



Using VHIC 4.13 – Card Replacement

US Department of Veterans Affairs (VA), Office of Information and Technology (OI&T)

Veterans Relationship Management (VRM)
Identity Access Management (IAM)
Identity Services (IDS)





VHIC 4.13 Card Replacement

Objectives

- This module will cover the following:
 - VHIC Login through Enrollment System (ES)
 - VHIC Card Replacement Eligibility
 - VHIC Card Replacement Process



VHIC Access – Enrollment System Link

VHIC Link

- Enrollment Services users will access the VHIC Card Replacement feature via the button provided at the bottom of the Veteran Overview page.

The screenshot displays the VHA enrollment system interface for a veteran named Kenneth Ferguson. The interface includes a navigation bar with tabs for Home, Veterans, Worklist, Registry, Transmissions, MSDS Messages, Mail, Reports, Reference, ESR Registration, and Admin. The main content area shows the veteran's profile with various tabs for Eligibility, Demographics, Military Service, Financials, Enrollment, Facility, and Communications. A red box highlights the 'View Veteran Health Identification Card (VHIC) Status' section at the bottom, which contains a 'DRIVE VHC' button. A red arrow points to this button.



VHIC Home Screen

- VHIC Home screen opens in another window.
- ID of user is visible in the upper right section of the screen.
- Veteran Card Details page serves as home page for the application.

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as: [redacted]

Veteran Card Details

Veteran Identity

Full Name	JAMES SPANKOWSKI
Date of Birth	4/22/1953
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22542

Card Details

Card ID	7526
VISN	8
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	REQUESTED
Current MVI Status	ACTIVE
Current Print Status	MAILED
Card Request Date	8/16/2018
Date of Mailing	09/25/2018
Expiration Date	8/8/2028
Mailing Address	241 ALLISON CT BAHAMA, NC 27503 USA

[Get Replacement Card](#)

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
5790	Deactivated	Unlinked	Sent	MVI CORRELATION UNLINKED.	3/8/2016	VAAUSIAM-VICTEST43
6854	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	10/20/2017	VAAUSIAM-VICTEST43
6909	Defunct	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	12/7/2017	VAAUSIAM-VICTEST31
6953	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	12/7/2017	VAAUSIAM-VICTEST31
6983	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	1/26/2018	VHAISPCHALAL
7260	Defunct	Rejected	Cancelled	MVI REJECTED CORRELATION.	6/4/2018	TIER3_ADMIN
7264	Defunct	Rejected	Cancelled	MVI REJECTED CORRELATION.	6/5/2018	VHAISPRAYA
7424	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	8/8/2018	VHAISPRAYA
7487	Replaced	Active	Cancelled	REPLACED - PRINTING CANCELLED.	8/10/2018	VHAISPRAYA
7492	Replaced	Active	Cancelled	REPLACED - PRINTING CANCELLED.	8/16/2018	VHAISPRAYA
7526	Requested	Active	Mailed	MAILED.	9/25/2018	VIC

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 U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420
 VHIC 4.8.0.8 bld 32
 ES Card Request: Veteran Details Screen



VHIC Card Replacement – Eligibility

In order to be eligible for Card Replacement:

- The veteran must have an active VHIC card
- A card replacement request may not be made within 10 days of the submission of a previous card request.

Ineligible Card Requests

- Will receive a message at the top of the screen
- the *Get Replacement Card* button will be shown, but greyed out and not available

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as: [redacted]

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

Veteran Card Details

Veteran Identity

Full Name	CHRIS B DAWSON
Date of Birth	12/20/1975
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22403

Card Details

Card ID	5542
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Replaced
Current MVI Status	Active
Current Print Status	Sent
Card Request Date	7/10/2014
Date of Mailing	
Expiration Date	7/10/2024
Mailing Address	222 TEST ST ABT B RENO, NV 89521 USA

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
5542	Replaced	Active	Sent	REPLACED.	4/21/2015	vaausiam-victes43
6019	Requested	Active	Sent	SENT TO PRINTER.	6/1/2015	VIC



VHIC Card Replacement – Step 1: Verify Veteran Card Details

- Review and verify all information found on the Veteran Card Details Page.
- Once verified, click on the *Get Replacement Card* button to continue.

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as: _____

Veteran Card Details

Veteran Identity

Full Name	SIX F MVIPATIENT
Date of Birth	4/4/1987
Gender	FEMALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22994

Card Details

Card ID	7767
VISN	8
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	9/16/2018
Date of Mailing	10/01/2018
Expiration Date	9/26/2028
Mailing Address	124 SESAME STREET MANASSAS PARK, VA 20111 USA

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7767	Requested	Active	Mailed	MAILED	10/1/2018	VIC



VHIC Card Replacement – Step 2: Confirm Veteran Identity

- Confirm the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES)
 - First Name
 - Last Name
 - Date of Birth

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

Step 1 Enter Search Terms | Step 2 Select Veteran | Step 3 Capture Veteran Image | **Step 4 Select Mailing Address** | Step 5 Save Card Request

Bad preferred facility address for Facility ID 983 - no address available

Veteran Identity Confirmation

Status
Card Request Status Replacement
Replacement Reason NOT SELECTED

Veteran Identity Attributes
First Name SIX
Last Name MVIPATIENT
Date of Birth 4/4/1987

Requesting Facility Address
Facility Name ATLANTA VAMC
Facility Address 1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Address
Mail card to:
 Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient SIX FIFTEEN MVIPATIENT
Street 1 124 SESAME STREET
Street 2
Street 3
City MANASSAS PARK
State VA
Zip Code 20111
Province
Postal Code
Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?
? Next



VHIC Card Replacement – Step 3: Select Replacement Reason

- Select the reason for replacement such as:
 - Damaged
 - Expired
 - Incorrect Information
 - Lost
 - Poor Quality
 - Stolen

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as: _____

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Bad preferred facility address for Facility ID 983 - no address available

Veteran Identity Confirmation

Status	
Card Request Status	Replacement
Replacement Reason	NOT SELECTED Damaged Expired Incorrect Information Lost
Veteran Identity Attribute	
First Name	Poor Quality
Last Name	Stolen
Date of Birth	4/4/1987

Requesting Facility Address

Facility Name	ATLANTA VAMC
Facility Address	1670 CLAIRMONT RD DECATUR, GA 30033 USA



VHIC Card Replacement – Step 4: Confirm Delivery Address

Use the Address section of the screen to select where the replacement card will be delivered.

VHIC Cards may be delivered to:

- Address received from Enrollment Services
- Address received from MVI
- To the requesting facility
- To the preferred facility

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

Requesting Facility Address

Facility Name ATLANTA VAMC

Facility Address 1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Address

Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient SIX FIFTEEN MVI PATIENT

Street 1 124 SESAME STREET

Street 2

Street 3

City MANASSAS PARK

State VA

Zip Code 20111

Province

Postal Code

Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

[?](#) [Next](#)



VHIC Card Replacement – Step 4: Final Review

- Use the Save Card Request page to for final review before Card Request submission.
 - Name as it will appear on card
 - Address card will be mailed to (this also contains the name as it will appear in the mailing address)
 - Replacement reason (if applicable)
 - Reason for hold (if applicable)
 - Service connected status
 - Medal of Honor status
 - Purple Heart status
 - Prisoner of War status
 - Branch of Service selection
 - Date of Birth
- Confirm preferred Branch of Service logo with the Veteran and make selection.

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Veteran Health Identification Card (VHIC) Home Logged in as: [Name] [Skip to Content](#)

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

Veteran Card Details

	Service Connected	N	Card Number	
	Medal of Honor	N	Member ID	
	Purple Heart	N	ICN	1012991008V153263
	Prisoner of War	N	Plan ID	7346-243-588
			VISN	7
			Facility	508
			Date of Birth	4/4/1987

Name as it will appear on card:
SIX F MVIPATIENT

Address card will be mailed to:
SIX FIFTEEN MVIPATIENT
124 SESAME STREET
MANASSAS PARK, VA 20111 USA

Card Status Pending
Card Request Date

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Lost

Reason for Hold:
Bad data

[Back](#) [Submit](#)



VHIC Card Replacement – Step 5: Save Card Request

- After the card and information have been confirmed, click the Submit button at the bottom of the page to advance the request.

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Veteran Health Identification Card (VHIC)

Home Logged in as: Skip to Content

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

Veteran Card Details

	Service Connected N	Card Number
	Medal of Honor N	Member ID
	Purple Heart N	ICN 1012991008V153263
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
		Date of Birth 4/4/1987

Name as it will appear on card:
SIX F MVIPATIENT

Address card will be mailed to:
SIX FIFTEEN MVIPATIENT
124 SESAME STREET
MANASSAS PARK, VA 20111 USA

Replacement Reason:
Lost

Card Status Pending
Card Request Date

No Branch of Service is available

Reason for Hold:
Bad data

Back Submit



VHIC Card Replacement – Card Replacement Request Submitted

- Card Replacement Request Submitted
- New Request Status Highlighted

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Veteran Card Details

	Service Connected N	Card Number	7788
	Medal of Honor N	Member ID	
	Purple Heart N	ICN	1012991008V153263
	Prisoner of War N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	4/4/1987
		Expiration Date	9/26/2028

Name as it will appear on card:
SIX F MVIPATIENT

Address card will be mailed to:
SIX FIFTEEN MVIPATIENT
124 SESAME STREET
MANASSAS PARK, VA 20111 USA

Replacement Reason:
Lost

Card Status Submitted
Card Request Date 10/02/2018

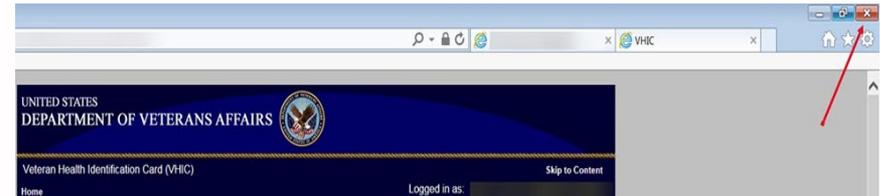
No Branch of Service is available

Reason for Hold:
Not Applicable



VHIC Card Replacement – Exit VHIC Application

- To exit the application, click the [X] button to close this browser window.





VHIC Card Replacement – Help Text

- Additional Help Text is available throughout the application
- Note the blue circles with question marks throughout the application
- Clicking on these icons will open up additional helpful information regarding the current screen or section



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Bad preferred facility address for Facility ID 983 - no address available

Veteran Identity Confirmation

Status
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Replacement Reason NOT SELECTED

Veteran Identity Attributes
First Name SIX
Last Name MVIPATIENT
Date of Birth 4/4/1987

Requesting Facility Address
Facility Name ATLANTA VAMC
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Address
Mail card to:
 Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient SIX FIFTEEN MVIPATIENT
Street 1 124 SESAME STREET
Street 2
Street 3
City MANASSAS PARK
State VA
Zip Code 20111
Province
Postal Code
Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?
? Next



VHIC 4.13 Card Replacement

Review

- This module covered the following:
 - VHIC Login through Enrollment System (ES)
 - VHIC Card Replacement Eligibility
 - VHIC Card Replacement Process



Using VHIC 4.13 – Card Replacement Process Training Complete

**If you need further assistance, please refer to the User
Guide or contact the Help Desk**

**US Department of Veterans Affairs (VA),
Office of Information and Technology (OI&T)**

**Veterans Relationship Management (VRM)
Identity Access Management (IAM)
Identity Services (IDS)**

