**Health Care Application**

**Duplications Fix Update: Feature Guide**

# Overview

Going forward, we will be able to pull people’s health care statuses into VA.gov from the enrollment system (ESR) maintained by the Health Enrollment Center (HEC). This means we will be able to show things like if someone is enrolled in VA health care, has a pending application, has applied before and had an application rejected, and additional statuses. This is all part of an effort to reduce the amount of duplicate health care applications received by the VA.

**Health Care Application Intro Page**

**Launching mid-June 2019**

# Current Functionality

Currently, the health care application is available on VA.gov (<https://www.va.gov/health-care/apply/application/introduction>) to all users who come to the site, whether they are logged in or logged out, or whether they are LOA1 or LOA3.

# Updated Functionality

Going forward, we will be making the following updates to the health care application.

**Logged out users: Updates to the application introduction page**

**Logged out application introduction page URL:** <https://www.va.gov/health-care/apply/application/introduction>.

Logged out users will continue to access the health care application through the health care application introduction page.

Going forward, we are making updates to more strongly encourage people to login before applying, and we’ve added a call out to previous applicants to login and check their status. The updated sign-in callouts are at the top of the healthcare application introduction page, and they look like so:

A screenshot of a social media post

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# Logged out users: New ID page

**Logged out ID page URL:** <https://www.va.gov/health-care/apply/application/id-form>

Logged out users can still access the health care application. However, in order to do so, they will be filtered through an ID page where they will enter some personal information that we’ll use to scan MVI and the enrollment system (ESR) for existing records. They get to the ID page by going to the health care application introduction page (pictured above) and clicking the link **Start your application without signing in**.

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This link will take them to the new ID page:

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Once someone fills out this form and submits it, we will scan MVI and ESR for their records. Potential outcomes include:

* **User is not found in MVI or the enrollment system (ESR)** — These users will be passed through to the health care application. As part of this application, there will be a section where they can upload their DD214 or other discharge documents to help verify their service.

This is the DD214 upload page found in the application:

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* **User is found in MVI but not in ESR** — These users will be passed through to the health care application but will not be asked to include a DD214 or other discharge documents.
* **User is found in MVI and in ESR** — These users will not be able to access the health care application from a logged out state because finding them in the enrollment system (ESR) means that they have applied for health care previously. They need to sign in to VA.gov in order to see their health care status before accessing the application.

These users will see the following prompt if they are found in the enrollment system (ESR):

A screenshot of a cell phone

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# Logged in users: LOA1

One of the major changes we are making is that logged in users who are LOA1 will no longer be able to access the health care application without first verifying their identity and becoming LOA3. This is to make sure that all users who apply are scanned through the ESR to verify whether they have or have not applied for health care previously. Since we don’t know who LOA1 users, we can’t scan them through the ESR unless they become LOA3.

LOA1 users will see the following screen when they go to the health care application introduction page at <https://www.va.gov/health-care/apply/application/introduction>:

A screenshot of a cell phone

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# Logged in users: LOA3

For logged in LOA3 users, we will automatically perform a scan on the backend for existing health care records in the enrollment system (ESR) when they go to the application introduction page at <https://www.va.gov/health-care/apply/application/introduction>.

For users who are **not** found in the enrollment system (ESR), they will be able to go straight into the health care application:

A screenshot of a cell phone

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For users who **are** found in the enrollment system (ESR), they will see their current health care status. It will look something like this:

A screenshot of a social media post

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Or they may see a different status like this:

A screenshot of a social media post

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These are only two examples; in all, there are about 25 potential statuses people could see. The following is an outline of potential outcomes:

* Veteran is enrolled in VA healthcare.
* Veteran has a pending application.
* Veteran did not qualify for VA health care this time around, but they may qualify in the future if circumstances change (eg. Their income was too high, or they did not have a service connected disability at the time of application).
* Veteran did not qualify (is ineligible) for VA health care because of their service record or other circumstances.
  + There are many reasons why someone may be ineligible for health care. The most common ones are that they did not serve for 24 consecutive months of active duty, their character of service was not high enough, or their service could not be verified. We are trying to display about 12 different reasons someone may have been found to be ineligible.
* Veteran is deceased.
* Veteran had VA health care but canceled it; or they were offered it but declined it.
* Veteran had an open/incomplete application for a year, so it was closed.
* A service member has applied too early and is still on active duty.

For all veterans who have applied for health care before and see the health care status on the application introduction page, they should call the health enrollment center at 877-222-VETS ([877-222-8387](tel:+18772228387)) if they have questions.

# My VA: Personalized Dashboard Updated Functionality

**Launching late June 2019**

In addition to showing Veterans’ health care statuses on the health care application introduction page, we will also show their statuses on the personalized **My VA** dashboard. **Please note that this functionality is only available to users who are LOA3. With the exception of in-progress applications, LOA1 users will not see these statuses unless they upgrade to LOA3.**

# In-progress Applications

All users who have a health care application that they have started on VA.gov will see an in-progress block under the **Your Applications** heading on the **My VA** personalizeddashboard. This will include the date the application was started, when the application will expire if it is not completed, and a link to the application to continue it.

* **Note**: LOA1 users **will** be able to see their in-progress applications. However, they will not be able to see the rest of the statuses without upgrading to LOA3.

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# Pending Applications

LOA3 users who have submitted a health care application that is awaiting adjudication by the HEC will see an **Update** status on the dashboard. The status will also communicate whether the HEC requires additional materials (e.g. financial disclosures) and will provide a phone number to contact the HEC if this is the case.

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# Decided Applications: Ineligible or Rejected

We will also update the **Your Applications** section when there has been a decision made on the health care application. For Veterans who are ineligible for or rejected from VA health care, we will show this as a **Decision**. When the information is available to us, we will display the reason they were found to be rejected or ineligible.

* **Note:** The screenshot below is a singular example of why someone may be found to be ineligible. Veterans may be found ineligible for reasons other than not having served for 24 months, and we will display other statuses accordingly.
* **Note**: If they remove this notification, there is no way to get it back.

A screenshot of a social media post

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# Closed Applications

It is possible that a Veteran submits a health care application that is left open and unable to be adjudicated because it is missing key information (e.g. financial disclosures). In this case, HEC employees will reach out to Veterans for the missing information for a period of one year following the application’s submission. After a year, however, the application is automatically closed and no longer open for adjudication assuming it has remained incomplete. These applications are known as **Closed**. For Veterans to whom this applies, we will display this status under the **Your Applications** section of the personalized **My VA** dashboard.

* **Note**: If they remove this notification, there is no way to get it back.

A screenshot of a social media post

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# Enrolled Veterans

Finally, for Veterans who are enrolled into VA health care, we will show this status under the **Your Applications** section of the My VA personalized dashboard.

* **Note**: If they remove this notification, there is no way to get it back.

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Additionally, people who are enrolled in VA health care will also see a section on their personalized **My VA** dashboard called **Manage your VA health care**. This section will show when they applied, when they were enrolled, and their preferred VA Medical Center. It will also show the option to schedule an appointment. If they have access to secure messaging and prescriptions through **My HealtheVet**, then they will also see those features on their dashboard.

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