

Veteran Updates

New ID Cards for Vets Enrolled in VA Health Care

VA is issuing a brand new Veterans Health Identification Card (VHIC) to protect our Veterans by enhancing security and decreasing the possibility of identity theft. This card is being offered now to newly enrolled Veterans, and to enrolled Veterans who have not previously been issued a Veteran Identification Card.

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

Some advantages of the new VHIC include: increased

security (no social security number on the card); personalized to include branch of service, status and certain awards; accessible for visually impaired Veterans, and it displays VA phone numbers and emergency care instructions.

Enrolled Veterans who do not have the current Veteran ID Card (VIC) can stop by Member Services (Ground Floor, Room 49, Monday – Friday, 8 a.m. – 4 p.m.) to apply. Veterans served at our VA clinics may apply for their card at their clinic.

Veterans should bring two forms of identification, such as valid driver's license, social security card, certified

birth certificate, voter's registration card, government-issued card with photo and expiration date, and U.S. Military ID card.

After verifying your identity, Member Services (or VA clinic) will take your photo, and your VHIC will be mailed to your address on file. If you need to update your address, you may do so at Member Services or at any of the appointment check-in kiosks located throughout the Medical Center and at our VA clinics.

If you already have a Veteran ID Card with photo, there is nothing you need to

do. Photos on file from existing VICs will be transferred to the new VHICs. During the next several months VA will begin its effort to automatically issue the more secure VHIC to each VIC cardholder, mailing it to the Veteran's address on file.

Veterans who are NOT enrolled with the VA for their health care and who would like to receive the new VHIC can apply for enrollment online at www.va.gov/healthbenefits/enroll.

The new cards will ensure that all enrolled Veterans have identification that is safe, authentic, secure and accurate.

VHIC Q & A's

Why is VA issuing new identification cards to Veterans?

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. 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.

Who will receive the VHIC cards?

Cards will only be sent to those Veterans who have been processed with the VHIC System. The VHIC System's documentation process provides

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Nationwide VA Survey

If you are one of 42,000 enrolled Veterans nationwide selected by the VA to participate in a 15-30 minute telephone survey from now through June, be assured that it's legitimate. This annual VA survey is to find out more about how Veterans use VA health services and to better plan for their needs.

If you are chosen, you'll receive a letter in the mail with a unique passcode and will be asked to call a toll-free telephone number, or complete the survey online. You'll need your passcode for the phone survey or the online survey. Or, you may be called by a representative from ICF International, the company partnering with VA to conduct this survey.

You'll be asked questions about health care, insurance, and health status. None of the personal information that you provide will be released to the public, and your answers will not affect your VA benefits in any way. While participation is strictly voluntary, your answers will provide critical information needed to plan for the delivery of services to all Veterans enrolled in the VA health system.

VHIC Q & A's Continued

a high degree of personal 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 or not he/she is a Purple Heart or Medal of Honor recipient.

Will the old cards continue to work?

Yes, your current card will continue to work.

Can VHICs be mailed to a P.O. Box?

Yes, as long as the address is a valid mailing address.

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.

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 beginning in April. VA anticipates about three months to complete mailing of over 6 million VHICs to Veterans who currently have the old identification card.

Resources

Call Center for Homeless Veterans
(877) 4AID VET (1-877-424-3838)

VA Benefits/Claims
(800) 827-1000

Combat Call Center
(877) WAR-VETS (877-927-8387)

Veterans Crisis Line
(800) 273-8255 (Press #1)

Health Care Benefits
(877) 222-8387

Women Veterans Hotline
(855) VA-WOMEN (829-6636)

Thank you for your service!

