VA DIG VHA Enrollment (Business Process)
System Architect
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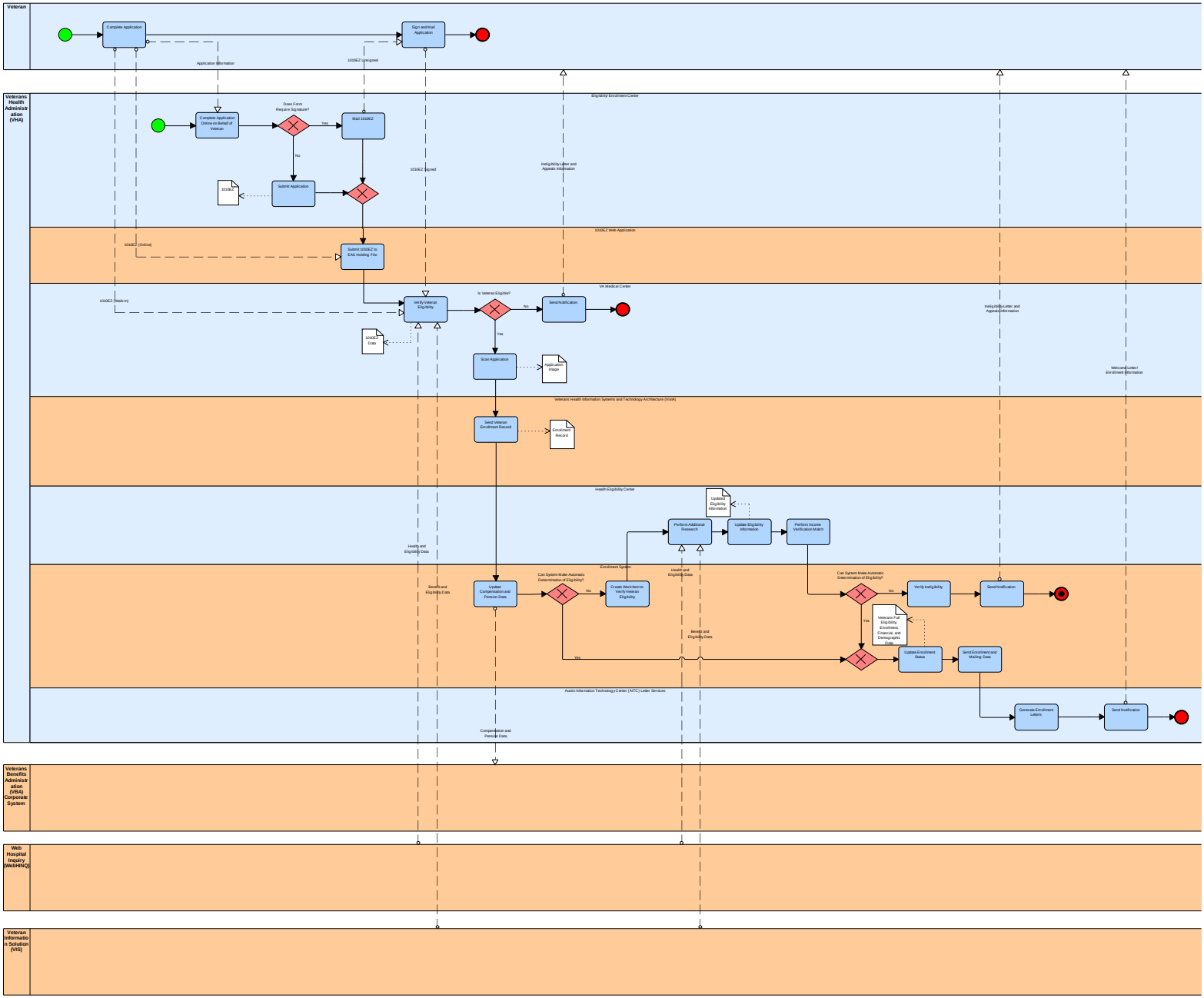
Enrollment is the mechanism by which Veterans apply, and are approved, for health care benefits. The enrollment process was developed in response to the Veterans' Health Care Eligibility Reform Act of 1996 and is standardized at the national level. While Veterans may apply at their local VA Medical Facility, enrollment occurs at the Health Eligibility Center in Atlanta, Georgia. Once enrolled, Veterans have access to all benefits included in the standard medical benefits package. This process model shows how Veterans are enrolled into VA's healthcare system following an eligibility determination.