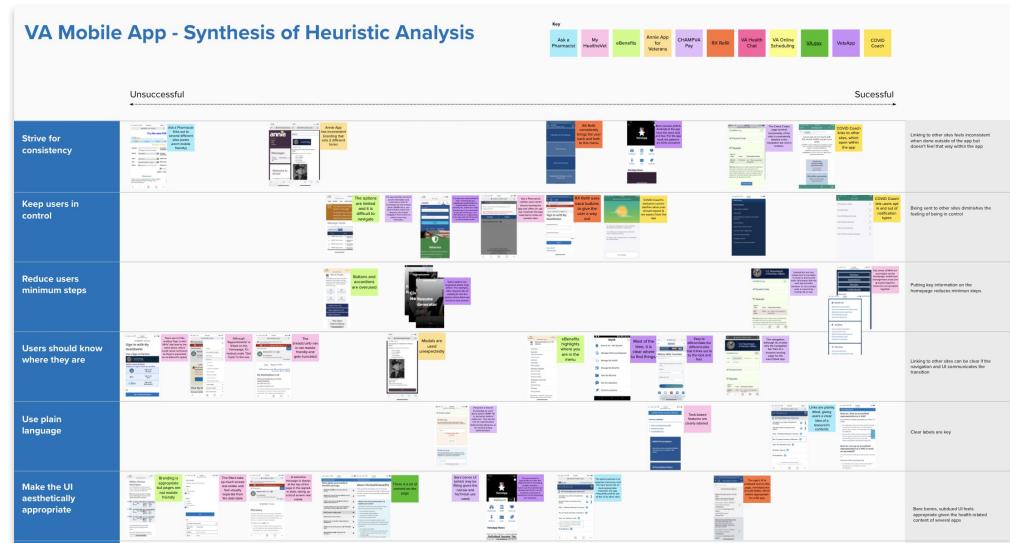
- First Screenshot:** Shows a "Your Claims" page with three items: "Claim for Disability" (status: Evidence gathering, review, and decision), "Claim for Dependency" (status: Initial review), and "Claim for Dependency" (status: In progress). A "Closed" item is also listed.
- Second Screenshot:** Shows a "Your Claims" page with three items: "Claim for Disability" (status: Evidence gathering, review, and decision), "Claim for Dependency" (status: Initial review), and "Claim for Dependency" (status: In progress). A "Closed" item is also listed. A yellow box highlights the "Additional documents needed" section.
- Third Screenshot:** Shows a "Claim for Disability Compensation" page. It includes a progress bar with five steps (1-5), where step 3 is highlighted in yellow. A yellow box highlights the "Additional documents needed" section.
- Fourth Screenshot:** Shows a "Claim for Disability Compensation" page. It includes a progress bar with five steps (1-5), where step 3 is highlighted in yellow. A yellow box highlights the "Additional documents needed" section.

Common UI Elements:

- VA Logo:** Located in the top right corner of each screen.
- Menu:** A blue button in the top right corner.
- Back/Up:** A "Back" button is present in the first two screenshots.
- Upload Document:** A "Upload document" button is present in the first two screenshots.
- Progress Bar:** A horizontal progress bar with five steps (1-5) is present in the third and fourth screenshots, indicating the status of the claim.
- Alert Boxes:** Yellow boxes highlight sections such as "Additional documents needed" and "Please upload a copy of your DD-214".
- Call-to-Action Buttons:** Buttons labeled "Upload files" are present in the third and fourth screenshots.
- Information Boxes:** Grey boxes provide additional context, such as "Disability claims are typically processed in about 100 days" and "For you, this probably means Mid-June 2020".
- Claim Details:** Specific details like "Claim received March 28, 2020" and "What you've claimed PTSD (post traumatic stress disorder) (related to: PTSD - Combat, POW)" are displayed.
- Representative:** Information about the representative, "ITALIAN AMERICAN WAR VETERANS OF THE U.S., INC", is shown.

The VA can feel fragmented to Vets, both in person and online: 33 mobile and 15+ web apps

Via a heuristic analysis, we found most apps heavily linked to other apps or websites, requiring users to interact with more than one app or site at a time. This diminishes the feeling of user control. Further, most interfaces did not feel as modern or mobile friendly as they could be.



<https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/products/va-mobile-app/ux-research/heuristic-analysis>

<https://app.mural.co/t/adhocvasu2804/m/adhocvasu2804/1588084628284/38297b32e1af307bbc385f87689995952a9802ba>

The existing VA experience can feel fragmented to Veterans

This theme that has come up in the interviews we have conducted this week, both in relation to VA apps and sites, and interacting with the VA more broadly.

“

I don't want to have to deal with 3, 4, 5 apps...no one is going to want to figure out which app has what they want. That's worse than figuring out which website.”

P6

“

Once the ball is passed from Community Care to VA, [it would be nice to] know that is was received, be kept in the loop 24/7..I have spent 30 mins on phone one day, 30 mins on a phone another day.”

P5

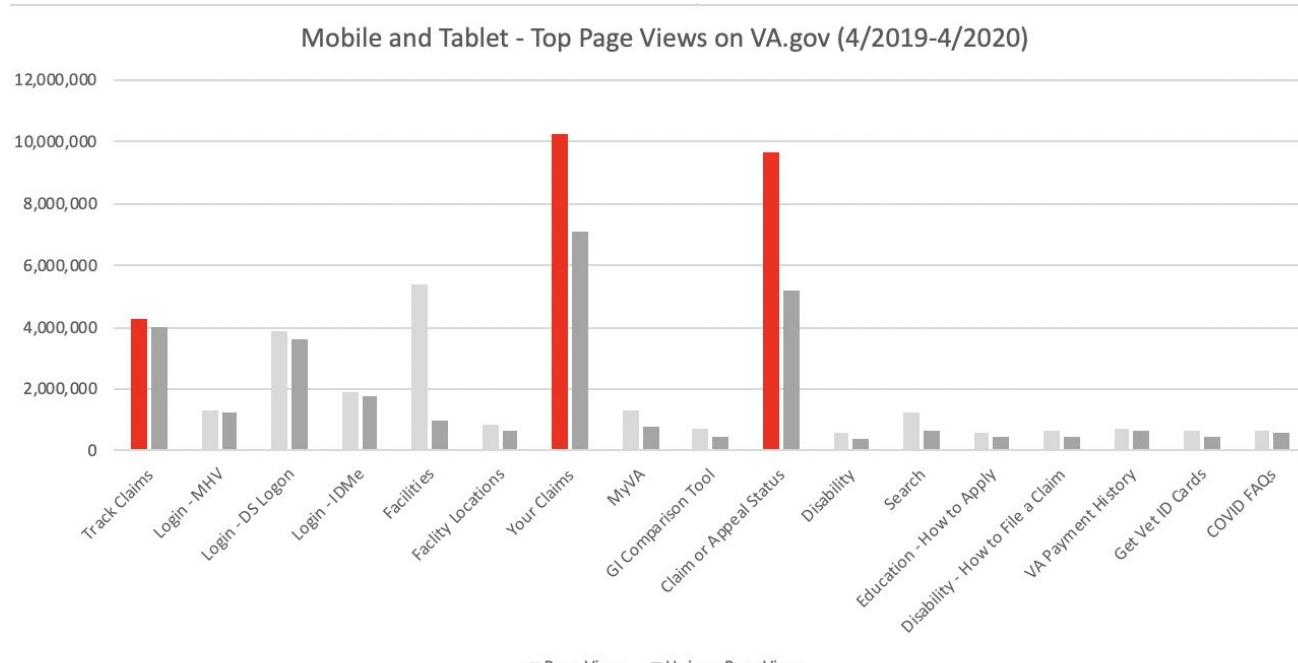
“

The VSO is awesome. I would actually be very upset if she left...I've seen my VSO 5-6 times since 2017 to have something explained to me in a bit further detail.”

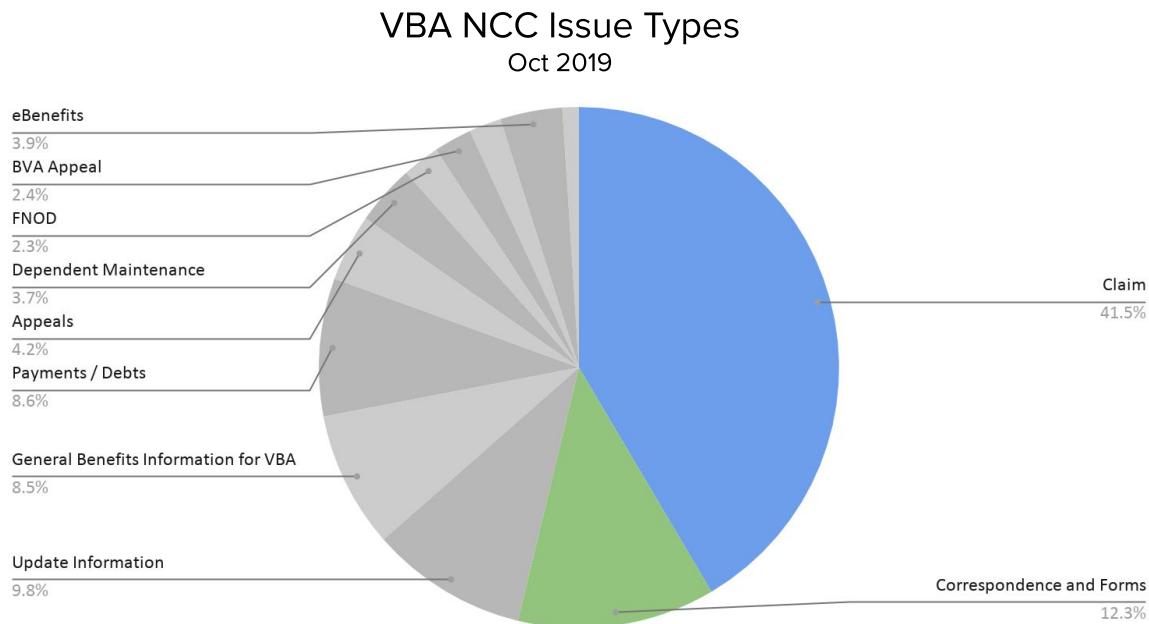
P1

A high volume of Veterans check their claims status online, and do so repeatedly

The highest volume of pageviews on VA.gov on mobile is for Claims, among both new and repeat users. The data suggests that Vets on their phones may make frequent checks to their claims status



50k people call each month about claims and correspondence, even though calling the VA is a frequently cited pain point.



“

[I would use an app] so you don't have to call and get routed around to a lot of people.”

P5

“

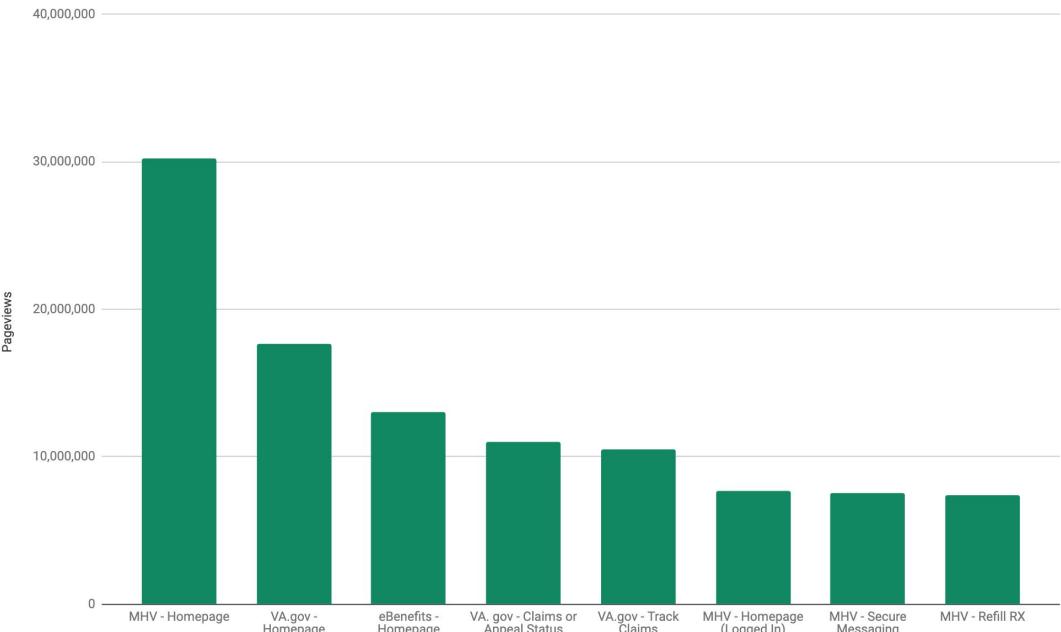
The only thing I do sometimes is call and get a letterhead that has my name, social and my rating.”

P1

Healthcare is the big driver for engagement with VA online

Top Page Views

4/2019-4/2020



3 out of 4 participants we have talked to so far use VA medical benefits for themselves. 2 out of 4 had managed medical benefits on behalf of another Veteran in their family.

Mobile presents opportunities to expand the accessibility of VA digital tools

- VSP Accessibility SME providing guidance
- Discovery on iOS Accessibility Inspector
- Validated we can add labels and traits to improve experience

“

Technology is in flux when it comes to low vision..the apps have gotten a lot better. If apps are developed for voiceover, they work pretty darn well.”

P6

“

If apps have accessibility built in they are easier to use because there's less clutter. Small screens are much more streamlined, so it's easier to find things.”

P6

“

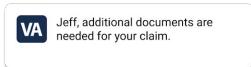
If [an app or website] is good, that goes back to the way it is designed. It has to be user friendly at all levels...it can't just be geared towards people who are tech savvy.”

P5

Next Steps

- Finish this round of user interviews next week
- Iterate on mockups and plan concept testing
- Integrate basic accessibility using React Native and test
- Integrate native functionality (document scanning plugin)
- Explore persistent logged-in state

Thank you!



VA

Your Claims

Claim for Disability

Current status Evidence gathering, review, and decision

⚠ Additional documents needed

Claim for Dependency

Current status Initial review

In progress

Claim for Dependency

Current status Complete

Closed

VA

Back to Claims

Claim for Disability Compensation

1 2 3 4 5

⚠ Additional documents needed

Please upload a copy of your DD-214

Why do we need this? ▾

Upload files

Disability claims are typically processed in about 100 days.

For you, this probably means **Mid-June 2020**

Claim received March 28, 2020

What you've claimed

- PTSD (post traumatic stress disorder)
(related to: PTSD - Combat, POW)
- Diabetes mellitus2 (Secondary)

Your representative for VA claims
ITALIAN AMERICAN WAR VETERANS OF THE U.S., INC

VA

Back to Claims

Claim for Disability Compensation

1 2 3 4 5

⚠ Additional documents needed

Please upload a copy of your DD-214

Why do we need this? ▾

VA needs your DD214 to match your service records with your claimed conditions

Upload files

Disability claims are typically processed in about 100 days.

For you, this probably means **Mid-June 2020**

Claim received March 28, 2020

What you've claimed

- PTSD (post traumatic stress disorder)
(related to: PTSD - Combat, POW)
- Diabetes mellitus2 (Secondary)

Your representative for VA claims
ITALIAN AMERICAN WAR VETERANS OF THE U.S., INC

11:45

Claims

Back to Claims

Claim for Compensation

1 2 3 4 5

Disability claims are typically processed in about **100** days.

For you, this probably means **August 2017**

Claim received **May 2, 2017**

What you've claimed

- abnormal heart (New)
- abscess kidney (New)
- encephalitis lethargica residuals (New)
- dracunculiasis (New)
- gingivitis (New)
- abnormal weight loss (New)
- groin condition (New)
- metritis (New)

Your representative for VA claims
AMERICAN LEGION



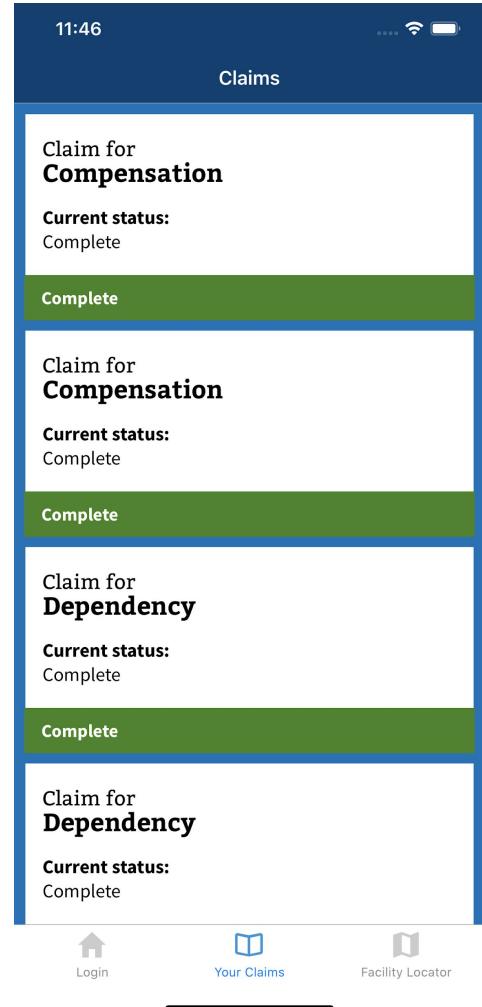
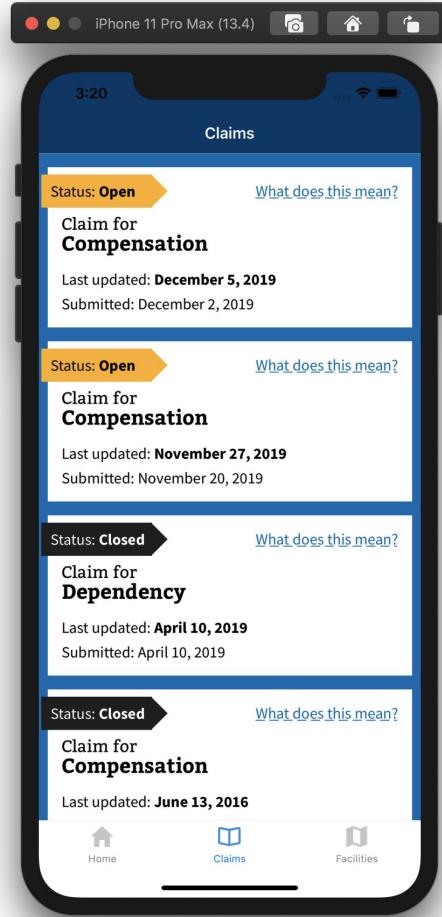
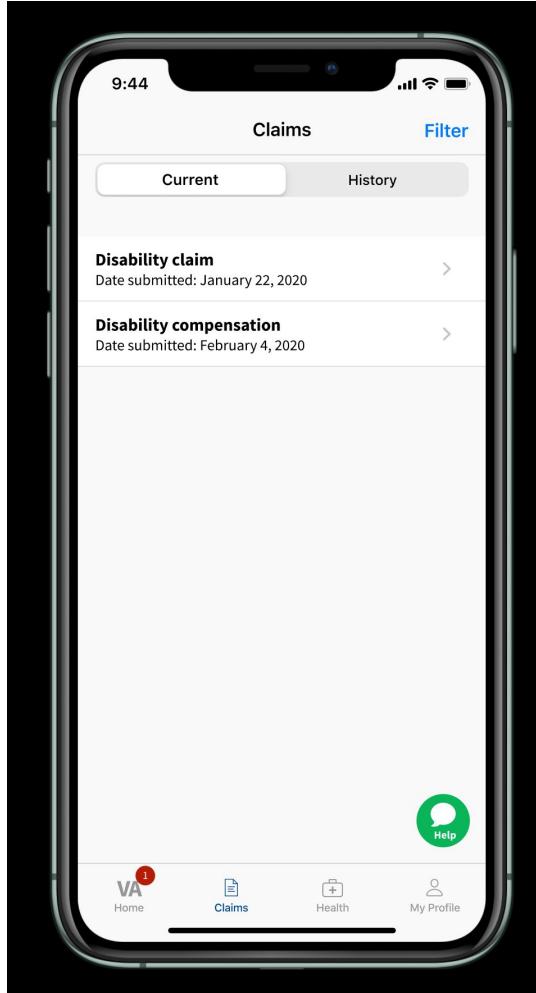
Login



Your Claims



Facility Locator





accessToken

```
eyJraWQiOjMV1JNZ1hmNmZReFFPdXZRVU1sUDZkNXRya3hiU1g1NGQjQV0k2SVI3TV8wliwiYWxnlijoIUIMyNTyifQ.eyJ2ZXIiOjEsImp0aSI6IKFUhmpyNE5YQVpkMGRBR3JQbWQ3Qoh4NmttaHZCb3NCQXatVkr0S1JuYXhlSVEuRUldwW9lUFhKaHjja2wzdnNrb0VON3lGa05GQkh5S015UVNKNEgzZHrtQToiLCJpc3MiOiJodHRwczovL2RlcHR2YS1ldmFsLm9rdGEuY29L29hdXRoMi9kZWZhdWx0liwiYXVkljoiYXBpOi8vZGVmYXVsdcIlsImhdCI6MTU4ODI4NDU5MCwiZXhwIjoxNTg4Mjg4MTkwLCJjaWQiOilwb2E3MXA2cDlsdk5KdG5WQzJwNyishnVpZC16ljAwdTN6NWU2YXM2dEV3WFd4MnA3liwic2Nwljpblm9mZm...
```

accessTokenExpirationDate

Thu Apr 30 2020 16:09:50 GMT-0700 (PDT)

refreshToken

02mljss5Y7txlFj3umscoOMJqGkyGML_gzj_C5YtHJ0

additionalParameters

```
{  
  "state": "uefkRMCEtnx7C6_-IAiPh7_JQDF_Z6-fc3p_An_Xt0"  
}
```

tokenType

Bearer

[Refresh](#) [Revoke](#)

[Home](#) [Claims](#) [Facilities](#)

Facilities

[Search near me](#)

2418 results

 **VetSuccess on Campus at Tarrant County College (North East Campus)**
828 W Harwood Road
Hurst, TX 76054

 **VetSuccess on Campus at University of Texas (Arlington Campus)**
406 Summit Ave
Arlington, TX 76019

 **Arlington Vet Center**
3337 West Pioneer Parkway
Pantego, TX 76013

 **East Lancaster VA Clinic**
1518 East Lancaster Road
Fort Worth, TX 76102-6774

 **Grand Prairie VA Clinic**
2737 Sherman Street
Grand Prairie, TX 75051-1027

 **VetSuccess on Campus at Tarrant County College (South Campus)**
5301 Campus Drive
Fort Worth, TX 76119

 **Waco Regional Benefits Satellite Office at Fort Wort**
2201 SE Loop 820
Fort Worth, TX 76119



Login



Your Claims

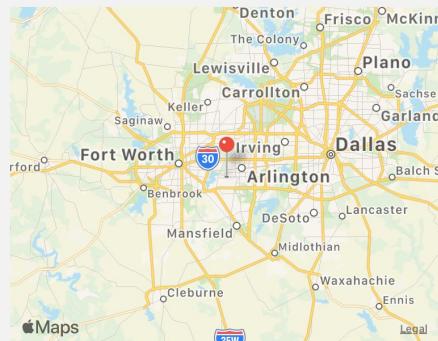


Facility Locator

[Facilities](#)

FacilityDetail

Arlington Vet Center

**Mailing address**

N/A

Physical address3337 West Pioneer Parkway
Pantego, TX 76013**Website**

N/A

Phone

817-274-0981

Hours

monday: 800AM-500PM
tuesday: 800AM-730PM
wednesday: 800AM-730PM
thursday: 800AM-730PM
friday: 800AM-500PM
saturday: Closed
sunday: Closed

iOS Builds

The following builds are available to test. [Learn more about build status and expiration](#)

▼ Version 1.0.0

Build	App Store Connect Users	External Testers
V 3	● Testing Expires in 89 days	● Ready to Submit Expires in 89 days
V 2	● Testing Expires in 88 days	● Ready to Submit Expires in 88 days
V 1	● Testing Expires in 84 days	● Ready to Submit Expires in 84 days

A high volume of Veterans check their claims status online, and do so repeatedly

