

VA IDENTITY PRODUCT

# Sprint 6 demo

Wednesday, November 9, 2022



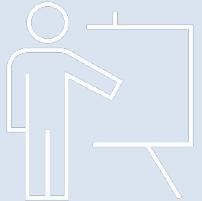
U.S. Department  
of Veterans Affairs



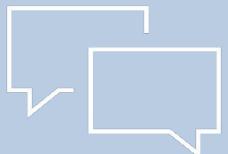
At the end of each sprint on Wednesday, the team will run sprint reviews to showcase the sprint's work for approval.

The purpose of this meeting is:

**1** To demo the accomplishments or functionality that was accomplished over the past sprint



**2** To get feedback and insights early and often



**3** To create transparency for anyone interested on the product and progress



# The Discovery team

## Core team



**Kit Casey**  
Design Director



**Samara Watkiss**  
Assoc. Design  
Director



**Pablo Cruz**  
Sr. Product  
Manager



**Mike Prusaitis**  
Assoc. Director,  
Program Management



**Steve Dickson**  
Engineering Lead,  
Key Personnel



**Bri Mazzio**  
Sr. Interaction  
Designer



**Marissa Klein**  
Sr. Strategist



**Paul Knipper**  
Visual Designer



**Elizabeth Koch**  
Product Owner,  
Key Personnel



**Tyler Gindraux**  
Sr. UX Researcher,  
Key Personnel

## Executive team



**Jeff Scheire**  
MO Studio



**Kevin London**  
frog Design

Also listening in from the upcoming implementation team...

**Carl Dickerson**  
Content

**Jay Tanner**  
Program  
Management

**Carolyn Williams**  
Product Design

**Ksenia Coulter**  
Frontend  
Engineering

# Areas of focus

## Priority 1

### MHV Coordinators in-person proofing (and remote video)

MHV Coordinators have direct contact in-clinic with Veterans nationwide, and therefore have greater understanding of various challenges Veterans face. MHV Coordinators have potential to guide the migration toward Login.gov especially for Veterans needing in-person proofing.

## Priority 2

### Non-Veteran user roles focusing on Caregivers, Beneficiaries, and Delegates

There are hosts of non-Veteran users that would require Login.gov and related identity proofing. Currently there are no VA-wide agreed upon definition of these users or clarity on their use cases and needed levels of access. The primary user roles to investigate are delegates, caregivers, and beneficiaries. These individuals will need the ability to identity proof in person at VA facilities.

## Priority 3

### Inherited proofing/Migration of MHV users to Login.gov

There is an opportunity to leverage previous identity proofing to streamline the transition to Login.gov for existing users. Differing security standards of legacy proofing options is required to meet Login.gov standards. The end goal is to simplify the migration process for existing users.

## Priority 4

### Security keys as an MFA option distributed during in-person proofing

Some users struggle with using Multi-Factor Authentication. Could MHV Coordinator provide these users with security keys as an alternative?

## Priority 5

### TAP curriculum evaluation

The TAP curriculum is out-of-date when it comes to login for VA services and benefits. It should be updated to remove DS Logon and encourage users to use Login.gov from the start. *This area has unknowns, a lack of contact points and relationships, and a lack of general knowledge.*

# What our Sprint 6 goals were:

-  Field Research
-  Begin research synthesis
-  Prep for collaborative session
-  Begin service blueprint of in-person proofing documentation
-  Non-Veteran user roles: High-level flows documented for Beneficiaries, Caregivers, Delegates
  - *Understand level of existing documentation (Delegate)*
  - *Additional Delegate context*
-  SME interview: Stephania Griffin
-  TAP curriculum recommendations\*

\* Priority Area 5 Discovery complete, contingent based on acceptance

# Today's agenda

- 10 min** Program status
- 10 min** Field research update
- 10 min** Synthesis plan, goal and status
- 5 min** Direction for Service Blueprint
- 15 min** Non-Veteran user roles
- 5 min** Proposed updates for TAP curriculum
- 2 min** DS Logon communications
- 5 min** Next steps



# Business owners and SMEs consulted

## Completed interviews

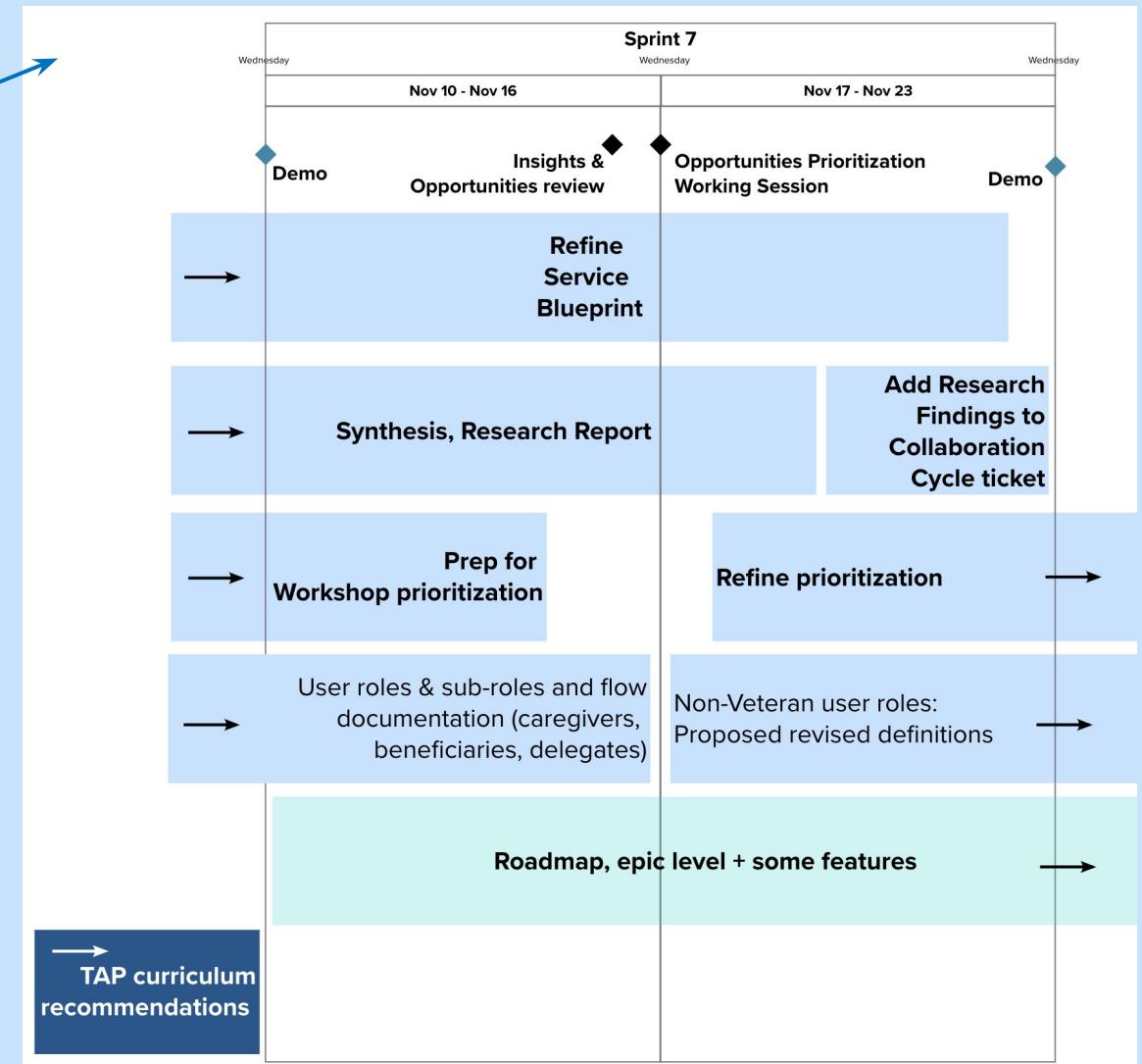
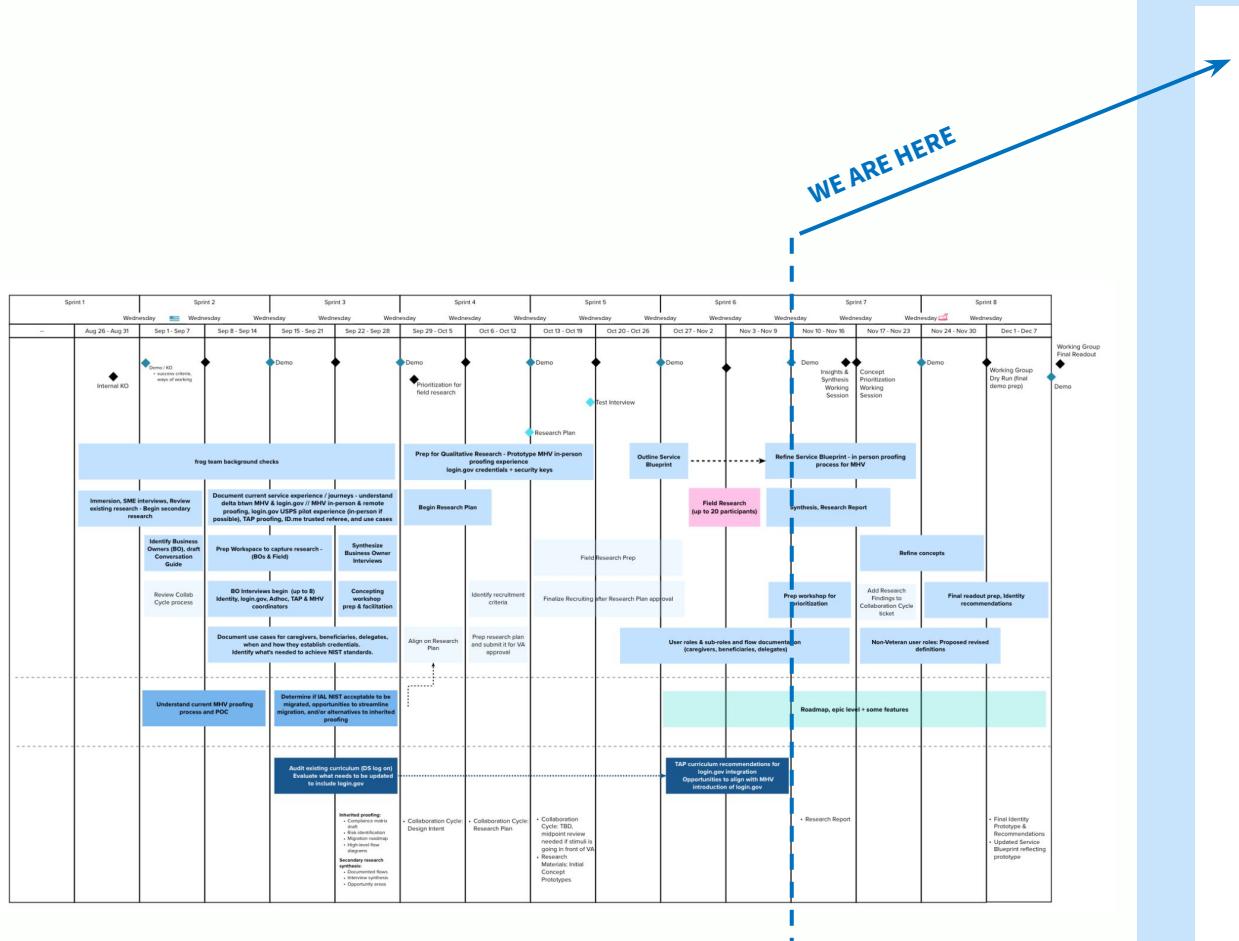
1. Carnetta Scruggs: MHV
2. Sonja Skinner: MHV
3. VSP Team: Account Migration
4. Dr. Carla Hill: TAP
5. Melissa Rebstock: VBA, VBO
6. Dr. Berkowitz: Data and Ethics
7. Matt Baum: Health Data Security
8. Coordinators Focus Group #1: MHV
9. Coordinators Focus Group #2: MHV
10. Non-Veteran Working Session
11. Laurie Baker: VBA, VACO
12. Danny Reed: VHIC subject matter expert
13. New! Stephania Griffin: Director, Information Access and Privacy, Privacy Officer VHA

## Next phase

- PHR policy group lawyers (re: non-Veteran user roles)  
*To schedule once team holds more defined these roles and improve the user experience*

# Our plan

A closer look to the sprint ahead...



# Dependencies, risks, blockers

## Dependencies:

- Final Readout coordinations (who, what, when, where)

## Risks:

- N/A

## Blockers:

- Number of "eligible" accounts for inherited proofing which also have also identity proofed for a VHIC card
- Numbers of MHV Premium accounts which have linked credentials (Login.gov, DS Logon, ID.me) to help identify how many accounts are eligible for inherited proofing
  - with both - Awaiting Danny response from 11/3 comms (OOO throughout this week)

# Field research updates





# Our plan for field research

## Location

- **Tampa VAMC:** Scheduled interviews were held at the Primary Care Annex (PCA). We ran intercepts at the PCA and the Main Facility, in or near Eligibility and Enrollment offices.

## Participants

- We interviewed **10 migration** users – Veterans who actively use My HealtheVet Premium without a Login.gov account. Some had tried and failed to set up Login.gov.
- We also intercepted a **total of 27 Veterans**, including **10 proactive** users without a My HealtheVet Premium or Login.gov account, **14 additional migration** users and 3 others.

## Research goals

- Understand how we can intervene to ensure that new generations of Veterans use Login.gov or ID.me to access My HealtheVet from the start.
- Understand what in-person support will enable Veterans to create and use a Login.gov account to access My HealtheVet.
- Understand how the greatest number of Veterans can use multi-factor authentication options, including security keys.
- Understand how setting up and maintaining shared access might work for Veterans and non-Veterans.

## Work to-date

**Mid-sprint review (10/5)**

**Learning from past research (10/5)**

**Initial review with Shane (10/7)**

**Sprint 4 demo (10/12)**

**Submitted research plan (10/12)**

**Recruitment kicked-off with Perigean (10/17)**  
Began recruitment for interviews in Tampa.

**Pilot interview (10/20)**  
Prepared for and ran pilot interview.

**Field research started (10/31)**  
Started in-field interviews and intercepts in Tampa.

**Decision to remove additional location (11/2)**  
Discussed and removed the need for an additional research location in DC.

**Synthesis started (11/7)**  
Started collaborative field research synthesis.

# In the field, we spoke to 37 Veterans with a range of experiences using My HealtheVet and Login.gov

## 10 migration interviews

with Veterans who actively  
use MHV Premium, without  
a Login.gov account

## 14 migration intercepts

with Veterans who actively  
use MHV with or without  
Login.gov

## 10 proactive intercepts

with Veterans who don't  
use MHV Premium or  
Login.gov yet

*Note: We intercepted 3 additional Veterans who were not migration or proactive, but with relevant experience that could provide insight.*

# We paused mid-week to review what we'd learned

## This helps us:

- Refine questions based on what we notice works well
- Dive deeper into areas where we still have more to learn
- Share learnings and start to generate takeaways early
- Confirm whether a study needs to be extended or we feel confident in our ability to gather insights as planned

## Research check-in

Research area: How can we intervene to ensure that new generations of Veterans use Login.gov or ID.me to access MHV from the start?

Research question	Hypotheses	What we've learned so far
When should proactive intervention encourage the creation of a Login.gov account?	Veterans go through extensive proofing when they apply for healthcare and get their VHIC When Veterans get their photo for VHIC they should proactively set up their Login.gov accounts Many Veterans choose to use in-person proofing to upgrade their MHV account to premium Offering an incentive to complete the enrollment process will encourage the creation of a Login.gov account for Veterans	Getting people onto Login.gov during TAP enrollment is a key step to adoption; people will sign up for what they're told to sign up for, like during TAP. There are more opportunities besides enrollment where Veterans need to renew/reprove their information, like upgrading or replacing a card. Many people note that they have something on their computer (or phone) that they can't access because it's not a secure place – e.g. they're already doing something at the VA. Captive audience who is already used to logging on additional basic.
How do we communicate the value of Login.gov?	We should communicate that Login.gov is a portal, not a destination A metaphor, like master key, will enable comprehension Messaging around safety and security will encourage adoption	Being easy to use, allowing users to access multiple different services with one login is a key motivator for setting up and ongoing use. People would rather ID proof while they're already there (not as a separate step). It's not just about how long it takes to set up, if you're not sure about something you might want to do, like if it can be bundled with something they are already doing at the VA. People would rather ID proof while they're already there (not as a separate step). It's not just about how long it takes to set up, if you're not sure about something you might want to do, like if it can be bundled with something they are already doing at the VA.
How do we support Veterans and non-Veterans after they set up Login.gov?	First few steps in the login flow are confusing (particularly being redirected back to VA.gov)	Some people feel it's important to have a clear understanding of what they will set up on Login.gov even if they aren't ready to use it immediately, like during TAP when they learn about it. People need to see Login.gov connected to a task or service they need to use, in order to see a need for setting it up.
		People are surprised by an interim step before entering their email and password. If someone has a comparable experience, like they hold an accurate mental model of how Login.gov will work.
		If someone has familiarity with MHV, they know where to go to log in. But if someone is new and just set up Login.gov, that might not be as clear. Having less options (or one that is prioritized) is easier than having to remember which option is best to choose.
		We can be more explicit with the sign-in interaction ("Sign in with Login.gov") to make it feel similar to other websites that use this pattern.

Sign in to the VA  Sign In 

**A proactive moment**

*“When you’re in TAP and you’re getting ready to transition out of the military, that felt like the time when you needed to learn everything you need to know, like [about Login.gov], before you go off and become a Veteran.”*

**Louise, Veteran**

**On MFA options**

*“I just want to check [a text] on my phone, it’s the easiest to do. I don’t want to put in a security key. I think a password and text is secure enough. If you’re logging onto the nuclear missile launch, you’re probably going to need [more security] but for your own personal account, you don’t need it.”*

**Dwayne, Veteran**



**On migration**

*“Every time I use the new system, ID.me, they can’t verify my name, social security number or anything. So I end up using the My HealtheVet login because I can’t get the new one to work. I called and get transferred and it never gets fixed.”*

**Viana, Veteran**

**On shared access**

*“It depends on my trust in the person who I give access, what I would give them access to. My husband could have full access, but my children, would be able to see my medications only.”*

**Veteran intercept**

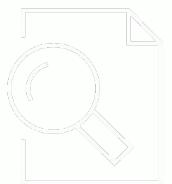


# Making meaning from the data: Synthesis

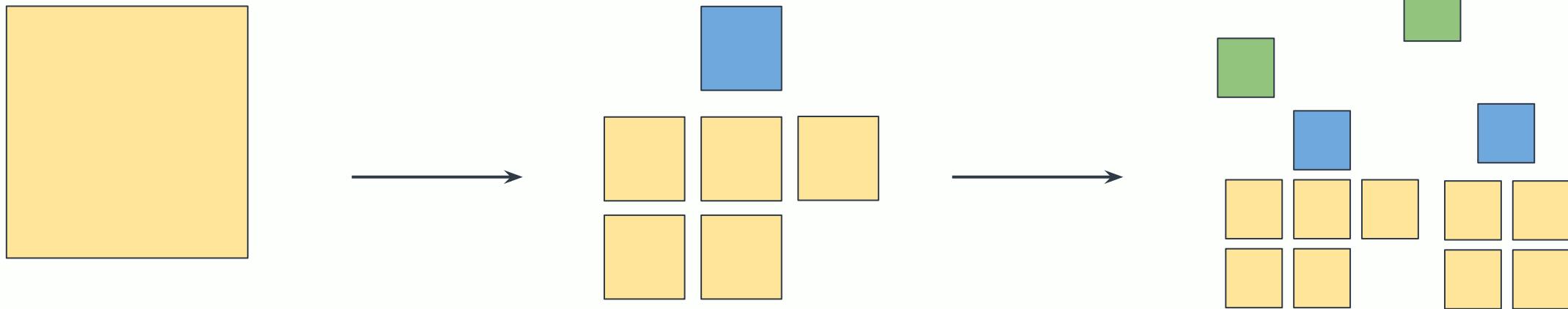


## MAKING SENSE OF DATA

Our goal for synthesis is to consolidate the *answers to questions we knew to ask* and to allow *insights* to bubble up from the information we gathered so we can identify *opportunities*.



# The synthesis process builds up from what we observe in field research



## Observation

What we saw and heard from individual participants

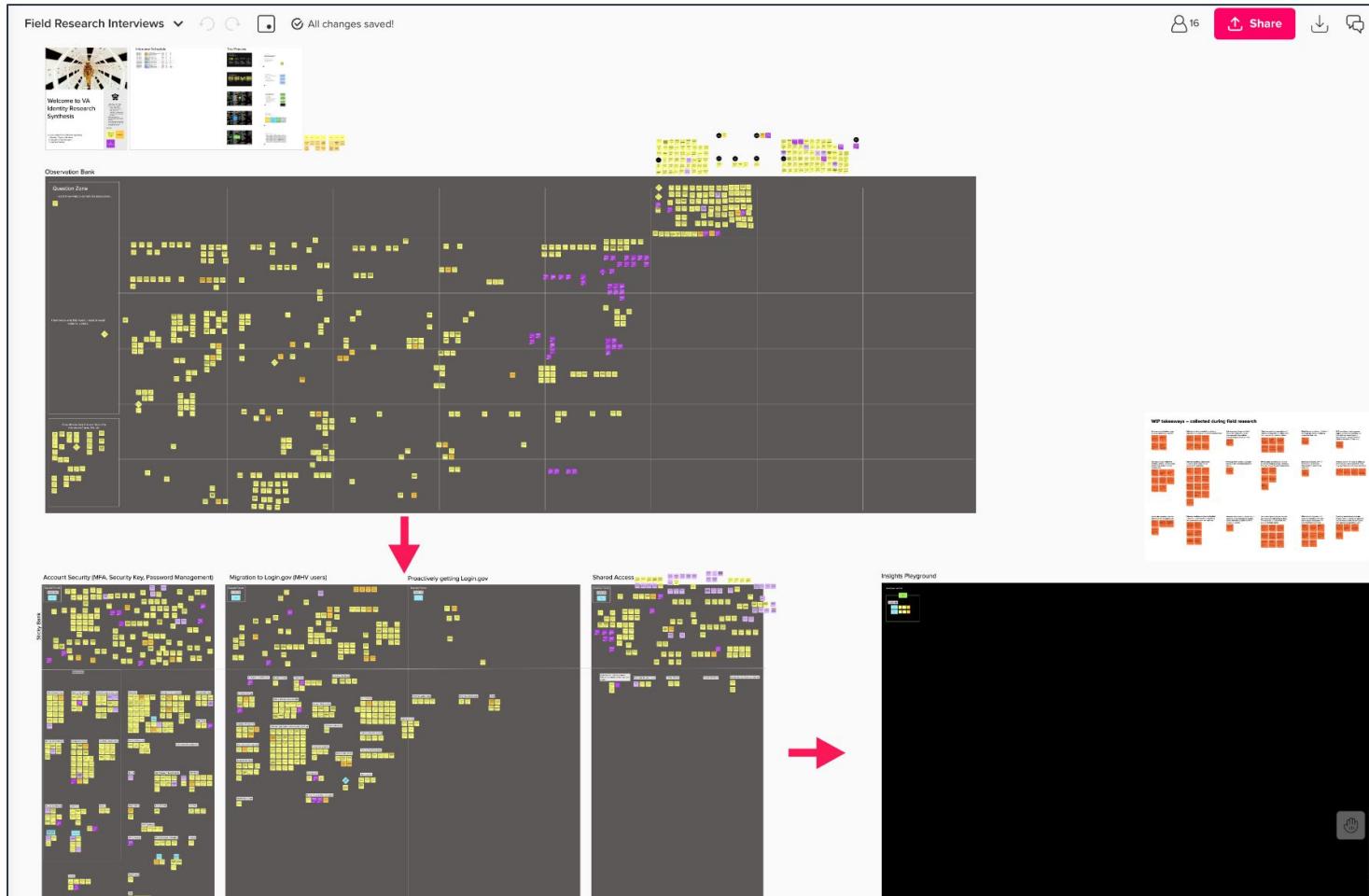
## Theme

A stand alone sentence that interprets the meaning of the collection of observations

## Insight

Name a pattern in the data. They are based on observations and themes combined with personal experience and intuition to create a provocative explanation of the theme(s) as well as its meaning in context. Insights cannot be proved true or false. The question is are they useful for inspiring design.

# We are deep into grouping observations and writing themes



## MFA Challenges / Difficulties

I tried back up codes because I couldn't receive the code by text because they had a phone number from me that has a phone number with a newly created area code that is not yet recognized. Highly frustrating.

P6 | 2.3

"At least they don't have a little needle that stick up wanting blood." (His comment at the end of the MFA set up process.)

P6 | 2.3

What's more important to you, security or ease of use? "Jesus lord." Security is important – its just frustrating.

P I-19

Security questions: Has to call company to correct and reset the issue; it's a hassle.

P2 | 2.3

More than a particular step being challenging or frustrating, the challenge and frustration arise when the whole process is too long or convoluted.

The problem isn't the technology, it's the technology not working the way it's supposed to.

I get upset if it takes me too long to get into a website. Too much red tape.

P6 | 2.3

Jeffrey would select the easiest option for MFA; doesn't want to go through multiple steps just to log in to something.

P2 | 2.3

Texts/emails work alright if they come in time. Says they have a 10 minute expiration so it can be a problem if they don't arrive in time.

P6 | 2.3

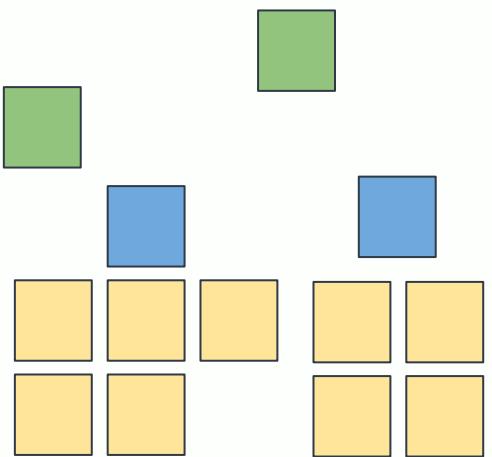
Finds MFA easy, but some platforms use a "remember this" security question and this can be challenging and cause issues if it doesn't work.

P2 | 2.3

"Am I going to be stuck if something doesn't work or isn't compatible with the device I'm using?"

P5 | 1.1

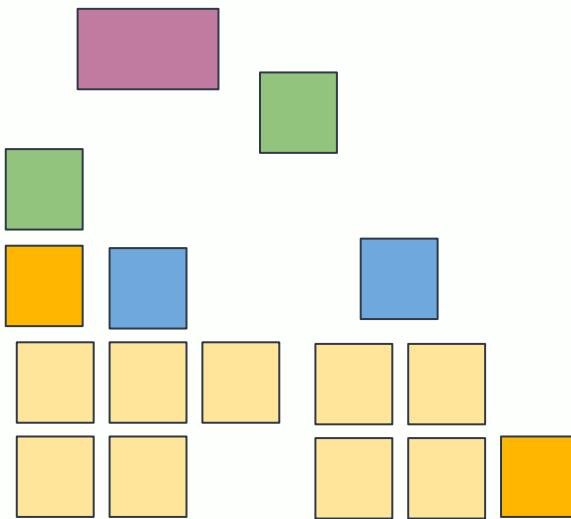
# Next week we will review our findings together and use them to inspire and prioritize opportunities



**Observation** (yellow) combine to **Themes** (blue) which inspire **Insights** (green)



Learning from Stakeholder Interviews and technical discovery



Opportunities identify how we might respond to the insights in light of everything.

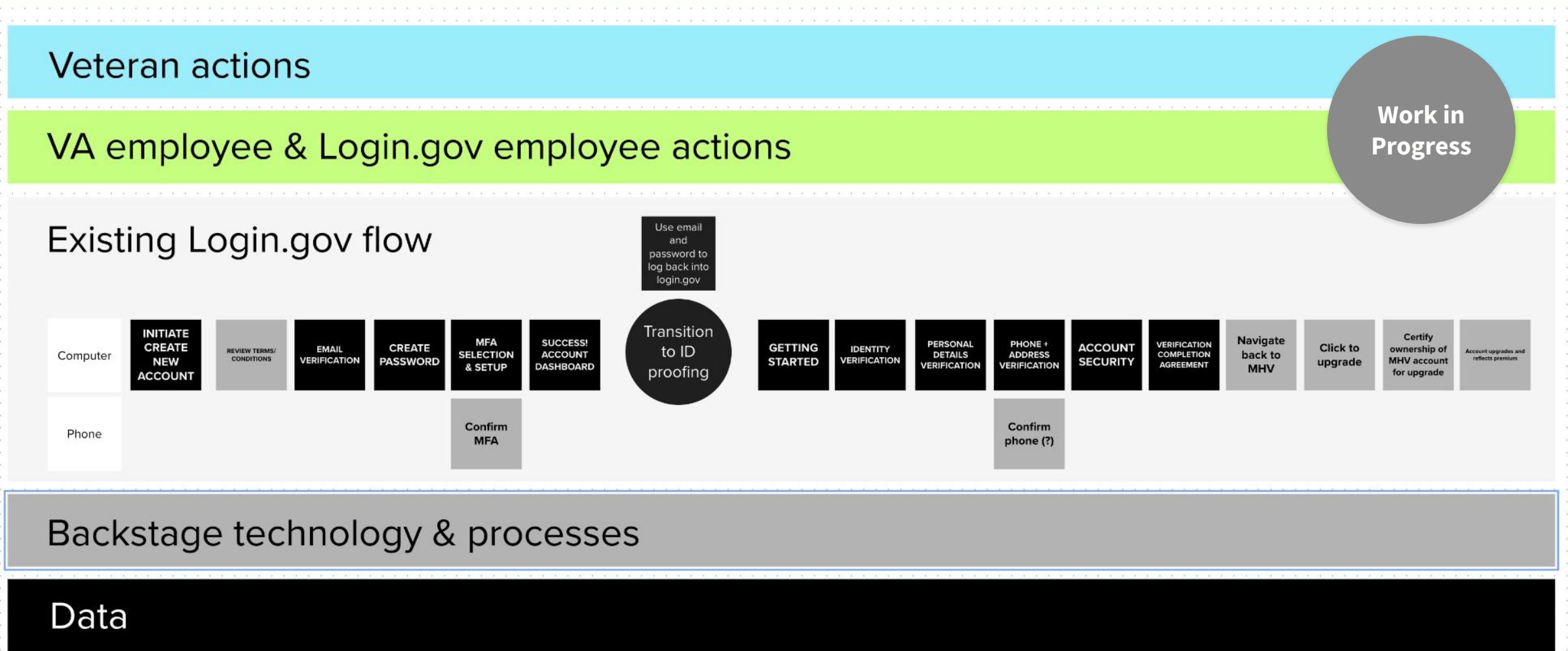


# Framing the Service Blueprint

Leverage the Service Blueprint to map how we can connect *in-person services* and *digital modifications* to the existing Login.gov flow to support Veteran migration from antiquitated logins.

Our initial plan called for a service blueprint of the in-person proofing process for MHV. We believe it is more valuable to use our understanding of MHV in-person proofing to identify impactful interventions in the login.gov set-up, and the people and processes needed to support those interventions.

# We'll build on the Login.gov sign-up flow to understand what people, processes, and technology are needed to support migration





# Non-Veteran user roles

# What we've done so far

- ✓ Completed & integrated notes primarily from the MHV and TAP-focused interviews
- ✓ Reviewed the Non-Veteran User Roles Discovery Readout and supporting research
- ✓ Conducted additional definition session with Melissa Rebstock, Carnetta Scruggs, and Laurie Baker
- ✓ Secondary research outside of VA-produced materials
- ✓ Reviewed the MHV delegation research materials provided by Carnetta and the MHV team
- ✓ Reviewed Discovery for Program of Comprehensive Assistance for Caregivers from Shawna Hein & UX team
- ✓ Shared inputs to-date with the Identity Working Group
- ✓ Engaged with Stephania Griffin regarding Delegate Roles and Sharing Access to Veteran Information
- ✓ Reviewed IT Cadre “Current State” diagram for Delegates, their needs and pain points

## We've consulted with:

- Carnetta Scruggs
- Melissa Rebstock
- Laurie Baker
- Danny Reed
- Stephania Griffin

## SMEs, informed 2021 definitions:

- Carnetta Scruggs
- Tiffany Puckett
- Matt Brown
- Tammy Scott
- Margaret Featherston
- Rebecca Bixler
- Hollie Speer
- Meg Kabat
- Scott Fagan
- Hope Coleman
- Reginald Campbell
- Terrence Minyard
- Thomas (Tommy) Lee
- Michael (Mike) Hart
- Camille Tello
- Nick Braddock

<https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity/user-roles/discovery/sme-interviews/README.md>

# Stephania Griffin - VHA

## Interview Objective

Understand the use cases and pathways for Delegates, Caregivers, and Beneficiaries, notably in the context of unmet needs for online access and focusing on delegated access and sharing of access to information.

## Interviewee

### Stephania Griffin

- Director, Information Access and Privacy, Privacy Officer VHA

# Stephania Griffin: Key takeaways regarding Delegates

1. Delegate is not a role itself, but rather these are people who have a delegation of authority to act on behalf of another individual for specific authorized actions, which may include logging into the veteran's accounts to view and update their information. For the VA, that delegation of authority is based in some legal premise, statute or otherwise, e.g. 38 CFR § 17.32 and 38 CFR § 14.629
2. In terms of organizing roles related to delegated access and sharing access to Veteran information, Stephania recommends organizing roles based on how they are authorized—one bucket based on authority granted by a Power of Attorney (POA), i.e. delegated authority, versus some other non-POA mechanism
3. Scope of authorization is based on type of POA or limited POA and authorized for very specific things

*[Delegates] are people who have a delegation of authority to act on behalf of another individual for a specific action. That's what a delegate is. It's someone who has this delegation of authority. And for us, that delegation of authority is based in some legal premise, statute or otherwise.”*

Stephania Griffin

*Definition: A power of attorney (POA) is a legally binding document that allows you to appoint someone to manage your property, medical, or financial affairs.*

## Stephania Griffin: Key takeaways regarding Veteran Delegate Toolkit (VDT)

1. An issue with the VDT pilot and rollout was in part semantics, e.g. delegation authority requires a POA and thus the term Delegate was not legally correct for the primary intent of sharing information, thus the introduction of the role of Online Healthcare Proxy
2. As implemented, VDT attempts to address two valid needs for veterans in terms of delegated authority and sharing online access, thus it does not make sense to ascribe a single role, Delegate nor Online Healthcare Proxy, to VDT users
3. POAs and limited POAs authorize the delegate to access and act on behalf of the veteran but only within scope of authorization of the POA
4. An Online Healthcare Proxy will also need to submit form(s) for authorization, but proxies will require their own account and can only access veteran information, versus update on their behalf

*“I think the delegation tool was trying to cover both use cases and I think it caused confusion... [one] use case bucket which is I just want to share and let you see my information versus the bucket of this use case which I want you to actually do stuff on my behalf which could include managing my account”*

Stephania Griffin

# How we're moving forward

Need	Action
<p><b>Explore promoting and inhibiting pressures</b> of non-Veteran separate account creation  <i>Understand what compels a non-Veteran user to set up their own account? How would having their own account make providing care easier/more accessible? (And how might it encourage a Veteran to direct their delegates/caregivers down this path vs. simply sharing a password?)</i></p>	<ul style="list-style-type: none"> <li>📌 Secondary research</li> <li>✅ Field research in-puts (caregivers – “shared access” – specifically)</li> <li>✅ Stephania Griffin clarified Delegates authority to use veteran credential versus need for Online Proxies to have separate linked accounts, which could be a caregiver</li> <li>📌 <b>Future opportunity:</b> validate this with users, e.g. whether a solution for Online Proxy can also meet the need of caregivers access to veteran information</li> </ul>
<p><b>Identify additional individuals</b> who can clarify non-Veteran user tasks and use cases</p>	<ul style="list-style-type: none"> <li>✅ Stephania Griffin, about the legal and policy aspects of User Roles and definitions of ‘Delegation’ and other roles etc.</li> <li>📌 Do we need to meet with anyone in the caregiver program?</li> <li>📌 Lawyers in VA Patient Health Records (PHR) policy group</li> </ul>
<p>Locate and map out the <b>hierarchy of user roles, their sub-role types, definitions, and corresponding stakeholders</b> related to beneficiaries, delegates, and caregivers</p>	<ul style="list-style-type: none"> <li>🚧 Capturing roles and sub-roles, definitions and sourcing of definitions <ul style="list-style-type: none"> <li>○ Delegates and Beneficiaries (and authorizations) sourced from CFRs</li> <li>○ Additional beneficiary roles (and interactions) referenced on VA.gov</li> <li>○ Caregiver roles sourced from caregivers.va.gov site</li> <li>○ Online Healthcare Delegate form 10-10147a and clarified as a Online Healthcare Proxy by Carnetta</li> </ul> </li> <li>✅ Stephania Griffin clarified delegate-related roles rooted in the regulations and their respective authorizations</li> <li>✅ Captured tasks Online Healthcare Proxies are able to do in VDT</li> <li>📌 Aligning stakeholders, user roles, and definitions from departments (e.g. VA.gov, VHA, VBA), their subsequent applications (e.g. eBenefits, MHV, VDT, caregivers.gov), and Record Platforms with which they integrate (e.g. MPI).</li> </ul>

# How we're moving forward

Need	Action
<p>Document <b>existing flows</b> for delegates, caregivers, beneficiaries</p> <ul style="list-style-type: none"><li>• <i>How do you sign up to become one and how are these roles removed?</i></li><li>• <i>What are the interactions (digital/in-person)?</i></li><li>• <i>What are gaps, unmet needs and pain points?</i></li><li>• <i>What systems are they accessing?</i></li><li>• <i>What data is stored and where?</i></li></ul>	<ul style="list-style-type: none"><li>🚧 Capturing interactions, whether digital or in-person, via application, access levels by role, and gaps/needs for online capabilities (and information sources), for example:</li><li>🚧 <b>Delegates and Online Proxies</b><ul style="list-style-type: none"><li>• Representatives: IT Cadre shared a Delegates Current State diagram with focus on representatives along with gaps and pain points. It lists 65 interactions which representatives may require to represent a veteran with benefit claims. For a set of “common interactions”, it shows which applications are used by representatives.</li><li>• <b>Future opportunity:</b> Identify type of authorization required for interactions and gaps/needs for online access.</li><li>• Prior study on VDT outlines initial set of supported needs for Delegates and Online Healthcare Proxies.</li><li>• <b>Future opportunity/stretch goal:</b> Identify type of authorization required for each type of interaction.</li></ul></li><li>🚧 <b>Caretakers</b><ul style="list-style-type: none"><li>• Reviewing interactions and benefits including becoming a caregiver (General, Family Primary, and Family Secondary).</li><li>• <b>Future opportunity/stretch goal:</b> Identify online access needs</li></ul></li><li>🚧 <b>Beneficiaries</b><ul style="list-style-type: none"><li>• Reviewing VA benefits for spouses, dependents, survivors, and family caregivers on VA.gov.</li><li>• <b>Future opportunity:</b> Reconcile non-veteran beneficiary needs against what veterans are able to do</li></ul></li></ul>

# Definition of done across across key milestones

## Phase I: Discovery

Informed by VHA and VBA business owners. This work will enable a meaningful conversation with the VA PHR policy team in regards to deltas that exist between policy and services for these non-Veteran user roles.



Existing definitions	Document use cases	Document existing products & services utilized	Document workflows, unmet needs, and gaps*	Proposed new or revised definition of roles where applicable for harmonization
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- Basic understanding of user experience needs and applications
- Mapping of roles and sub-roles
- \* Future opportunity areas identified on previous slide may uncover additional gaps/needs

## Phase II: Alignment

Alignment of definitions across VA decision makers.



Meet w/ Legal PHR policy team*	Organizational buy-in and comms to other teams (e.g., VHA and VBA)	Revised VA-wide definitions (and policies) that reflect use cases and application needs
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*Consideration: User validation with these roles via primary research.*

*\* "Meet with Lawyers in the PHR policy group - once we had a better handle on how we could define these roles and improve the user experience, it would make for a more substantive conversation with that group."*

## Phase III: Implementation

Product vision and plan to implement experience updates.



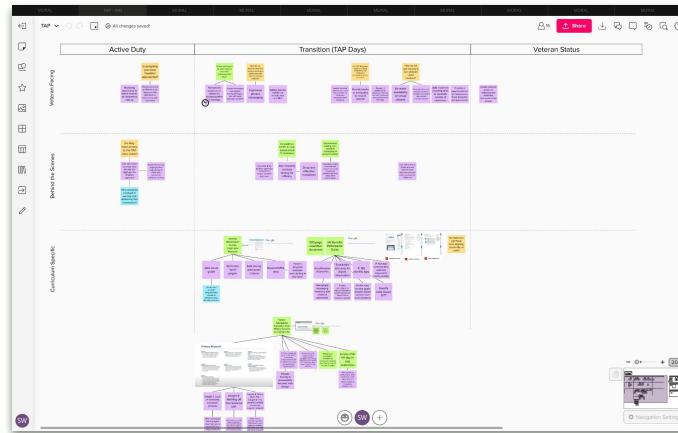
Detailed level of access evaluation/requirements	Product roadmap for application updates
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# TAP Recommendations

# TAP Recommendations

## Opportunities for improvement



[Mural Link](#)

### Veteran-facing

- Increased proactive communication
  - Promote signing up for Login.gov pre-TAP
  - Explain MHV login requirements
  - Outline privacy standards to address concerns heading into TAP
- Pre-work
  - Assign readings/activities pre-TAP so Veterans come prepared to complete Login.gov signup
- Increased access to various modalities
  - Required one-on-one if Veteran doesn't have Login.gov by EOD
- In-person proofing available on TAP days
- Equipment provision
  - Notebook to track account credentials
  - Kiosks or computers for class sessions
- Resource Guide to reference discussed resources

### VA-facing

- Centralized training for those who support users & credentials
  - Benefits Advisors, VSOs, MHV Coordinators
- Utilizing TAP roster pre- & post-outreach
  - Targeted approach to introduce Login.gov & make account in advance
  - Check who does and does not have Login.gov account by end of TAP days
  - Post-TAP follow up
- Interagency communications
  - Course content, TAP day order, login portal use
- Modality analysis
  - With the eventual goal to sunset, less effective modality

# TAP Recommendations

## Opportunities for improvement

### Curriculum specific

- Visual guides & step-by-step
- Eliminate “tech” jargon in instructions
- Have physical examples when appropriate (security keys)
- Snackable, easy to digest info
- Add specifics & examples (ex. acceptable IDs, agencies that use Login.gov)
- Mobile-friendly & accessibility-focused web design
- Standardized task format: timeline/expectations, players involved, instructions, reason/benefit, point of contact

*Break up content to be more digestible*

Maintaining Your Health

## Health Care Tools

My HEALTHEVET (continued)

**My HealtheVet offers two account types: Basic and Premium.**

A **Basic account** is for anyone who registers for a My HealtheVet account. It limits your access to features that require self-centered personal data, such as journals, health assessments and other tools to track your health measures.

A **Premium account** requires you to verify your identity via an online video session or in-person at a VA facility. Once your account is upgraded to Premium, you will have access to the same features as a Basic account.

Benefits and Services | Module 0: Introduction to VA Benefits and Services

### Activity Worksheet: Create a Login.gov Account

To access VA systems, you can log in using your Login.gov, ID.me, DS Logon, or MyHealtheVet accounts. For DS Logon users, it is important to note that DS Logon is scheduled to sunset for VA only and some will feel the impact immediately. Please consider other options, such as Login.gov, before you are unable to access your account. Login.gov is now the preferred method.\*

A Login.gov account allows you to view personal data about yourself in VA and DOD systems, apply for benefits online, check the status of your claims, update your address information and much more. If you already have an account but forgot your Login.gov sign in information or have other issues signing in, follow the links at the sign-in screen to reset your password or get help with any issues. To create a Login.gov account, follow the step-by-step instructions provided in Table 1.

How do I register for a Login.gov account?

To register for an account:

**Step 1:** Go to [My HealtheVet](#)

**Step 2:** Select the **Register** button.

**Step 3:** Enter your identification information.

**Step 4:** Select the **Create Your Account** button.

**Where can I learn more about Login.gov?**

[My HealtheVet](#)

Table 1: Login.gov

Step	Instruction
1 Initiate Login.gov Registration	First, navigate to <a href="#">VA.gov</a> . Select the <b>Sign in</b> button at the top right of the screen and select the <b>Login.gov</b> button.
2 Select Create an account	The <b>Login.gov</b> home screen appears. Select the <b>Create an account</b> button.
3 Enter your Email Address	The <b>Create an account</b> screen appears. Enter in your email address in the text box below. Then select the <b>radio button</b> for your <b>email language preference</b> . You may read the <b>Rules of Use</b> in the <a href="#">hyperlink</a> below then select the <b>checkbox</b> next to <b>I read and accept the Login.gov Rules of Use</b> then click the <b>Submit</b> button.
4 Confirm your Email address	The <b>Check your email</b> screen appears. Open a new window to check the email address associated with your Login.gov account. Open the email from <a href="#">Login.gov</a> and click the <b>Confirm email address</b> button.
5 Create Password	You will be redirected to the <b>Login.gov Create a strong password</b> page. Enter your password in the <b>Password</b> field and enter it again in the <b>Confirm Password</b> field.
6 Sign in	<ul style="list-style-type: none"> <li>To view the password as you enter it, select the <b>Show Passwords</b> check box.</li> <li>Green checkmarks appear when the password has met each of the password security requirements listed.</li> </ul> <p>Select the <b>Continue</b> button.</p> <p>The <b>Login.gov Sign in</b> screen appears again. Type in your email address and your password.</p> <p>Select the <b>Sign in</b> button.</p>

**Step**

7 **Select Security Image (Optional)** The **Authentication method setup** screen appears. Choose at least one of the following options:

- Using face or touch unlock
- Entering a security code from your authentication application
- Using your security key
- Entering a security code that you receive by text or by phone call
- Entering a backup code
- Using your federal government employee or military ID (PIV or CAC)

Follow the prompts on the page to authenticate your information.

8 **Enter your New Account** The **Login.gov account** page appears.

- On this page, you can manage your account by adding another email address or adding another method of authentication.
- Your registration is now complete. The next time you sign in, the system will prompt you to authenticate your identity using which ever method of authentication you chose in Step 7.

**Note:** Reach out to your Benefits Advisor for assistance if you have issues with your DS Logon or Login.gov account.

*Opportunity for step-by-step visual guide*

*Break up content to be more digestible*

*Eliminate “tech” jargon and unfamiliar language*

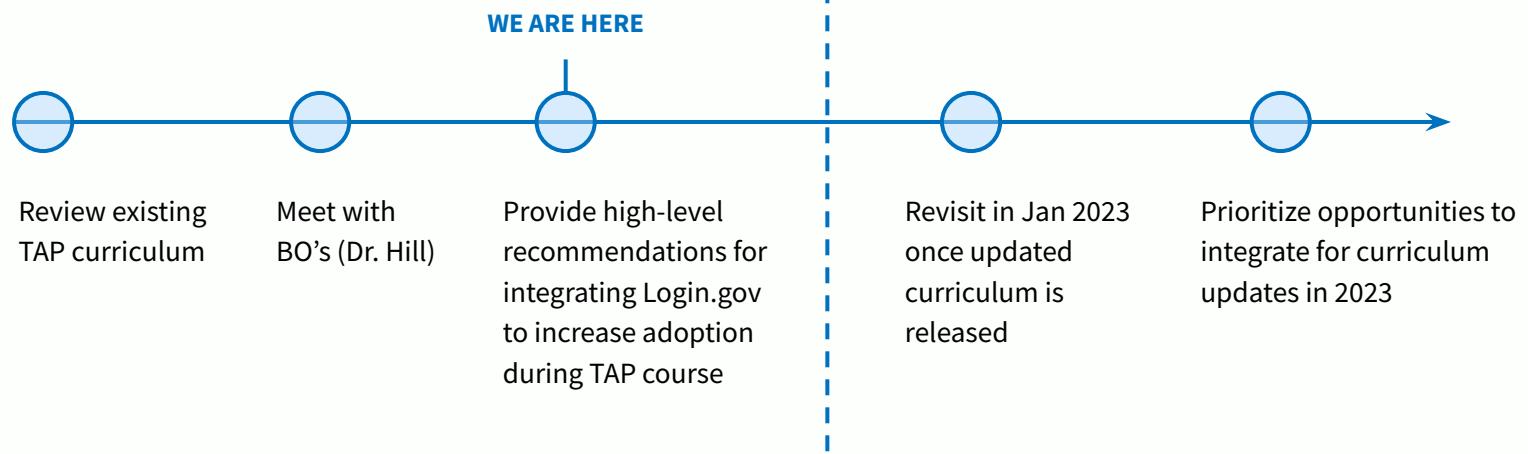
# Definition of done across across key milestones

## The Ask • Priority 5

### TAP curriculum evaluation

The TAP curriculum is out-of-date when it comes to login for VA services and benefits. It should be updated to remove DS Logon and encourage users to use Login.gov from the start. *This area has unknowns, a lack of contact points and relationships, and a lack of general knowledge.*

### Phase I: Discovery



*Note: The Identity team will continue to consider future research opportunities related to TAP as well*



# Update on DS Logon Comms Plan

# Status: DS Logon comms

## The ask

DS Logon will be sunset in the fall of 2023. A comms strategy for end users with associated timeline and dependencies needs to be established.

## What we know

- Initial comms to stakeholders will begin once confirmation of timeline. Sunset tentatively set for September 1, 2023. Planning to begin comms for end users January 1, 2023.
- 55 applications identified using DS Logon

### Percentage of overall DS Logon usage by application (based on logins on 11/3/2022):

- VA.gov about 50%\*
- EBN about 28%
- OAuth (VA Mobile) about 12%
- MHV (option 3) about 5%
- Others about 5%

## What's next

- A working deck together with what we have so far on comms, projects, timeline, dependencies, questions, etc. for migrating DS Logon
- Connect with additional stakeholders:
  - Present a couple of scenarios to Charles Worthington based on possible timelines next week, Nov 14-18
  - Present to the Login team on Tues., Nov. 15

\*Email via Joe Niquette, of this number (VA.gov) – 50% already have ID.me or Login.gov



# Next steps

# Sprint 7 goals

- Design service blueprint
- Complete synthesis from field research
- Prep for two collaborative sessions: Opportunity areas and Prioritization
- Add research findings to Collaboration Cycle ticket
- Complete high-level flow documentation of non-Veteran user roles and sub-roles mapped out, identify any overlap/variations of the same role
- Draft revised Caregiver, Beneficiary, Delegate definitions with associated use cases (where applicable), harmonization of terms used and related level of access
- Draft implementation backlog

# Questions?



# Appendix

# MHV numbers

How users proofed for premium access

# Method of proofing

Current counts of Active MHV Accounts:

- Premium: 3,209,120
- Basic Matched: 696,834
- Basic Unmatched: 36,689

Primary ID used for the Premium accounts created via In-Person Proofing

- State Issued ID: **96,554**
- Govt Issued ID: **16,719**
- Passport: **836**
- Veteran ID: **129,504**
- **Total: 243,613\***

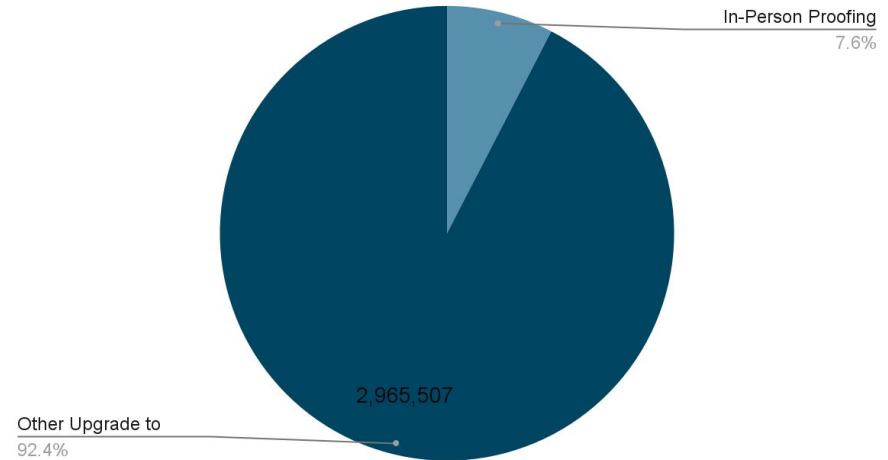
## Carnetta clarified:

There is only 1 type of ID allowed: Fed/state/local issue ID with picture. The Veteran ID, Passport and State Issued ID are considered sub-types.

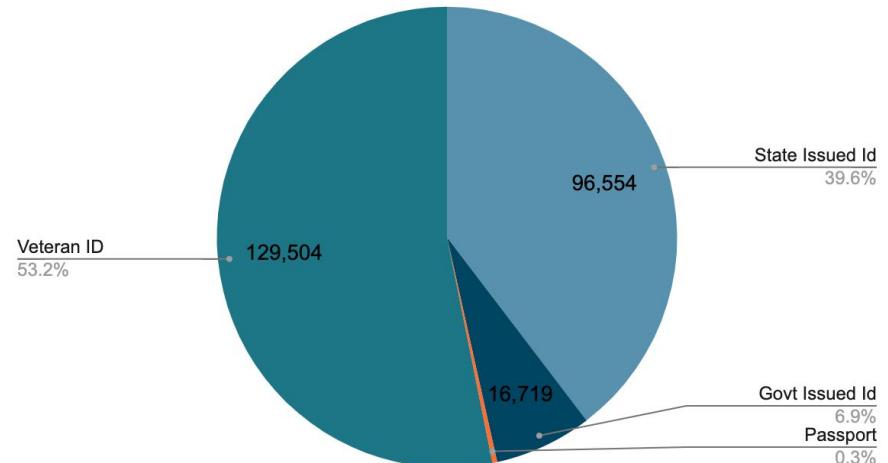
*\*It is possible that some of these users may have later created and linked ID.me, DS logon, or Login.gov accounts.*

*\*Requested: ID methods used for MHV Premium accounts via DS logon*

3,209,120 Total Premium MHV Accounts



ID Type used for In-Person Proofing



# Non-Veteran user role

# High-level themes following working session with existing non-Veteran user role definitions

with Melissa Rebstock, Carnetta Scruggs, and Laurie Baker

## Consistent themes & needs

- Non-Veteran user type does not indicate required level of access, however, there is a need for tiered access for both privacy and relevancy according to role
- Programs warrant a need to reflect changes to Veterans' relationships and care needs which can be done via a non-Veteran user renewal process
- A single source of truth for non-Veteran user role profiles—integrated with all the VA applications that warrant access—would allow Veterans to control how and what information is being accessed
- Given non-Veteran users have similar responsibilities, questions, and needs as other non-Veterans and Veterans alike, they should also have access to a helpdesk
- A standardized process for non-Veteran user registration that's dependant on user type/access need would satisfy VA staff need for user recognition and tracking
- Non-Veteran users acting solely as beneficiaries should not be part of conversation regarding access to Veteran information, unless they are involved in Veteran care and are therefore another user type

## Work to be done:

- Confusion and disagreement amongst user roles, about their definitions, and use cases present a *need* for the following:
  - Universally agreed upon non-Veteran user definitions
  - Shared education about the roles and official terms of use
  - Collective understanding that a caregiver must be officially recognized/registered

# Caregiver, as previously defined

## Research Findings

A Veteran's **caregiver** is a person who provides support to the Veteran. Caregivers could be individuals who are officially recognized by the VA, self-identified individuals, or professional caregivers.

- VHA has specific programs to recognize caregivers; the programs have specific eligibility criteria.
- Caregivers participating in the VA Comprehensive Assistance for Family Caregivers Program (PCAFC) would also be beneficiaries since they receive direct payments from VA.
- There are a couple of existing channels for self-identifying caregivers to have access to Veteran information: VA Online Health Delegate Program, and the VA Fiduciary Program
- There aren't any clear rules about whether a caregiver should be allowed access to a Veteran's information; it's generally determined on a case-by-case basis.
- [Read finding 3 in the full report](#) for additional details on caregivers

However, the sentiment from working session was that **caregivers should always be officially recognized** and that the term caregiver often acts as an umbrella term.

Source: [VA's 2021 Non-Veteran User Roles Discovery Readout](#)

# Caregiver

**Veteran user:** Any Veteran can have a caregiver whether they have a rated disability or just prefer to have their spouse/child/ friend type for them.

## Colloquial use of “caregiver” term

- Officially or unofficially recognized
- Anyone who is a trusted intermediary at all involved in Veteran care - not requiring access to Veteran information
- Does not necessarily have their own account

## Role definition

- Must be officially recognized by VA in VistA
- Is a beneficiary if officially VA recognized
- Is not necessarily the PoA or legal guardian
- Includes current understanding of unofficial delegate/ health care proxies
- Varies by organization (VBA, VHA)
- Can be the primary and secondary family caregivers and general caregivers
- Can include Fiduciaries, Surrogates, Power of Attorneys, or Legal Guardians
  - *A federal fiduciary is a person or legal entity authorized by VA to serve as payee of VA benefits for a beneficiary unable to manage his or her financial affairs.*
  - *A court-appointed fiduciary is a person or legal entity appointed by a state or foreign court to supervise a beneficiary unable to manage his or her financial affairs and/or that person's estate.*

## Needed products / services / deliverables

- Develop a caregiver renewal process
- Standard form of ingesting information to authorize Caregivers
- Quick non-Veteran user recognition and profile verification

## Use cases (revealing varied levels of access)

- Transportation (when & where are appointments)
- Prescription refills
- Messaging health care providers on Veteran's behalf
- Scheduling appointments
- Assisting a Veteran with filing a claim for benefits
- Manage monetary benefits
- Participate in / are responsible for medical decisions

# Delegate, as previously defined

## Research Findings

A **delegate** role exists in VHA to refer to someone who has delegate authority per the request of a Veteran through the VA online health delegation program.

- VBA does not have a specific delegate role. There is a VBA process through [VA Form 21-0845](#) that gives a 3rd party access to information for a Veteran.
- A delegate does not have to be a dependent or a beneficiary.
- Delegates can directly access some Veteran health information online, such as upcoming appointments and prescription information, in MHV and participating VA Mobile Apps. More information can be found in [finding 3.4 from the first phase of our research](#).
- A delegate cannot help a Veteran with offline health tasks.
- A VA recognized Caregiver and a Delegate would likely need to be two different types of access on VA.gov since a VA recognized Caregiver is also a beneficiary that would need to see information about their own benefits.

The term delegate elicited strong reactions from our working sessions—the more recognized term for delegate is **health care proxy**, and that official delegates only come into play when Veterans are determined incompetent.

Source: [VA's 2021 Non-Veteran User Roles Discovery Readout](#)

# Delegate

**Veteran user:** Veteran is deemed "incompetent" (by VA or under legal disability by reason of court action). A mentally incompetent person is one who because of injury or disease lacks the mental capacity to contract or to manage his or her own affairs, including disbursement of funds without limitation.

## Colloquial use of “delegate” term

- Many refer to unofficial delegates as healthcare proxies
- Trusted individual acting as a representative of the Veteran and therefore needing access to their information

## Role definition

- A delegate acts on behalf of a Veteran deemed "incompetent" or "insane" by the VA for financial, medical, legal, and other benefits related purposes
- Adhering to all responsibilities held by the Delegator
- No official role recognized by VBA

## Other related terms: “Health Care Agent” as Delegate

- SF VA Facility has a form for “VA Advance Directive Durable Power of Attorney For Health Care and Living Will”
- Allows veterans to name a “Health Care Agent” if they become unable to make their own health care decisions

## Needed products / services / deliverables

- Ability for delegate to act as head point person and appoint additional caregivers as needed.
- Quick non-Veteran user recognition and profile verification

## Use cases (revealing varied levels of access)

- Greatly overlaps with caregiver use cases (appointments, prescriptions etc.)
- Potential need to know everything about the Veteran's health
- Being recognized as a trusted individual warrants official documentation (VA Form 10-0137)
- Gaining access to Veteran information requires request (VA Form 10-5345)

# Beneficiary, as previously defined

## Research Findings

**A beneficiary** is anyone who is the direct recipient of a benefit or service from VA.

- In VBA, the term is also used to refer to a person the Veteran has named to receive their benefit in the future.
- A beneficiary could be a Veteran, or a qualifying family member.
- Each benefit has specific qualifications to determine beneficiary eligibility.
- The tasks a beneficiary would need to do on VA.gov are the same for Veterans and non-Veterans. For example, a non-Veteran beneficiary receiving education benefits should be able to update their direct deposit information or view payment history the same way a Veteran would.
- A beneficiary isn't always a dependent. E.g. VA recognized caregivers who are not dependents.
- Beneficiary data currently lives in the VA Corporate Database (sometimes called CorpDB), and is correlated to the Veteran file number. Efforts are currently underway to add a beneficiary PERSON\_TYPE to MPI.

Source: [VA's 2021 Non-Veteran User Roles Discovery Readout](#)

# Beneficiary

**Veteran user:** Any Veteran with benefits.

## Colloquial use of “beneficiary” term

- NA

## Role definition

- A beneficiary is an individual entitled to receive VA benefits. Beneficiaries are classified as minors, Veterans, and other adults. The latter group includes adult children incapable of self support, surviving spouses, dependent parents, and some insurance payees
- Any person(s) defined by Veteran
- Often parent/ spouse/ family member of non-Veteran user
- Can be an officially recognized caregiver

## Needed products / services / deliverables

- Online access and ability to download to beneficiary letters
- Visibility into claim status and payment history and ability to file a claim and change payment information
- Easy removal of beneficiary when award ends (currently MPI is not able to recognize if other awards are currently running, Benefit Gateway Services needs to review prior to removal)

## Use cases (revealing varied levels of access)

- Does not need access to Veteran's care information if only strictly acting in this role/to receive benefits
- Only need access to their own benefit information
- May also be a Veteran themselves (receiving benefits) AND the beneficiary for their spouse who has passed away

# Stakeholder interviews

# Laurie Baker - VBA, VACO

## Interview Objective

Understand the processes, roles, user experience, and challenges around setting up and accessing Veteran benefits. In particular focusing on:

- Veteran setup of Beneficiaries and challenges with access
- Beneficiary user needs and system integration with MPI
- MPI intersections and challenges

## Interviewee

**Laurie Baker**

VBA, VACO

Senior Management Analyst

## Laurie Baker: Key takeaways

1. To date, beneficiary needs have mostly been supported by regional benefits offices. Key tasks include downloading letters, ability to access and edit claims and payment information, but it gets confusing when a user has multiple role definitions as their needs require access to the same features, but for different reasons (e.g., Employee, Beneficiary, Veteran).
2. When logging in anywhere, it's always assumed that you're a Veteran. Role-based content strategy (and access) will lessen the burden on non-Veteran support resources—which are already difficult for these roles to access.
3. The buck does *not* stop with MPI. While MPI is a wide-reaching record locator system, it has not been adopted by all services so there are dependencies to remove a role from MPI and often requires additional steps or approvals.

*“This is my data, and I control it and I don't want anyone else telling me what to do.’ That mindset is very much in place on the VBA side. There seems to be no appetite for actually enforcing these decrees that come down.”*

Laurie Baker

*“The whole point of these enterprise systems is so they have one place to do this. Veterans don't see it as separate lines of business that don't talk to each other. I can see how would be frustrating to not know what's happening with their information [why an update didn't carry over].”*

Laurie Baker

# Danny Reed - VHIC and Identity Toolkit subject matter expert

## Interview Objective

Understand the in-person verification process for VHIC and get his perspectives around non-Veteran user roles. In particular focusing on:

- VHIC in-person proofing with Login.gov account creation
- IAM and evidence collected during VHIC proofing for MHV Premium account migration to Login.gov
- IAM touchpoints in support of non-Veteran user roles
- Non-Veteran user categories, use cases, and user types
- MPI and how data is cross-referenced to login.gov, MHV, IAM (among others)

## Interviewee

**Danny Reed**

IAM Architect

## Danny Reed: Key takeaways

1. Recommends to use VHIC identity verification information to avoid re-proofing vs. MHV identity verification information. There's an opportunity for identity data from IAM to facilitate inherited proofing (via either push model or API) pending users have a MHV account and are level 2 proofed.
1. VHIC in-person proofing process could be used to initiate a preliminary Login.gov account creation process with inherited proofing. This could eliminate redundant proofing.
1. The VHIC proofing process is evolving and improving, e.g. SSA through SSN verification. This will provide stronger identity assurance evidence against re-proofing.

*“I-9 is the standard everybody is supposed to use for proofing.”*

Danny Reed

*“When we started looking at MHV and what they were doing...it was not in line with I-9...anything before they start utilizing our process can just be thrown out because...there's no evidence.”*

Danny Reed

*“We are in contact right now and are pretty close to implementing a third party verification to SSA for the SSN process.”*

Danny Reed

## Stephanie Griffin Key Takeaways on Types Delegates and POAs

- Delegate is not a role itself, but rather these are people who have a delegation of authority to act on behalf of another individual for a specific action. It's someone who has this delegation of authority. For the VA, that delegation of authority is based in some legal premise, statute or otherwise, e.g. 38 CFR
- In terms of organizing roles related to delegated access: recommend organizing roles based on how they are authorized: one bucket based on authority granted by a POA, i.e. delegated authority, versus some other non-POA mechanism
- Scope of authorization is based on type of POA or limited POA and authorizes for very specific things

### Quotes

[Delegates] are people who have a delegation of to act on behalf of another individual for a specific That's what a delegate is. It's someone who has the delegation of authority. And for us, that delegation of authority is based in some legal premise, statute or otherwise.

PC - Added content to slide 28 in the BO Interview slide format.

- Marked "Skip slide"

If [I'm a] delegate, "I'm you" and see all self-entered data. See and add to it.

For example, everyone, Hopefully everyone, has a *health care power of attorney*, but you also may have a *durable power of attorney for financial* and you might have a *power of attorney* that you put in place when you go out of town so someone can take care of your minor child. **Those are all delegates but they're very for very specific things.** A healthcare power of attorney can only make health care decisions for you when you become incapacitated or incompetent. A durable power of attorney can make financial decisions, banking investment and so forth decisions for you.

VSO's are power of attorney. They're a limited power of attorney. Now, what that means is the VSO can only access the veterans information and act on the veteran's behalf for a very specific purpose. And that purpose is claims adjudication

At VA, because of the Privacy Act, the Privacy Act basically says the only people who can act as your personal

## Stephanie Griffin Key Takeaways on VDT

- - Issue with VDT pilot and rollout was in part semantics, e.g. delegate was not legally correct, thus online healthcare proxy
  - However, As implemented, it attempted to address both buckets, so both terms were appropriate depending on the use case.

### Findings:

#### Addressing Needs of Delegates and Only Proxies

- For Delegates, via POA and limited POA, is authorizing the delegate to access and act on behalf of the veteran but only within scope of authorization from POA
- Online proxy will likewise need a form to authorize, and but they will need their own account and can only view veteran data, versus update on their behalf
- Veterans may which to give authorization of a combination of these two authorizations

### VDT Quotes

I think the delegation tool was trying to cover both use cases and I think it caused confusion. It's a use case bucket which is I just want to share my information and let you see my information versus the other buckets of this use case which I want you to actually do stuff on my behalf which could include managing my account

My health care provider really did want to cover both use cases, and I think the delegation tool was trying to cover both use cases and I think it caused confusion

I think the majority of the use cases is we're just trying to give these other people access. To the veterans data when they want it shared.

PC - Added content to slide 30 in the BO Interview slide format.

- Marked “Skip slide”

# WIP: Hierarchy of roles, definitions, and governing bodies

## Organizing information across all areas

- Role
- Definition
- Source (information)
- Category (Caregiver, Delegate, Beneficiary)

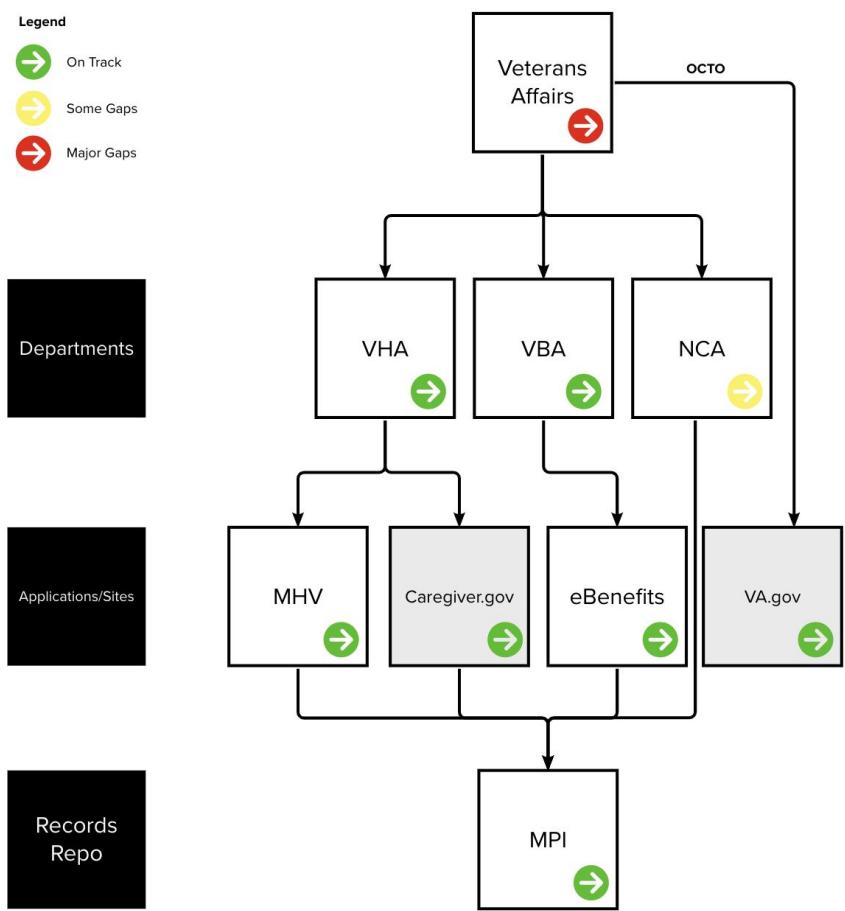
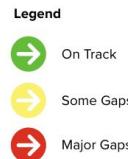
## Outcomes

- Address all mapped out roles
  - Assess areas of alignment and gaps
- Determine definition for each role
  - Assess where same roles may vary in definition
- Inform what stakeholders in their respective departments are still needed for further research/interviewing

## Questions

- Department-level context around user roles and definitions?
- Are there any other areas to consider?
- Contact at Office of Enterprise Integration (OEI)?

Update  
Evaluate if we need to keep this



eBenefits			
Term	Definition	Source	Category
Dependant	<ul style="list-style-type: none"><li>• Current Spouse</li><li>• Previous Spouse</li><li>• Dependant Child</li></ul>	<a href="https://www.va.gov/view-change-dependents/">https://www.va.gov/view-change-dependents/</a> <a href="https://www.va.gov/family-member-benefits/#:~:text=Family%20member%20benefits-,VA%20benefits%20for%20spouses%2C%20dependents,%2C%20survivors%2C%20and%20family%20caregivers,pay%20for%20school%20or%20training.">https://www.va.gov/family-member-benefits/#:~:text=Family%20member%20benefits-,VA%20benefits%20for%20spouses%2C%20dependents,%2C%20survivors%2C%20and%20family%20caregivers,pay%20for%20school%20or%20training.</a>	Beneficiary



# WIP: Role and interaction discovery

Possibly skip

- **Caregivers**

- Primary source of information caregivers.va.gov, providing caregiver roles, interactions and caregiver benefits
- More work needed to identify what is accessible online and needs

- **Delegates**

- VA Handbook 6510 has general information about umbrella of delegate roles
- VA Form 10-0137 for Durable POA used to assign a Healthcare Agent
- Veteran Delegate Toolkit (VDT) pilot study addresses interactions available to Online Healthcare Proxy and Veteran feedback

- **Beneficiaries**

- VA.gov has list of benefits available to each of the beneficiary role types
- More work needed to identify what is accessible online for beneficiaries and needs

application	source	online option e:	VA Service	Service Interaction
eBenefits	eBenefits	yes	Compensation	Submit a claim
eBenefits	eBenefits	yes	Compensation	Add/remove dependent
eBenefits	eBenefits	yes	Compensation	Upload supporting claim documents
eBenefits	eBenefits	yes	Compensation	Request rep for VA claim
eBenefits	eBenefits	yes	Compensation	Release medical records to VA
eBenefits	eBenefits	yes	Compensation	track status of benefit claims
eBenefits	eBenefits	yes	Compensation	view payment history
eBenefits	eBenefits	yes	Compensation	Update contact and direct deposit info
eBenefits	eBenefits	yes	Pension	apply for pension benefits
eBenefits	eBenefits	yes	Pension	track status of benefit claims
eBenefits	eBenefits	yes	Pension	track status of appeal
eBenefits	eBenefits	yes	Pension	view payment history
eBenefits	eBenefits	yes	Housing	Update contact and direct deposit info
eBenefits	eBenefits	yes	Housing	apply for financial help for changes to home
eBenefits	eBenefits	yes	Housing	get COE to help with getting a VA home loan
eBenefits	eBenefits	yes	Education	track status of benefit claims
eBenefits	eBenefits	yes	Education	apply for education benefits
eBenefits	eBenefits	yes	Education	apply for vet readiness and employment benefits
eBenefits	eBenefits	yes	Education	track status of enrollment for education
eBenefits	eBenefits	yes	Education	verify education enrollment
eBenefits	eBenefits	yes	Education	transfer benefits to dependents
eBenefits	eBenefits	yes	Education	Update contact and direct deposit info
va.gov	va.gov	yes	Employment	educational and career counseling
eBenefits	eBenefits	yes	Health Care	apply for health benefits
eBenefits	eBenefits	yes	Health Care	apply for non-VA health care benefits and services for self and family through the P
eBenefits	eBenefits	yes	Health Care	find and enroll in a TRICARE health plan
eBenefits	eBenefits	yes	Health Care	View your health records
eBenefits	eBenefits	yes	Health Care	manage your appointments
eBenefits	eBenefits	yes	Health Care	manage your prescriptions
eBenefits	eBenefits	yes	Insurance	purchase hearing aid batteries and prosthetic socks, and more
eBenefits	eBenefits	yes	Insurance	enroll for in term life insurance: Veterans' Group Life Insurance (VGLI)
va.gov	va.gov	yes	Insurance	apply for Family Servicemembers' Group Life Insurance (FSGLI)
eBenefits	eBenefits	yes	Insurance	manage insurance coverage
eBenefits	eBenefits	yes	Insurance	update beneficiaries
eBenefits	eBenefits	yes	Burial	download and print forms
eBenefits	eBenefits	yes	Burial	apply for burial and funeral benefits
eBenefits	eBenefits	yes	Burial	get guidance on planning for a burial in a VA national cemetery
eBenefits	eBenefits	yes	Burial	apply for paying for burial costs
eBenefits	eBenefits	yes	Burial	request memorial items
eBenefits	eBenefits	yes	Burial	learn about grief counseling and transition support
eBenefits	eBenefits	yes	Documents and Records	find VA letters, official military records with DD 214, personnel files and health records
eBenefits	eBenefits	yes	Contact and Direct Dep Info	Update contact and direct deposit info
eBenefits	eBenefits	yes	VA Representative	Request rep to help submit claims
eBenefits	eBenefits	yes	Health Care: Pharmacy	Refill VA Prescriptions (Rx)
eBenefits	eBenefits	yes	Health Care: Pharmacy	Track Delivery of VA Prescriptions
eBenefits	eBenefits	yes	Health Care: Pharmacy	Get VA Prescription Shipment Notifications
eBenefits	eBenefits	yes	Health Care: Pharmacy	Create Medication Lists
eBenefits	eBenefits	yes	Health Care: Appointments	View VA Appointments
eBenefits	eBenefits	yes	Health Care: Appointments	Schedule or Cancel a VA Appointment (online)
eBenefits	eBenefits	yes	Health Care: Messages	Secure Messaging

sources
10/12/22 Laurie Baker stakeholder interview
10/4/22 Carnetta, Melissa, Laurie stake holder interview
11/22/21 user role research study and related content on github
6/25/21 VDT analysis
2019 caregiver study on github
<a href="https://www.va.gov/family-member-benefits/">https://www.va.gov/family-member-benefits/</a>
<a href="https://www.benefits.va.gov/FIDUCIARY/Definitions.asp">https://www.benefits.va.gov/FIDUCIARY/Definitions.asp</a>
<a href="https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5533">https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5533</a>
caregiver.va.gov site
eBenefits application
MHV application
VDT application
VA Forms: 10-10147a, 10-137a
VA Handbook 6510
MHV JIRA issues