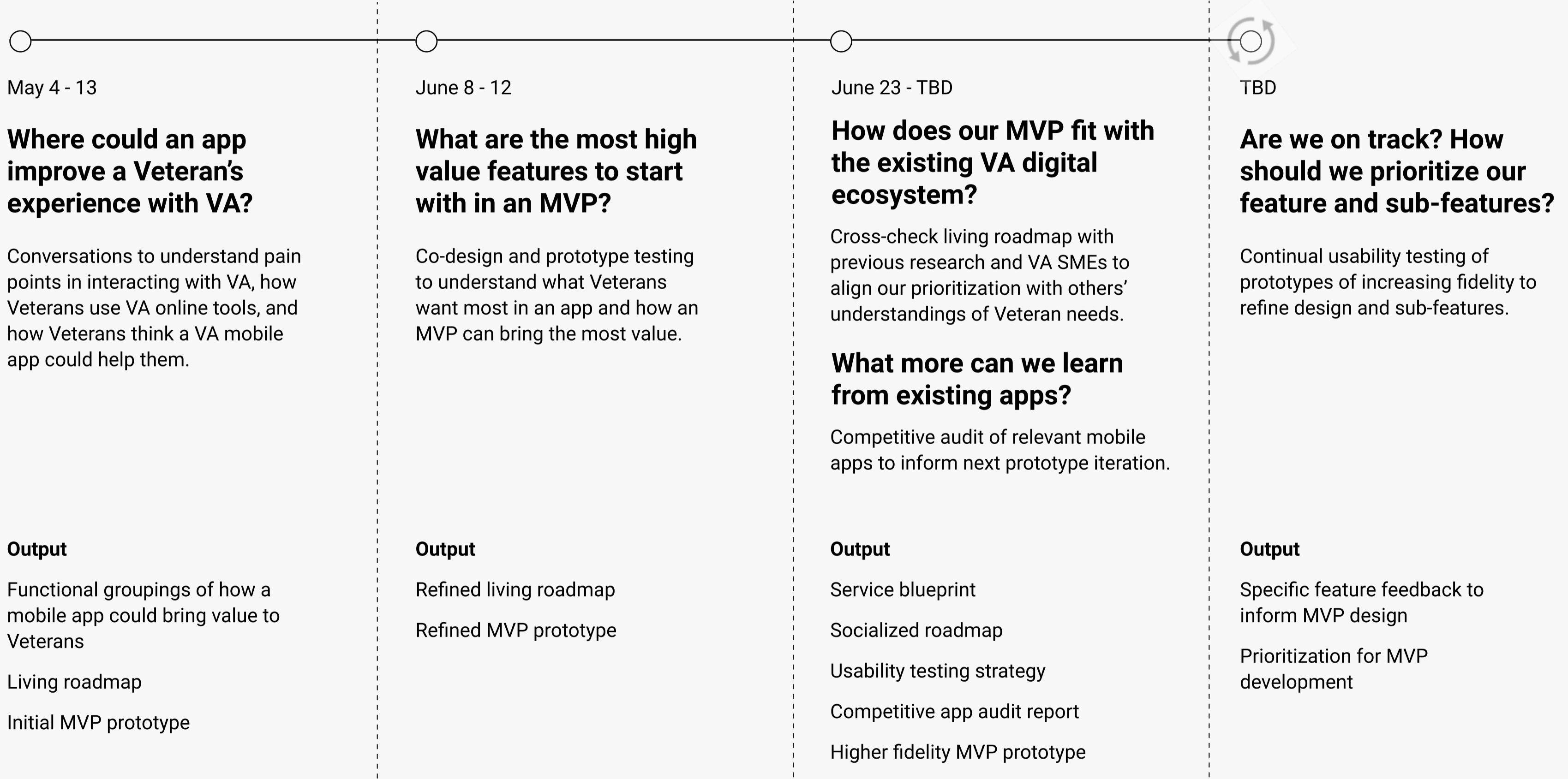


[Back to Roadmap](#)

## Ongoing research: UX strategy



# VA Mobile - Living Roadmap: Claims-Focused MVP (3 months to build)

● High confidence  
 ● Moderate confidence, some risk  
 ● Needs more discovery & testing

MVP Purpose	Veterans who are already engaged with VA can do claims transactions quickly				Post MVP →
	Claims & Appeals	Notifications	Authentication & Profile	VA Help	
Area	Claims & Appeals	Notifications	Authentication & Profile	VA Help	Health
Outcome	Veterans can quickly see claims status & do a few claims tasks	Veterans can receive timely push notifications	Veterans can login & update their profile quickly	Veterans can quickly get in touch with VA facilities or crisis line	Veterans can quickly access digital VA health tools
Results to measure	Time on task, usage	Opt-in rate, open rate, click/dismiss rate	Time to login, persistence of login, referrals, reviews	Task completion	<b>Health</b> <ul style="list-style-type: none"> <li>View appointments</li> <li>Appointment notifications</li> <li>Secure Messages           <ul style="list-style-type: none"> <li>View all messages</li> <li>View and respond to a message</li> <li>Compose message</li> </ul> </li> <li>View, refill prescriptions           <ul style="list-style-type: none"> <li>View active medications</li> <li>View details for a medication, submit refill</li> </ul> </li> </ul>
	<b>View claims and appeals status</b> <ul style="list-style-type: none"> <li>● National call center</li> <li>● Display when additional evidence is needed</li> <li>● Scan docs to upload to claim               <ul style="list-style-type: none"> <li>○ Camera functionality</li> <li>○ Flow to take photo, flatten, fix perspective</li> <li>○ Support for attaching docs to a claim</li> </ul> </li> </ul>	<b>Push notifications</b> <ul style="list-style-type: none"> <li>● Interface with notifications-engine project to get events from backend</li> <li>● Push notification service provider</li> </ul> <ul style="list-style-type: none"> <li>● Claims notifications</li> <li>● General VA notifications</li> </ul>	<b>Biometric login</b> <ul style="list-style-type: none"> <li>● Share app with other Vets</li> </ul> <b>Profile</b> <ul style="list-style-type: none"> <li>○ View VA.gov profile information</li> <li>○ Edit VA.gov profile information</li> <li>○ Display documents from VA.gov profile</li> </ul>	<b>Facility Locator</b> <ul style="list-style-type: none"> <li>● Veterans Crisis Line</li> </ul>	

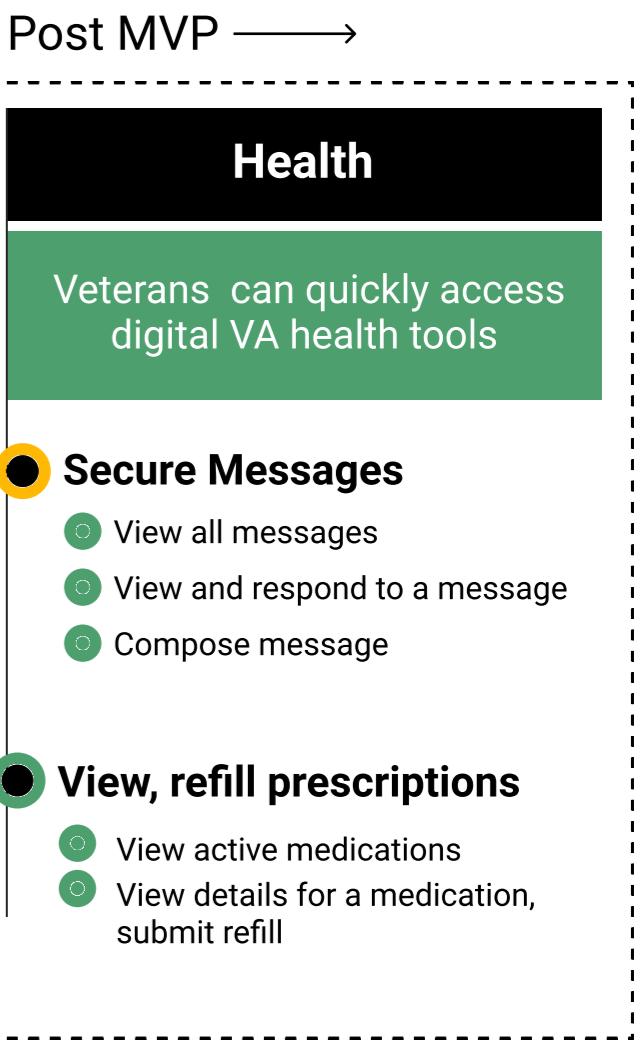
Aquisition Metrics

MVP North Star Metric

# VA Mobile - Living Roadmap: Claims + Appointments MVP (3 months to build)

● High confidence  
 ● Moderate confidence, some risk  
 ● Needs more discovery & testing

Veterans who are already engaged with VA can do claims and health transactions quickly					
MVP Purpose	Claims & Appeals	Notifications	Authentication & Profile	VA Help	Appointments
Area					
Outcome	Veterans can quickly see claims status & do a few claims tasks	Veterans can receive timely push notifications	Veterans can login & update their profile quickly	Veterans can quickly get in touch with VA facilities or crisis line	Veterans can see their appointments
	<span style="color: green;">●</span> View claims and appeals status <span style="color: green;">●</span> National call center <span style="color: orange;">●</span> Display when additional evidence is needed <span style="color: green;">●</span> Scan docs to upload to claim	<span style="color: orange;">●</span> Push notifications <ul style="list-style-type: none"> <li>○ Interface with notifications-engine project to get events from backend</li> <li>○ Push notification service provider</li> </ul> <span style="color: orange;">●</span> Appointment notifications <ul style="list-style-type: none"> <li>○ General VA notifications</li> </ul>	<span style="color: green;">●</span> Biometric login <span style="color: green;">●</span> Share app with other Vets	<span style="color: green;">●</span> Facility Locator <span style="color: green;">●</span> Veterans Crisis Line	<span style="color: orange;">●</span> View past and future appointments
Results to measure	Time on task, usage	Opt-in rate, open rate, click/dismiss rate	Time to login, persistence of login, referrals	Task completion	Usage
Aquisition Metrics					



MVP North Star Metric

[Back to Roadmap](#)

● **Biometric Login**

---

**Tech Summary**

Next and Later claims  
features

[Back to Roadmap](#)

- Push notifications for appointments
- Robust push notifications

### User research summary

- 1 4 participants added notifications in co-design and 1 cited it as a top priority. Prototype notifications tested well.
- 2 Notifications are highly useful for an MVP because Veterans value learning about something relevant as soon as possible and feel that notifications could bring more transparency to their VA experience.
- 3 Personalized notifications and more general notifications both have potential to be useful, but personal ones are much higher value

*"I'd want all of the notifications [I see in the prototype]...just to keep up with what's going on, at all stages."*

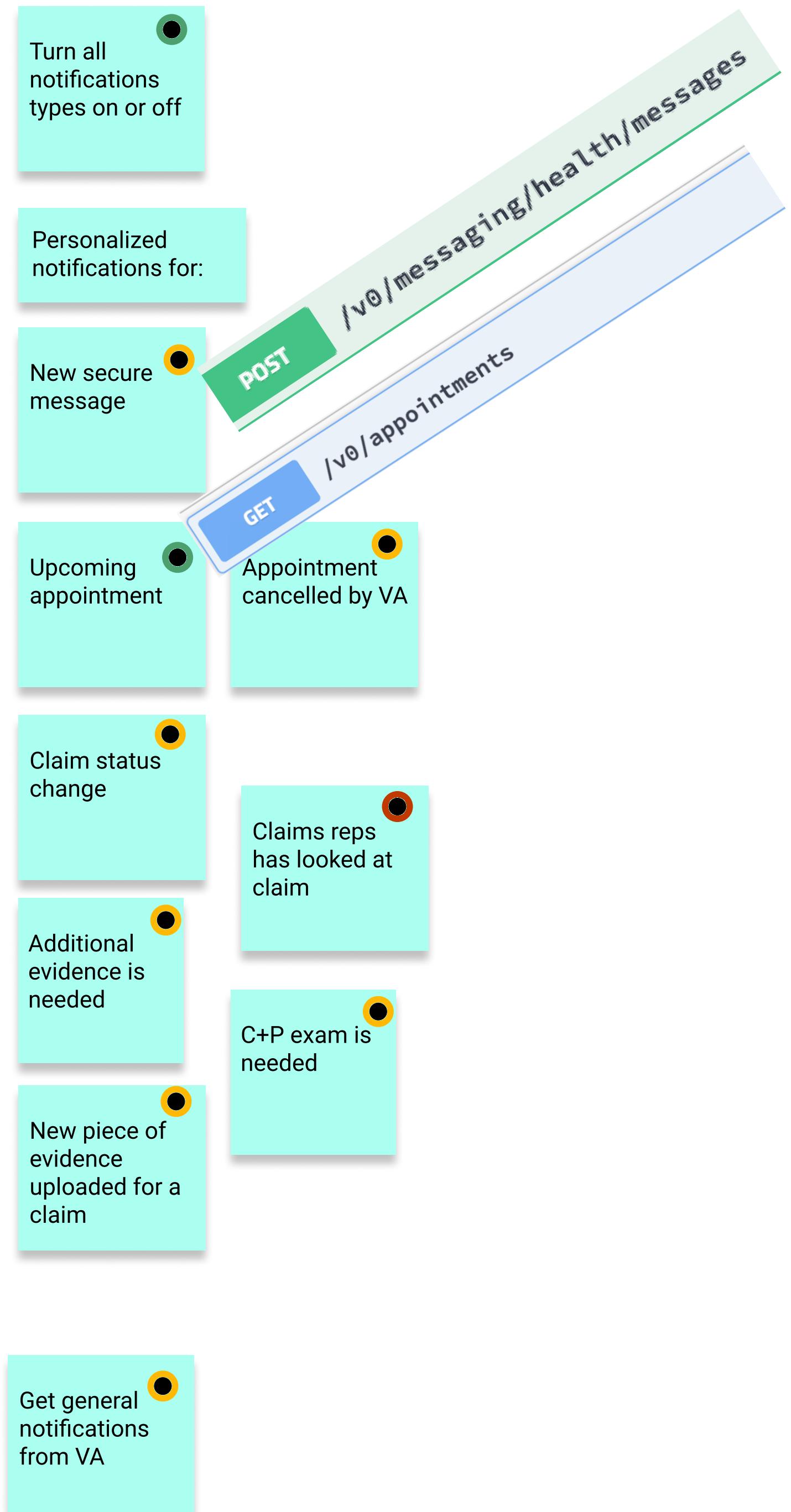
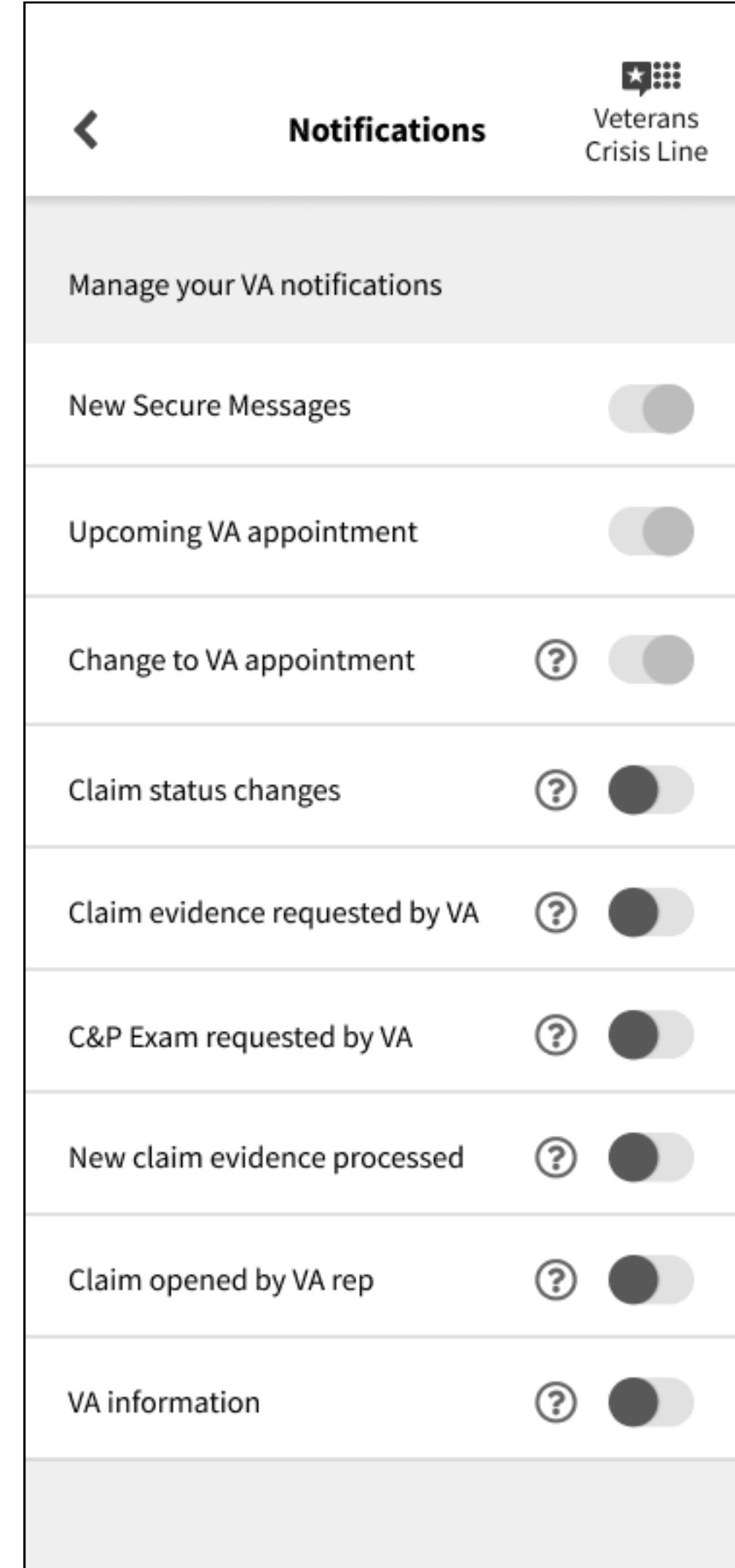
P1

### Tech summary

- 1 Mapped features to existing endpoints in vets-api
- 2 Flagged any gaps as needing modifications ● or needing a new service ●
- 3 Reviewed potential PN services

### Next and Later notification features

- Get push notification when it is time for Rx refill
- Get push notification when Rx tracking status changes
- Opt to receive notifications through text
- Opt to receive notifications through email
- Customizable appointment reminders
- Reminder notifications generated by app (e.g. your claim status changed 1 week ago. Look now?)
- VAMC specific notifications



< Back to Roadmap

## Profile

### User research summary

- An editable profile is not uniquely useful in a mobile app, but viewing and editing a VA.gov profile is somewhat useful in a mobile app. It is useful for Vets to be able to check their information and ensure it's correct.

*"View/edit VA profile' is not something I am hooked to do very often. Now I don't know where to look to know what my profile is - but it ties it all in together."*

P3

### Tech summary

- Mapped features to existing endpoints in vets-api
- Flagged any gaps as needing modifications or needing a new service
- Tested reusable endpoints in /profile, confirmed they provide the required data elements

### Next and Later Profile features

**Profile**

**Contact and personal information**

## Kim Washington

Review your personal, military service, and contact information—and find out how to make any needed updates or corrections.

We'll use this information to contact you about certain benefits and services, including disability compensation, pension benefits, and claims and appeals. If you're enrolled in VA health care, we'll send your prescriptions to the mailing address listed below. Your health care team may also use this contact information to communicate with you.

[How do I update my contact information for other benefits?](#)

**Contact information**

**Mailing address** Edit  
811 Vermont Ave NW Washington, DC 20571

**Home address** Edit  
811 Vermont Ave NW Washington, DC 20571

**Home phone number** Edit  
Please add your home phone number

**Mobile phone number** Edit  
(000)-000-0000

**Work phone number** Edit  
Please add your work phone number

**VA letters and documents**

## VA letters and documents

To receive some benefits, Veterans need a letter proving their status. You can download some of these benefit letters and documents online.

**Proof of Service Card**  
This card shows that you served honorably in the Armed Forces. This card might be useful as proof of status to receive discounts at certain stores or restaurants.

[View](#)

**Service Verification Letter**  
This letter shows your branch of service, the date you started active duty, and the date you were discharged from active duty.

[View](#)

**Certificate of Eligibility (COE)**  
Description of COE.

[View](#)

**NOTE:** Benefit Letters are useful to users, but it seems like there are multiple APIs with different docs

```

"data": {
  "id": "string",
  "type": "string",
  "attributes": {
    "vet360_contact_information": {
      "email": {
        "id": 323,
        "email_address": "john@example.com",
        "created_at": "2018-04-21T20:09:50Z",
        "effective_end_date": "2018-04-21T20:09:50Z",
        "effective_start_date": "2018-04-21T20:09:50Z",
        "source_date": "2018-04-21T20:09:50Z",
        "updated_at": "2018-04-21T20:09:50Z"
      },
      "residential_address": {
        "address_line1": "1493 Martin Luther King Rd",
        "address_line2": "Unknown Type: string,null",
        "address_line3": "Unknown Type: string,null",
        "address_pou": "RESIDENCE/CHOICE",
        "address_type": "DOMESTIC",
        "city": "Fulton",
        "country_code_iso3": "USA",
        "country_code_fips": "US",
        "id": 123,
        "international_postal_code": "54321",
        "province": "Unknown Type: string,null",
        "state_code": "NY",
        "zip_code": "97062",
        "zip_code_suffix": "1234",
        "created_at": "2018-04-21T20:09:50Z",
        "effective_end_date": "2018-04-21T20:09:50Z",
        "effective_start_date": "2018-04-21T20:09:50Z",
        "source_date": "2018-04-21T20:09:50Z",
        "updated_at": "2018-04-21T20:09:50Z"
      },
      "mailing_address": {
        "address_line1": "1493 Martin Luther King Rd",
        "address_line2": "Unknown Type: string,null",
        "address_line3": "Unknown Type: string,null",
        "address_pou": "CORRESPONDENCE",
        "address_type": "DOMESTIC",
        "city": "Fulton",
        "country_code_iso3": "USA",
        "country_code_fips": "US",
        "id": 123,
        "international_postal_code": "54321",
        "province": "Unknown Type: string,null",
        "state_code": "NY",
        "zip_code": "97062",
        "zip_code_suffix": "1234",
        "created_at": "2018-04-21T20:09:50Z",
        "effective_end_date": "2018-04-21T20:09:50Z",
        "effective_start_date": "2018-04-21T20:09:50Z",
        "source_date": "2018-04-21T20:09:50Z",
        "updated_at": "2018-04-21T20:09:50Z"
      },
      "mobile_phone": {
        "area_code": "503",
        "country_code": "1",
        "extension": "Unknown Type: string,null",
        "id": 123,
        "is_international": true,
        "is_textable": true,
        "is_tty": true,
        "is_voicemailable": true,
        "phone_number": "5551234",
        "phone_type": "FAX",
        "created_at": "2018-04-21T20:09:50Z",
        "effective_end_date": "2018-04-21T20:09:50Z",
        "effective_start_date": "2018-04-21T20:09:50Z",
        "source_date": "2018-04-21T20:09:50Z",
        "updated_at": "2018-04-21T20:09:50Z"
      },
      "text_permission": {
        "id": 123,
        "permission_type": "T",
        "permission_value": "T",
        "created_at": "2019-04-21T20:09:50Z",
        "effective_end_date": "2019-04-21T20:09:50Z",
        "effective_start_date": "2019-04-21T20:09:50Z",
        "source_date": "2019-04-21T20:09:50Z",
        "updated_at": "2019-04-21T20:09:50Z"
      }
    }
  }
}

```

```

"home_phone": {
  "area_code": "503",
  "country_code": "1",
  "extension": "Unknown Type: string,null",
  "id": 123,
  "is_international": true,
  "is_textable": true,
  "is_tty": true,
  "is_voicemailable": true,
  "phone_number": "5551234",
  "phone_type": "HOME",
  "created_at": "2018-04-21T20:09:50Z",
  "effective_end_date": "2018-04-21T20:09:50Z",
  "effective_start_date": "2018-04-21T20:09:50Z",
  "source_date": "2018-04-21T20:09:50Z",
  "updated_at": "2018-04-21T20:09:50Z"
},
"work_phone": {
  "area_code": "503",
  "country_code": "1",
  "extension": "Unknown Type: string,null",
  "id": 123,
  "is_international": true,
  "is_textable": true,
  "is_tty": true,
  "is_voicemailable": true,
  "phone_number": "5551234",
  "phone_type": "WORK",
  "created_at": "2018-04-21T20:09:50Z",
  "effective_end_date": "2018-04-21T20:09:50Z",
  "effective_start_date": "2018-04-21T20:09:50Z",
  "source_date": "2018-04-21T20:09:50Z",
  "updated_at": "2018-04-21T20:09:50Z"
},
"profile": {
  "email": "string",
  "first_name": "Abigail",
  "middle_name": "Jane",
  "last_name": "Brown",
  "birth_date": "1900-01-01",
  "gender": "F",
  "zip": "string",
  "multifactor": true,
  "last_signed_in": "2019-10-02T13:55:26Z",
  "authn_context": "myhealthvet_loa3",
  "sign_in": {
    "service_name": "myhealthvet",
    "account_type": "Basic"
  },
  "verified": true,
  "loa": {
    "current": 3,
    "highest": 3
  }
},
"prefills_available": [
  "string"
]

```

GET localhost:3000/v0/profile/email

Authorization: Bearer Token

The authorization header will be automatically generated when you send the request. [Learn more about authorization](#)

Body Cookies (1) Headers (17) Test Results

1  
2  
3  
4  
5  
6  
7  
8  
9  
10

```

"data": {
  "id": "",
  "type": "evss_pcii_email_address_responses",
  "attributes": {
    "email": "test2@test1.net",
    "effective_at": "2012-04-03T04:00:00.000+0000"
  }
}

```

# Next & Later

## User research summary

1 Features that allow more direct and immediate contact with people at VA are highly sought after and useful in health, claims, and beyond

*"Chat with VA Claims Support' - I'd want to chat with whoever is taking in the forms, it seems like such a blackhole. You just don't get a lot of feedback."*

P3

2 Features that help Veterans discover VA benefits and learn about updates to benefits are highly sought after

*"A benefits screening tool. I would want to screen on anything from length of service, type of discharge, gender, LGBTQIA counselor, any legal issues because it impacts benefits, interpersonal violence...I could do something quick at a VA Medical Center or Vet Center by pulling up the app."*

P5

## Some features that could answer this need

- Chat with claims support
- Chat with VA support
- Request call from a VA facility
- Personalized VA contact information
- One touch call to a VAMC

- Benefit discovery tools
- Add education features
- Add pension features

[Back to Roadmap](#)

-  View claims, call for help
  -  See claims updates
  -  Scan docs and upload to claims

## User research summary

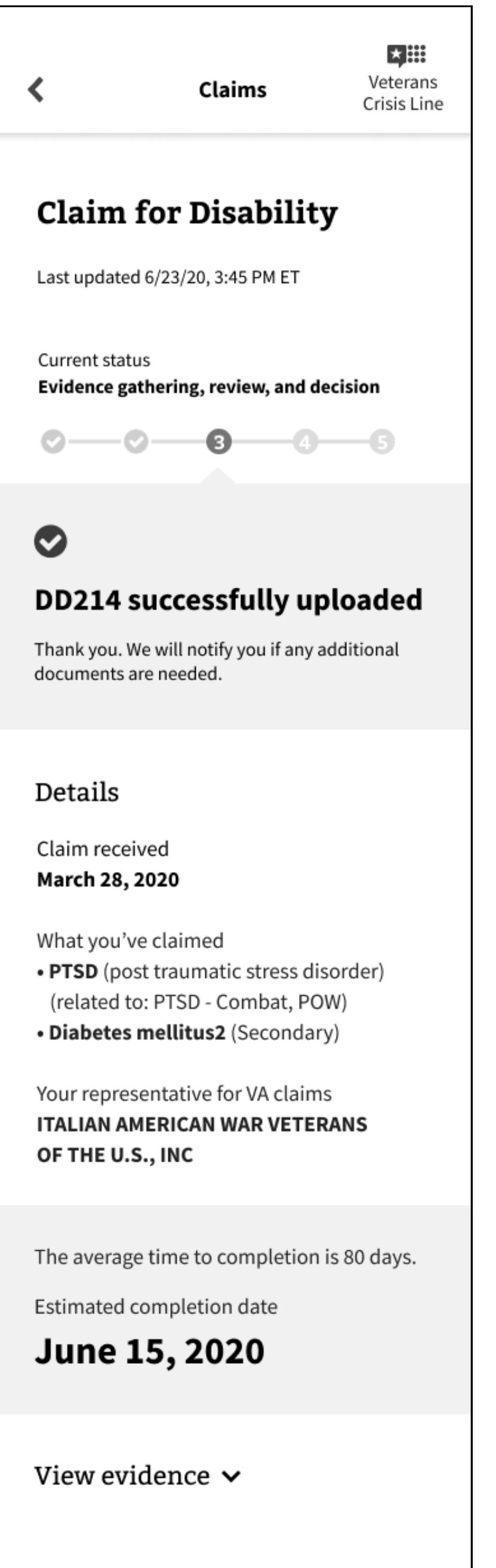
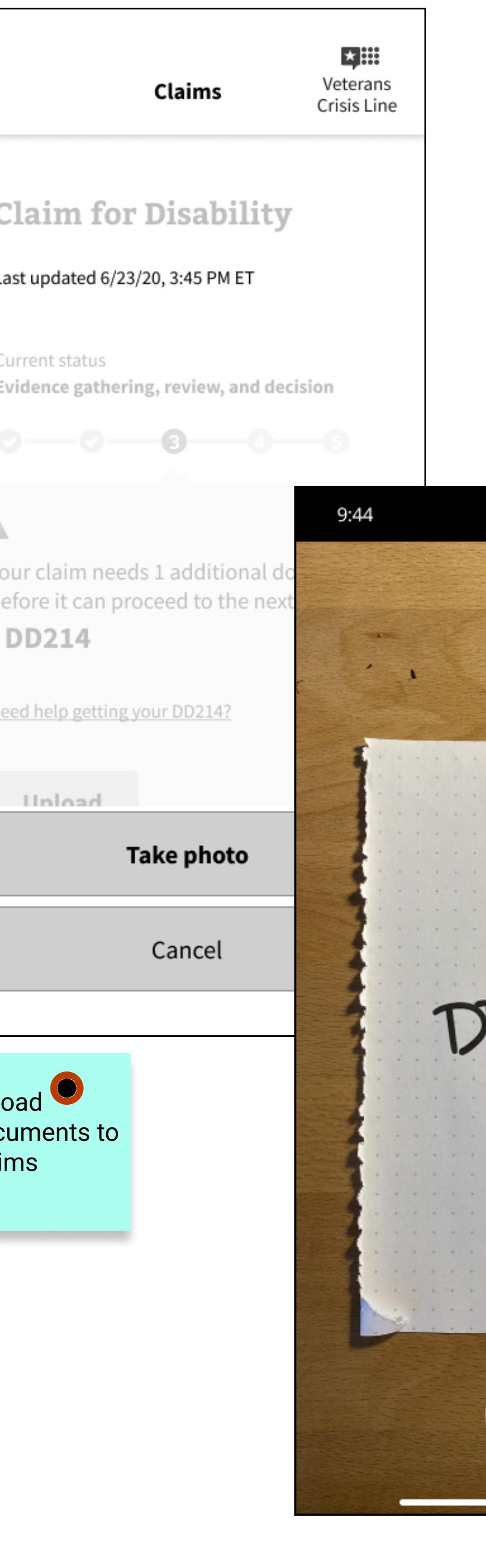
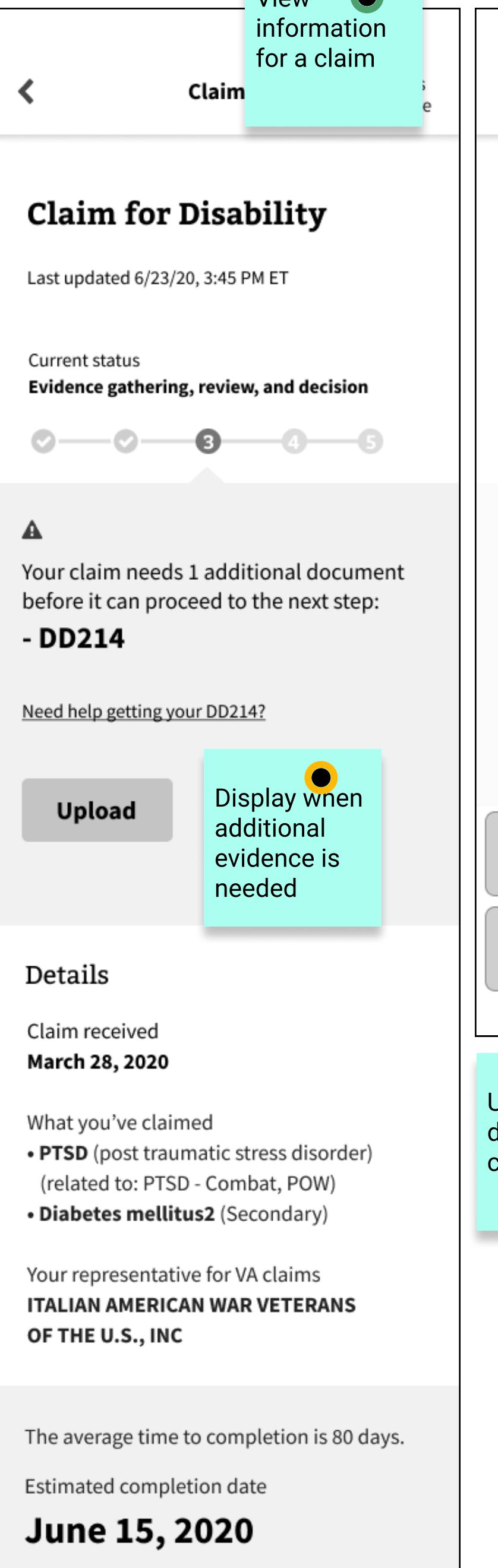
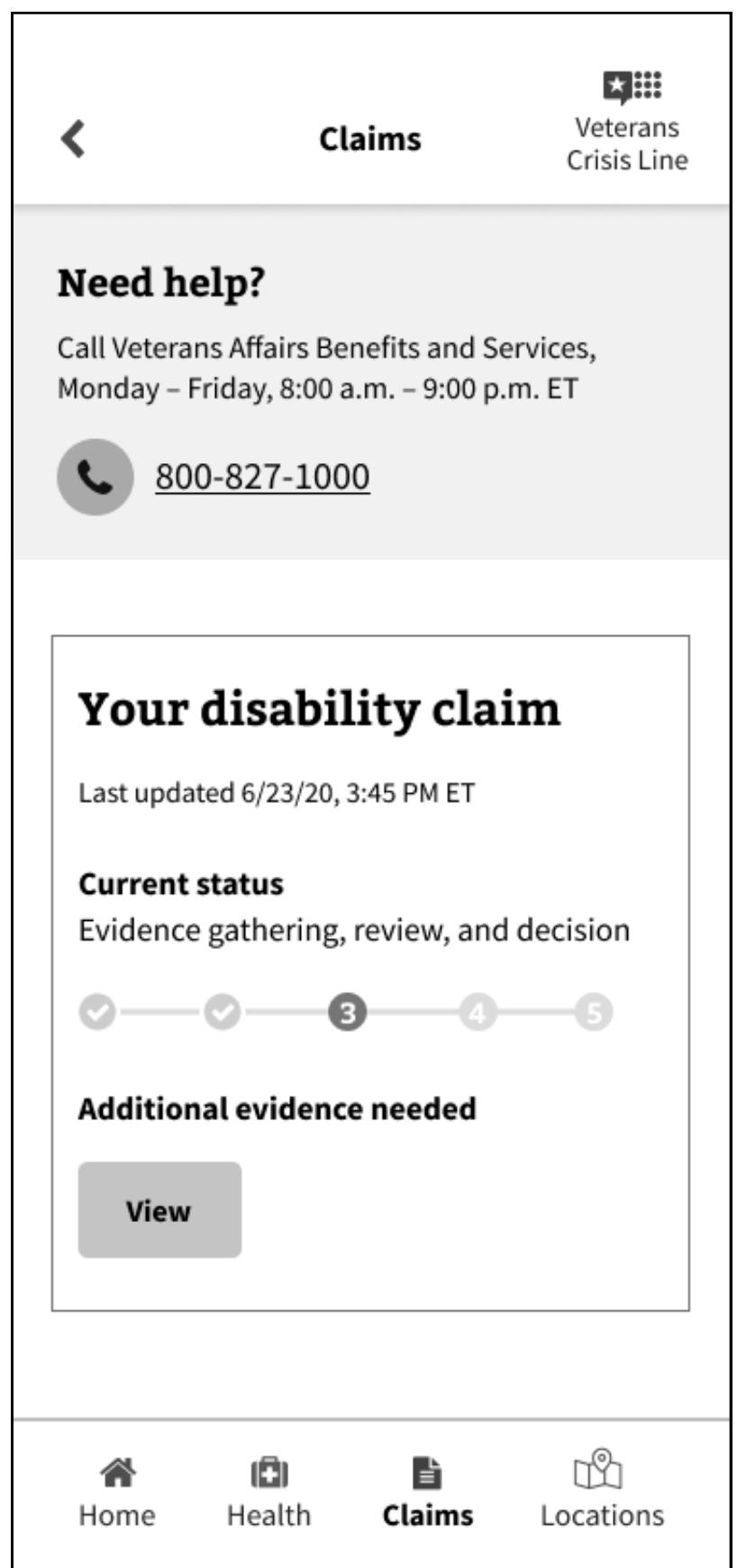
- 1 Checking the status of a claim was added by 4 participants in co-design and cited as a top priority by 2.
  - 2 Seeing if a claim is progressing is a pain point and a claims decision is important because it determines benefits a Veteran can access.
  - 3 Keeping tabs on a claim's status is high value for an MVP because Vets frequently check and would value being able to do it faster easier.

*"[Status of a claim] is a big stressor - you don't know where you are in the process, hard to know what step you are on. I just want to see where I am and what else I have to do."*

P3

## Tech summary

- 1 Mapped features to existing endpoints in Lighthouse and vets-api
  - 2 Flagged any gaps as needing modifications  or needing a new service 
  - 3 Tested reusable endpoints, confirmed they provide the required data elements



```
"id": "600173992",
"type": "evss_claims",
"attributes": {
    "evssId": 600173992,
    "dateFiled": "2019-12-02",
    "minEstDate": null,
    "maxEstDate": null,
    "phaseChangeDate": "2019-12-05",
    "open": true,
    "waiverSubmitted": false,
    "documentsNeeded": false,
    "developmentLetterSent": false,
    "decisionLetterSent": false,
    "phase": 2,
    "everPhaseBack": false,
    "currentPhaseBack": false,
    "requestedDecision": false,
    "claimType": "Compensation",
    "updatedAt": "2020-04-22T05:57:34.787Z"
}
}.
```

```
"attributes": {
    "evssId": 600173992,
    "dateFiled": "2019-12-02",
    "minEstDate": null,
    "maxEstDate": null,
    "phaseChangeDate": "2019-12-05",
    "open": true,
    "waiverSubmitted": false,
    "documentsNeeded": false,
    "developmentLetterSent": false,
    "decisionLetterSent": false,
    "phase": 2,
    "everPhaseBack": false,
    "currentPhaseBack": false,
    "requestedDecision": false,
    "claimType": "Compensation",
    "updatedAt": "2020-04-22T06:12:20.948Z",
    "contentionList": [
        "PTSD (post traumatic stress disorder)
lated to: PTSD - Combat",
        "POW) (New)",
        " Diabetes mellitus2 (Secondary)"
    ],
    "vaRepresentative": "ITALIAN AMERICAN WAR
ERANS OF THE US, INC.",
    "eventsTimeline": [
        { "type": "phasel", "date": "2019-12-05" },
        { "type": "filed", "date": "2019-12-02" },
        {
            "trackedItemId": null,
            "fileType": "VA 21-526EZ, Fully Developed
im (Compensation)",
            "documentType": "L533",
            "filename": null,
            "uploadDate": null,
            "type": "other_documents_list",
            "date": null
        }
    ]
}
```

# Next and Later claims features

## Pending state for doc uploaded to claim

 mat with  
SO on claim  
detail page

- Display when C+P exam needed

< Back to Roadmap

- Secure Messaging Lite
- All Secure Messaging

### User research summary

- Secure Messaging was added by 5 participants in co-design and cited as a top priority by 1.
- Participants said Secure Messaging was useful in an app because they use it a lot today, and would value being able to more quickly have a direct line to their provider for when they need to ask a question, request more Rx refills, etc.

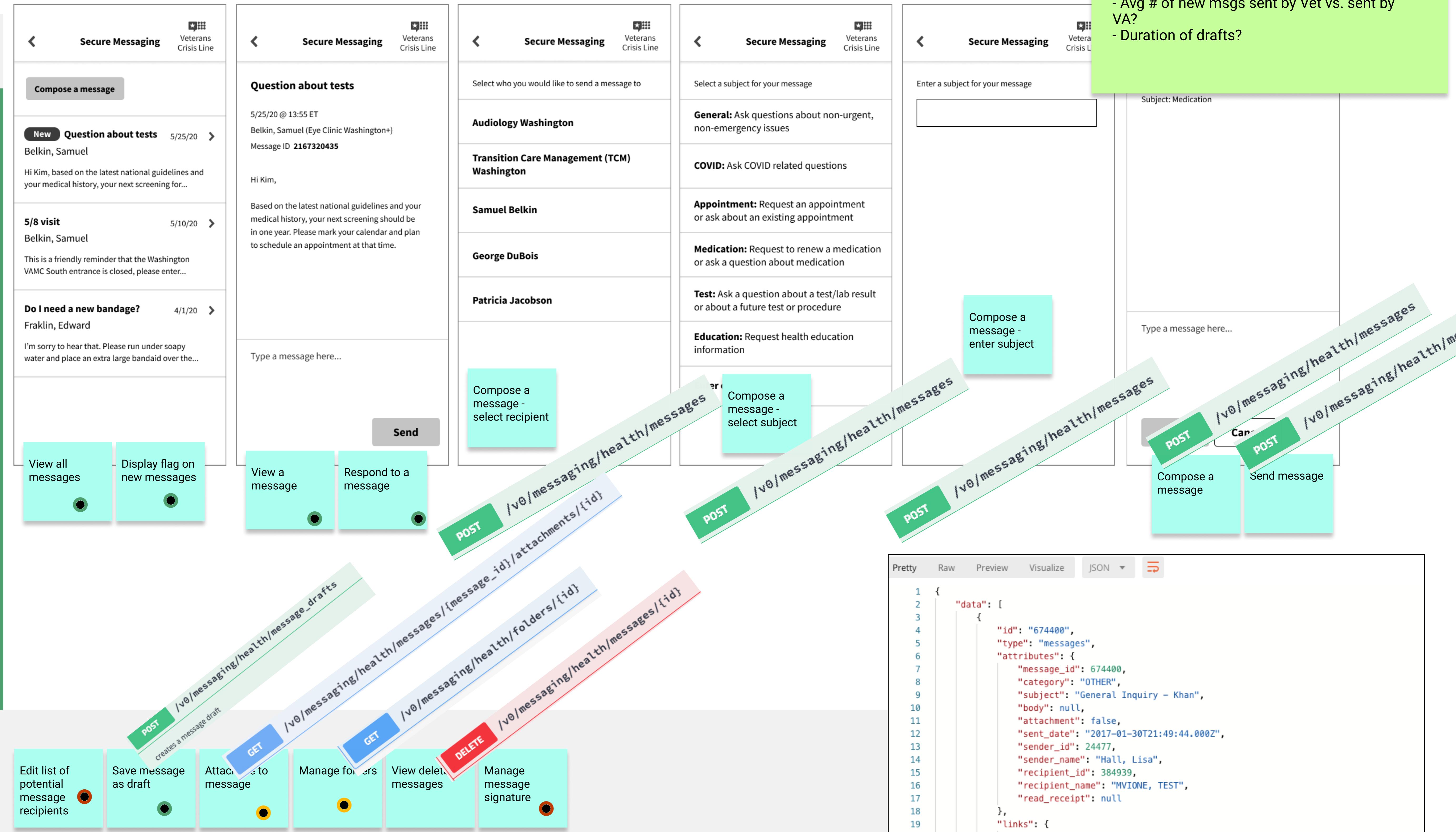
"[The first thing I would add is] Secure Messaging - it's hard to quantify [why this is valuable] because it can be used on phone today [using MHV] - but if you didn't have to log in every time that would be helpful."

P4

### Tech summary

- Mapped features to existing endpoints in vets-api
- Flagged any gaps as needing modifications (●) or needing a new service (●)
- Tested reusable endpoints in /messaging, confirmed they provide the required data elements

### Next and Later Secure Messaging features



< Back to Roadmap

## View, refill prescriptions

### User research summary

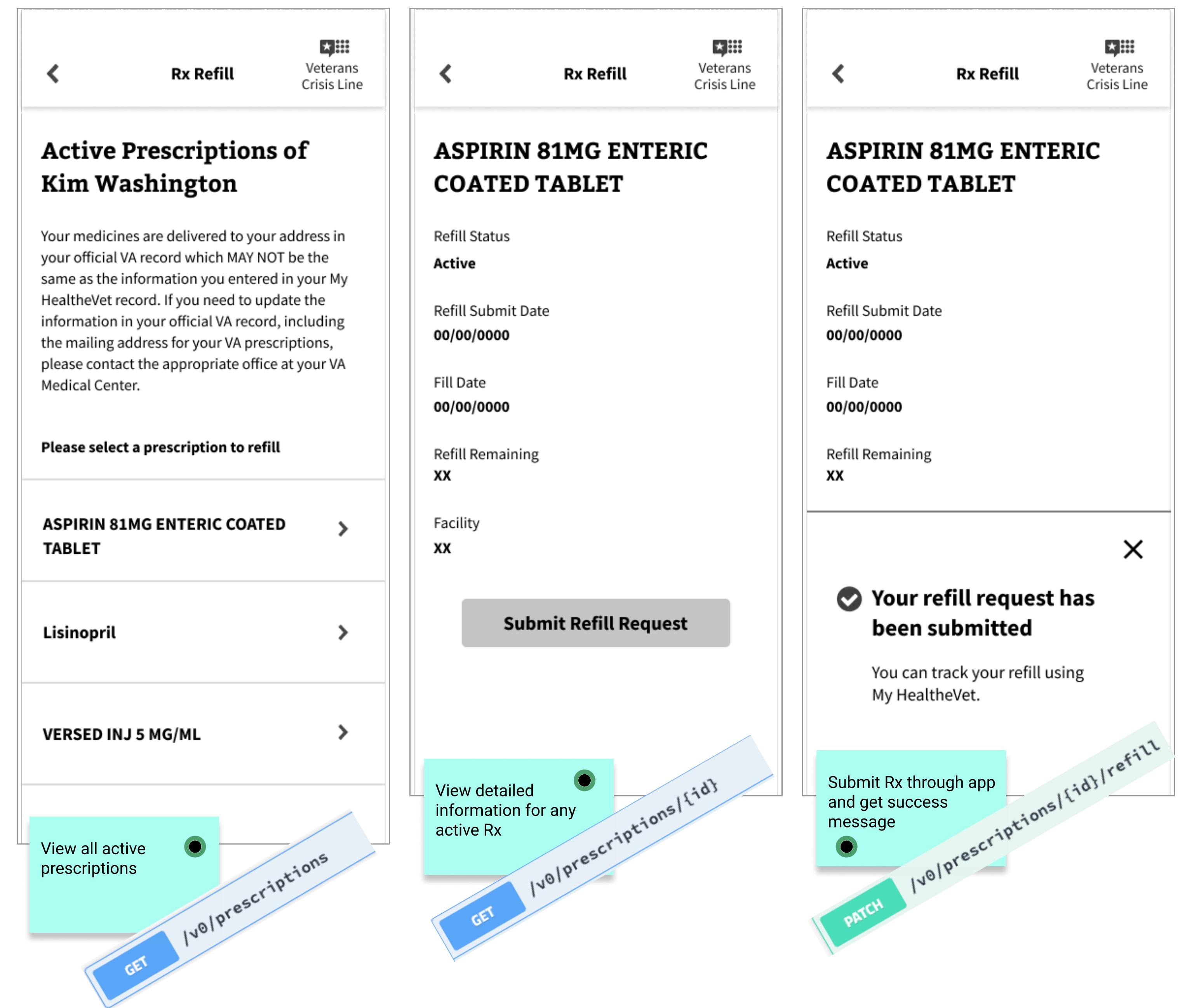
- 1 Rx Refills was added by 3 participants in co-design and cited as a top priority by all who added.
- 2 Rx Refill is high value for an MVP because it's a task that regularly is done, and being able to do it faster via an app is useful.

"I would like my meds to be automatically refilled for me but if not, just click a button. If [the app] needs to ask a doc, ask a doc. I just want to click a button."

Pilot Participant

### Tech summary

- 1 Mapped features to existing endpoints in vets-api and RX refill app
- 2 Flagged any gaps as needing modifications or needing a new service
- 3 Tested reusable endpoints in /prescriptions, confirmed they provide the required data elements



### Next and Later Rx Refill features

Get push notification when it is time for Rx refill

Get push notification when Rx tracking status changes

### Metrics

- Avg # of appts per week/mo/yr
- Cancellation rate
- Avg # of cancellations per person per year (remember something about 3 cancellations = you can't schedule again or something?)

A screenshot of a Postman API request for '/v0/prescriptions'. The 'Authorization' tab shows a 'Bearer Token' field. The 'Body' tab shows a JSON response with a single prescription object:

```
1 "data": [
2   {
3     "id": "13357873",
4     "type": "prescriptions",
5     "attributes": {
6       "prescription_id": 13357873,
7       "prescription_number": "2719471",
8       "prescription_name": "ADEFOVIR DIPIVOXIL 10MG TAB",
9       "refill_status": "expired",
10      "refill_submit_date": null,
11      "refill_date": "2016-01-29T05:00:00.000Z",
12      "refill_remaining": 8,
13      "facility_name": "DAYT29",
14      "ordered_date": "2016-01-29T05:00:00.000Z",
15      "quantity": 10,
16      "expiration_date": "2017-01-29T05:00:00.000Z",
17      "dispensed_date": null,
18      "station_number": "989",
19      "is_refillable": false,
20      "is_trackable": false
21    },
22    "links": {
23      "self": "http://www.example.com/v0/prescriptions/13357873"
24    }
25  }
26 ]
```

< Back to Roadmap

## View appointments, get reminders

### User research summary

- 1 Appointments was added by all participants in co-design and cited as a top priority by 4.
- 2 Appointments is high value in an MVP because it provides an easier way to keep track of when to go to VA and easier appointment management. While participants want to schedule and manage appointments, reminders were highly requested as well.

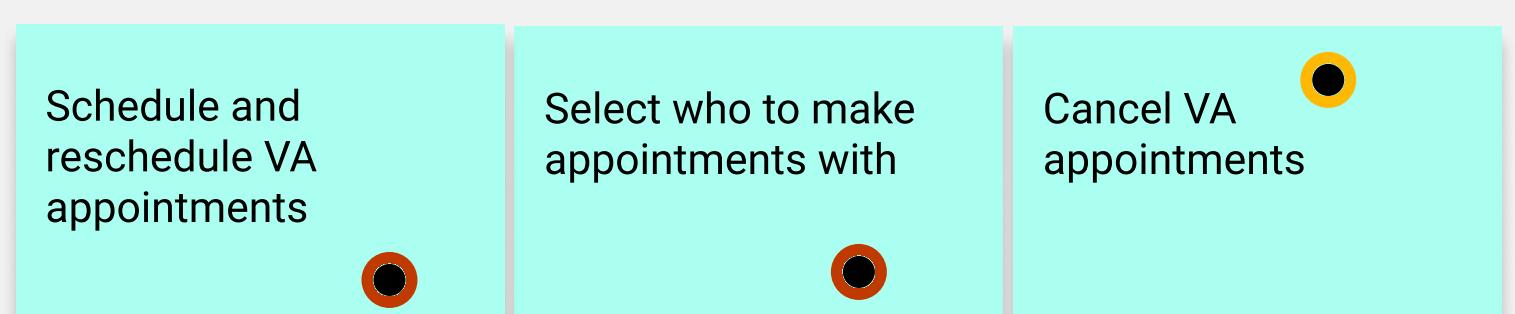
"I barely remember I had this meeting. I get out of work and I go braindead. I don't use the computer a lot at home if I can help it. Phone or tablet is main way I access internet at home."

### P3, speaking about the value of appointment reminders

### Tech summary

- 1 Mapped features to existing endpoints in vets-api
- 2 Flagged any gaps as needing modifications or needing a new service
- 3 Tested reusable endpoints in /appointments, confirmed they provide the required data elements

### Next and Later appointment features



Appointments

Veterans Crisis Line

View upcoming, cancelled, and past appointments

Get reminders about upcoming appointments

Google or iCal integration

NOTE: Community care was brought up in user interviews; June 25th - community care appointments become available for scheduling

11:30 AM, Monday, June 8 2020

Dr. Samuel Belkin

Washington VA Medical Center  
50 Irving Street, Northwest  
Washington, DC 20422-0001

Add to Google calendar

Directions

Main Washington VA Medical Center Number  
202-745-8000

1:00 PM, Monday, June 8 2020

Dr. Samuel Belkin

Washington VA Medical Center  
50 Irving Street, Northwest  
Washington, DC 20422-0001

Add to Google calendar

Directions

Main Washington VA Medical Center Number  
202-745-8000

## appointments

GET /v0/appointments

List of user appointments for the previous three months, through the upcoming six months

```
{ "data": { "attributes": { "appointments": [ { "appointment_status_code": "string", "appointment_status_name": "string", "assigning_facility": "string", "clinic_code": "409", "clinic_name": "ZZCHY WID BACK", "facility_name": "CHEYENNE VAMC", "facility_code": "442", "local_id": "2960112.0812", "other_information": "string", "start_time": "1996-01-12T08:12:00", "status_code": "2", "status_name": "CHECKED OUT", "type_code": "9", "type_name": "REGULAR" } ] } }
```

Metrics

- Avg # of appts per week/mo/yr
- Cancellation rate
- Avg # of cancellations per person per year (remember something about 3 cancellations = you can't schedule again or something?)

GET localhost:3000/v0/appointments

Params Authorization Headers (8) Body Pre-request Script Tests Setting

TYPE Bearer Token

The authorization header will be automatically generated when you send the request. Learn more about authorization

Heads up! These parameters hold variables. Learn more about variables

Token

Body Cookies (1) Headers (17) Test Results

Pretty Raw Preview Visualize JSON

```
1 {  
2   "data": {  
3     "id": "",  
4     "type": "ihub_appointments_responses",  
5     "attributes": {  
6       "appointments": [  
7         {  
8           "start_time": "1996-01-12T08:12:00",  
9           "appointment_status_code": "",  
10          "appointment_status_name": "",  
11          "assigning_facility": "",  
12          "clinic_code": "409",  
13          "clinic_name": "ZZCHY WID BACK",  
14          "facility_code": "442",  
15          "facility_name": "CHEYENNE VAMC",  
16          "local_id": "2960112.0812",  
17          "other_information": "",  
18          "status_code": "2",  
19          "status_name": "CHECKED OUT",  
20          "type_code": "9",  
21          "type_name": "REGULAR"  
22        }  
23      }  
24    }  
25  }
```

[Back to Roadmap](#)

 Facility Locator

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User research summary

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Tech summary