Request production access

Before you request production access, it's good to know that:

- All consumers must be US-based.

- We do not allow the monetizing or selling of Veteran data.

- Timeline for getting production access varies.

- We encourage all apps and websites to comply with [Section 508 (https://section508.gov/)](https://section508.gov/)

- Our rate limiting is 60 requests per minute. View [our rate limiting policy (https://www.va.gov/production-access/working-with-va-apis#rate-limiting)](https://www.va.gov/production-access/working-with-va-apis#rate-limiting) for more information.

We use the data you submit to determine whether to schedule a demo or request technical or policy-related changes. If we need changes, we'll send you an email.

> [Complete the production access form (https://www.va.gov/production-access/production-access-application)](https://www.va.gov/production-access/production-access-application)

The form progress cannot be saved once you begin.

Learn what's needed on the form

Basic information

- Company contacts and information

- Notification email address for API status updates

↑ Back to top

- Information about your app and its use cases, including the value it provides to Veterans

- Description of your business model and how your company generates the income to provide its service

- If Veterans are the primary users of your app:

  - Information for the app directory, such as key URLs, a brief app description, and a list of compatible devices and browsers

- For internal-only APIs, the VASI system name of the application which will consume the API

For VA Facilities API:
If your app uses the `PatientWaitTime` resource, a screenshot showing it displays this or a similar message: To read the FAQ on how wait times are calculated, click the "For more information" link on [this Access To Care page (https://www.accesstocare.va.gov/PWT/SearchWaitTimes)](https://www.accesstocare.va.gov/PWT/SearchWaitTimes).

Technical information

- Description of how and where you will provide secure storage of your access credentials, such as an API key or client secret and ID

- Details about why and how your application securely stores or exposes any PHI/PII, if applicable

- Information about security and related procedures, including:

  - Safeguards against unauthorized or duplicate requests

  - Breach response processes

  - Vulnerability management and patch processes

- For OAuth APIs, the scopes your application will request

- For the Benefits Intake API:

  - Information about customer's naming conventions for the source field, if applicable

  - Information about whether you maintain a centralized back-end log for submissions

- For the Veterans Health API (FHIR):

- Screenshots showing your app has appropriate medical advice disclaimers for Veterans
- Confirmation that your app is listed on MyHealthApplication.com. (We strongly recommend you [register and publish (https://myhealthapplication.com/list-your-app)](https://myhealthapplication.com/list-your-app) your app on this website to show you attest to the [CARIN Alliance Code of Conduct (https://www.carinalliance.com/our-work/trust-framework-and-code-of-conduct/)](https://www.carinalliance.com/our-work/trust-framework-and-code-of-conduct/). Registration is free, and prior to your demo, we will check this website to see if your app is listed.)

Privacy policy and terms of service

- URL for your application's terms of service
- URL for your application's privacy policy

If your application **uses Authorization Code Grant (ACG)**, we will review your terms of service and privacy policies to make sure they meet our quality, plain language, and content standards. We may require you to make changes to your policies before your demo.

Desktop readability	Your company's policies must have the following:
	
	- A grade reading level of 12 or below.
	- No obvious typos.
	- Text formatting that meets the following requirements:
	  - Font size is 14px or larger.
	  - No long, unbroken paragraphs.
	  - No ALL-CAPS paragraphs (a sentence or two is OK).
	  - No run-on sentences.
	  - No narrow column widths.

	▪ Text and background colors that meet minimum [WCAG contrast requirements (https://www.w3.org/WAI/WCAG21/quickref/?showtechniques=143#contrast-minimum)](https://www.w3.org/WAI/WCAG21/quickref/?showtechniques=143#contrast-minimum) of at least 4.5:1.
Mobile readability	Your company's text formatting must meet all of the following requirements for mobile readability: ▪ Font size is 14px or larger. ▪ No long, unbroken paragraphs. ▪ No ALL-CAPS paragraphs (a sentence or two is OK). ▪ No run-on sentences. ▪ No narrow column widths.

Data retention and deletion	Your company's terms of service and/or privacy policies must: ▪ Specify your company's data retention policy, including how long your company will hold onto a user's data (including non-VA data shared) if the account is dormant. ▪ Give users an easy way to request permanent deletion of their data. Your company needs to include instructions on how to do this. ▪ State that your company will permanently delete 100% of a user's data, including non-VA data, at the user's request. ▪ State how soon data deletion will happen after the user makes the request. VA requires data deletion to happen within 45 days of the user's request.
Privacy and data practices	Your company's terms of service and/or privacy policies must: ▪ Define the specific types of data collected, such as geolocation data, financial information, medical information, a user's contacts, and any other personal information. ▪ Clearly describe how data will be used, including the sharing of de-identified, anonymized, or pseudonymized data. ▪ State whether or not data is shared with third-parties, such as marketers and partners. ▪ Name the entities with which data is shared, including third-parties, m

partners, and clearly indicate how these entities use this data.

- State that no user data is sold for profit or other monetary transactions.

- Clearly indicate if data is used for transactions that do not, but could, involve money, such as targeted advertising.

- Address how data sharing could have an impact on others, such as the impact of sharing genetic or family history information.

- Clearly state that third-party use or disclosure of user information (including de-identified, anonymized, or pseudonymized data) is prohibited for any reason without consent from the user.

- Indicate that third-party vendors and contractors are bound to the same commitments to users regarding use or disclosure of user data.

- Specify that if there is a data breach, your company will notify the user and provide instructions for further actions they may take, if any.

- Specify what will happen to a user's data if there is a transfer of ownership or if your company ends or sells its business. Your company must clearly indicate that the user has at least one of these options if such an event occurs:

  - Securely dispose of, transmit, or download their health information.

  - Ensure the new owne are consistent with th

company's policies.

- Close their account.

- Indicate that your company will notify its users of changes in ownership.

- Clearly state that your company will notify users of changes made to the privacy policy and terms of service.

If you have questions for us, let us know by contacting us through our support page (https://www.va.gov/support/contact-us).

Help improve this site

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Back to top