



Meet the Veteran Health Identification Card

Newly Designed - More Secure



Frequently Asked Questions - Employee Edition

General:

Why is VA issuing new identification cards to Veterans?

The Department of Veterans Affairs (VA) is implementing a newly redesigned, more secure Veteran Health Identification Card (VHIC) to replace the Veteran Identification Card (VIC), which was introduced in 2004.

In 2010, VA initiated a redesign to remove the Social Security number (SSN) from the barcode and magnetic stripe on the VIC to improve the protection of Veteran's private information and conform with the Social Security number reduction and security mandates throughout the Federal Government. VA is implementing the new VHIC, which incorporates the redesign.

The new cards are distinguished by additional security features that protect the Veteran's personal information and have a different look and feel. In addition to being more secure, the card has been transformed into a health identification card. Similar to a typical health insurance card, the VHIC displays the Veteran's Member ID, a new, unique identifier, as well as a Plan ID that reflects the Veteran's enrollment in VA health care.

In February 2014, the card will be offered to newly enrolled Veterans and enrolled Veterans who have not previously been issued a VIC and request an identification card. Then, in early April, VA will begin automatically issuing the more secure VHIC to each VIC cardholder. After the new VHIC is received, VA recommends Veterans dispose of their VIC as they would a credit card, and cut up or shred the card once it is replaced.

While a VHIC is not required to receive VA health care, VA wants all enrolled Veterans to have a card that protects their personal information.

When will the VHIC be implemented?

In February 2014, VA will begin the production of the VHIC. Initially, the card will be offered to newly enrolled Veterans and enrollees who have not received a VIC. Then, in early April, VA will begin a replacement card issuance effort. By July 2014, each VIC cardholder will be automatically mailed a VHIC, assuring enrolled Veterans have identification that is safe, authentic, secure, and accurate.

What is the main information on the barcode and magnetic stripe?

The SSN will no longer be available on the card.

- The barcode contains:
 - VHIC Card Number
 - Electronic Data Interchange Personal Identifier from Department of Defense (DoD EDIPI)
- The magnetic stripe contains:
 - VA cardholder's Name
 - VHIC card number
 - VA Internal Control Number from Master Veteran Index (MVI ICN)
 - Electronic Data Interchange Personal Identifier from the Department of Defense (DoD EDIPI)

What happens if a VHIC does not have a Member ID?

There is a small population of Veterans that do not currently have a Member ID and will have a blank value on the Member ID section of the VHIC. Veterans can speak with an enrollment coordinator to replace the card when a Member ID is established.

How can I use the Member ID in VA applications?

In any prompt where you are selecting a patient, you should be able enter the Member ID. The usual display will appear.

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Select PATIENT NAME: 9857479524 TKAUTOTEST, PATIENTONE TESTMID 8-4-56  
XXXXXXXXX YES ACTIVE DUTY
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Who will receive the VHIC cards?

New VHIC cards will only be sent to those veterans who have been processed with the VHIC System. The VHIC System's documentation process provides a high degree of person identification that can be leveraged across VA.

Will the veteran's service-connected status be put on the new card design?

Yes, the Veteran's service-connected status will be displayed on the new card, along with his or her branch of service and whether her or she is the recipient of the Purple Heart or Medal of Honor.

Why are cards being held from mailing to Veterans?

The VHIC was piloted at three facilities from early July to end of August, 2013. As the project moved into national deployment, there were some applications (mostly Class 3, not nationally supported) that were still depending on SSN-based searches. Given that the card no longer holds the SSN, those applications were no longer able to use the card swipe or barcode readers. Sites would have had to manually type information for Veterans with the new cards, causing frustration for both Veterans and medical center staffs. The decision to stop issuing new cards was made Sept. 16, 2013.

The main applications affected were identified and changes to them began immediately. Many applications will be able to work with the new VHIC card in February 2014.

Although card production was stopped, VA medical center staffs have been able to continue requesting cards for issuance. As of the February, more than 130,000 VHICs were on hold pending release for issuance.

VHIC cards will be mailed to any valid mailing address, including PO boxes. See VHA Directive 2009, Data Entry Requirements for Administrative Data. (http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub_ID=2012)

Will the Veterans who are in receipt of the old VIC need to come in to have their picture taken for the new VHIC?

No. Veterans who have the old VIC will automatically have their new VHIC mailed to them. No action by the medical centers is needed. Remember, we will not begin mailing the replacement VHICs until April. We anticipate about three months to complete mailing of over 6 million VHICs to Veterans who currently have the old VIC.

When will the updated VHIC directive be published?

The new VHIC Directive is currently under review. We expect it to be published soon. We will keep you posted.

When will VHIC be received by Veterans?

VHIC production will begin again February 21, 2014. Veterans should begin receiving cards at the end of February or early March 2014 (allowing for mailing).

Will the old cards continue to work?

Yes.

Will this card be proof for the new Affordable Care Act?

No. The VHIC only will indicate that the Veteran was eligible and enrolled for VA health services at the time the card was requested. A Veteran may no longer be eligible for VA health services or may have cancelled his/her enrollment after receiving the VHIC.

Will the new VHIC work with the existing Vet Link System?

The Vet Link System is updating its software to be able to work with the new VHIC.

Will these cards be considered as valid ID cards to board an airplane, at a bank, etc.?

VHIC is a federally issued photo identification card; however, it is up to individual agencies and corporations to determine if they will accept the VHIC as valid ID. Generally, it is accepted.

Does the old VIC satisfy the "Other Federal or State Issued ID" documentation requirement?

Yes, per VHA Directive 2012-036.

Will non-VA medical care providers be able to use the Health Plan or Member Identification number as a means of identification instead of the Veteran/Patient's SSN to bill for billing?

No. Non-VA medical care providers should continue to use the Veteran/Patient's SSN for billing.

Gaining Access to the VHIC Application:

What do I gain access to the VHIC System?

All facilities were asked to submit a VHIC roster in July, 2013, to ensure staff had access to the system. Updates to rosters should be submitted by the VHIC supervisor to the VHA HEC VHIC Program Team at VHICProgramTeam@va.gov. Granting access to the application typically takes 12 to 24 hours once the roster is submitted. Access to the web-based VHIC application is controlled centrally by VA's Enterprise Provisioning system. As of Nov. 29, 2013, there were 3,800 VHIC users.

I have access to the Provisioning Website but am not able to access the CSP and IP Privileged User Login. What are my next steps?

Contact the National Service Desk by phone at 1-888-596-4357 or by e-mail message to

vhaistnsdtusc@va.gov.

How does a person log on to the portal using the PIV card?

The VHIC system is not dependent on PIV access. It uses the existing network User ID and password.

How can I elevate my user access?

Contact your VIC supervisor.

What do I do if I cannot find my employee listed?

Contact the AcV Tier-2 Help Desk.

How can I distinguish between a user who is authorized to access VHIC and one who is not?

After successfully logging into the site, a user who has been provisioned to access VHIC will be routed to the VHIC home screen ("Veteran Health Identification Card (VHIC)" will be displayed at the top of the page). Depending on the user role, there will be one or two icons, one for Card Requests and/or one for Reports. Users who have not been provisioned will be transferred to the VA home page instead.

Provisioning:

Do supervisors who are already provisioned need to add themselves for VHIC clerk function as well, or can they perform both supervisor and clerk functions?

The VHIC supervisory role includes all VHIC clerk functions.

I can access the CA site but I cannot provision a user. I submitted my role as VHIC Supervisor on the spreadsheet. What do I do now?

Contact the National Service Desk to have the provisioning level changed.

I have staff who have received their provisioning e-mail message, but their access/password did not work. Who should they contact?

If you are experiencing problems accessing or using the VHIC 4.0.1 application or the VHIC Provisioning application, call the VA Help Desk by phone at 1-888-596-4357 or by e-mail message to vhaistnsdtusc@va.gov for the following issues:

- Provisioning Access
- Cannot log into the Provisioning Application
- VHIC 4.0.1 Application login issues

We submitted our spreadsheet with information regarding employees who have since left the department. Do we need to update the spreadsheet and re-send it to the VIC team?

Yes. Tell the VHIC team which employees to remove from access and who needs to be given access.

Proofing:

What are the minimum requirements for proofing?

Veterans should provide one primary form of identification or two secondary forms of identification, based on the following table. When inputting the type of identification used for proofing, list the same document twice if a primary form of identification is used, and each different document once if secondary forms of identification are used.

Primary Identification	Secondary Identification
Present ONE form of Primary Identification	If a Primary form of identification is not available, present TWO forms of Secondary Identification:
State-issued Driver's License	Certified Birth Certificate
State-issued ID	Original Social Security Card
United States (U.S.) Passport	DD214 or equivalent certificate issued by the Department of Defense or War Department
VA Identification Card (VIC) or VHIC	Marriage License (certified copy)
Military ID Card	State Voter Registration Card
Temporary Resident Card	Student ID Card
Resident Alien Card	Native American Tribal Document
Permanent Resident Card	Certificate of U.S. Citizenship (INS Form N-560 or N-561)
Other Federal or State-issued photo ID	Certificate of Naturalization (INS Form N-550 or N-570)
	Certificate issued by the U.S. Consular Office documenting the birth of a child on foreign soil to a U.S. citizen (Form FS-545, Form DS-1350, Form DS-240 or Form FS-240)

How do we proof Homeless Veterans or other Veterans who claim they cannot provide the identity documents as requested by the VHA Directive 2012-036?

We are working with OIT to modify the system to incorporate the challenge questions described in the directive. The challenge questions should ONLY be used "to authenticate a Veteran's identity when no acceptable Primary or Secondary Identification Documents are available" We anticipate these changes to be available in June 2014. In the meantime, we cannot provide new VHIC cards to this group.

Some military ID cards do not have an expiration date? What should we use instead?

Select the "N/A" option, which is located to right of expiration date field.

If a Veteran's VHIC is lost and he or she requests another one, what happens?

The Veteran just needs to show valid identification to verify identity with VHIC personnel. Reproofing will not be necessary.

We still have issues with "Identify Proofing Failed" on some Veterans. What is wrong?

Contact the National Service Desk by phone at 1-888-596-4357 or by e-mail message to vhaistnsdtusc@va.gov.

Technical Requirements:

Do we need to have Windows 7 or will the VHIC application work with Windows XP?

The VHIC System is a web-based application. The main system requirements are internet access, Windows 7 operating system and a web camera. The website to access the VHIC System is <https://vic.iam.va.gov/VIC/faces/index.jsf>.

Has IT already been notified that it needs to change our system, or do we have to initiate this process?

You will need to notify your local IT to have their computers prepared.

Does this program require a dedicated computer or can we access this program from any computers?

A dedicated computer is not required.

Is the webcam considered IT equipment?

Ask your local IT department.

Where do I go to download the patches that are required for the new VHIC application?

The patches are not required for the VHIC card request program, but are for the swipe/scan devices at the facility that uses VHIC. It enables those devices to read both the old VIC and the new VHIC.

For assistance in downloading patches, contact the National service Desk by phone at 888-596-4357 or by e-mail message to vhaistsdtusc@va.gov.

Application	Status	Actions
Veterans Point of Service (Kiosks)	System modifications in Initial Operating Capability (IOC; site testing). Approval for IOC release of VPS*1*2 and VetLink 5.3 received on 12/04/13	Anticipate national release in April 2014
HOWDY (Laboratory Kiosks)	Pilot site testing underway (Atlanta, Hampton, Pittsburgh, Kansas City, Connecticut)	IOC expected Feb 2014. Anticipated national release in Feb 2014.
Bar Code Medication Administration (BCMA) Inpatient	Vista Patch PSB*3*70 IOC completion in Nov 2013	Completed
BCMA Outpatient	Vista Patch PSB*3*70 IOC completion in Nov 2013	Completed
Bar Code Expansion (BCE)	Planned development - No production impact	Coordination with BCE development team completed
BioPoint	Patch PSO*7.0*434 approved for IOC on Dec 2.	Anticipate national release in TBD; BioPoint vendor software being modified
ScriptPro	Pilot site testing underway (Atlanta, Hampton, Pittsburgh, Kansas City, Connecticut)	Anticipate national release in Feb 2014; ScriptPro vendor software being modified
CPRS GUI	Working with Tuscon to make changes to their routine	Date for testing TBD. (Class 3 application)
HOMES application	Access to read VHIC app	Complete
VA Police	Access to read VHIC app	Complete

Training:

Where can I find the training material for the new VHIC application?

Training materials aligned with the VHIC Application and cards have been posted to <http://vaww.vistau.med.va.gov/vistau/VHIC/>.

Application:

Can I take the VHIC picture the same day the Veteran applies for VA health care?

No. The Veteran information will have to be entered into the enrollment system first.

How do I login to the new VHIC application?

The URL for the VHIC site is <https://vic.iam.va.gov/VIC/faces/index.jsf>. You will not be able to access it until you and your employees have completed the provisioning actions.

What is available in the Reports option?

Available reports will vary depending on access level. Basic reports include Card Request Totals, Card Status, Multiple Requests and Card History and Veteran Searches. For more information, see the User Guide posted at <http://vaww.vistau.med.va.gov/vistau/VHIC/>.

How long does it take to process and mail the new cards once they're ordered?

Card requests take seven to 10 days to process and be mailed to Veterans.

Is there a place to see what cards are on hold and why?

VHIC does not have a hold system. If a Veteran does not qualify for card at the time of application, the card request process will not be completed.

Can the same picture be reused when a new card is ordered?

A new picture must be taken every time.

For integrated VISNs, will there be the ability to pull requests and reports based on the five-digit site indicator, or will reports be VISN-wide only?

Currently, reports can be pulled up by VISN-wide only. We are working with our IT development team to allow more customizable reports, to include the ability to retrieve data by local facility.

Does each site need to submit a change request or is there a national request in place to have the pictures available in Vista Imaging?

National requests are being worked for applications, such as Vista Imaging.

Does anyone have an updated VHIC CPM to include the new web-based provisioning system that they can share?

The VHIC User Guide is available at the VHIC VistaU site <http://vaww.vistau.med.va.gov/vistau/VHIC/>.

I have tried to use the VHIC System but I receive the error "The Veteran cannot be proofed." I cannot continue. What should I do?

These errors should have significantly subsided as a fix to a defect was implemented Dec. 10, 2013. If you still see this error, send an encrypted e-mail message with the Veteran's name, SSN and date of birth to the VA IAM Help Desk at VHAISWIAMHELPDESK@va.gov and Kevin McDonald at Kevin.McDonald3@va.gov.

What to know if my site has customizations for CPRS to display the picture?

Some Class 3 modifications (local modifications not nationally supported) have been reported at some sites regarding CPRS GUI when a photo is displayed when pulling a Veteran record. This modification uses the photo from Vista Imaging. Vista Imaging no longer receives updates from the VHIC System as of Sept. 6, 2013.

Given that this is a Class 3 modification, we cannot mandate changes to it. We continue to search for a site (technical and business team) that would be willing to volunteer to make the local modification. The National OIT, Product Support and Chief Business Office are ready to support the site that volunteers to assist.

The earliest the National CPRS product team can integrate the photo into the Class 1 National Product is 2015.

Issue resolution:

For issues with the new VHIC Application, such as requesting a card, taking pictures or running reports, enter a remedy ticket.

Send an e-mail message to “VHA HEC VHIC Program Team” if you experience issues with:

- VHIC User National Roster needs to be updated for your facility
- VHIC 4.0.1 Application log-in information

Who do I contact for other issues?

CBO continues to partner with Product Support and Product Development in revising the training materials and communications and strengthening our Help Desk support.

We are working to provide more communication to the local IT/IRM teams so they can resolve local questions regarding the VHIC System – system setup, camera setup, access to VHIC System and issue resolution.

Type of Issue	Mail Group
VHIC Policy	Laura Prietula (Laura.Prietula@va.gov)
Inquiries from Congress, news/reporters, Veterans and VSOs	Greg Eslinger (Greg.Eslinger@va.gov)
VHIC program updates	
VHIC User Roster updates and triaging business issues	VHA HEC VHIC Program Team
General VHIC system errors, slow system, timeouts or inability to log into the system	National Service Desk - Tuscaloosa (vhaistnsdtusc@va.gov)
Veteran proofing errors	VA IAM Help Desk
Troubleshooting records	VHAISWIAMHELPDESK@va.gov and Kevin McDonald (Kevin.McDonald3@va.gov)