


Date: April 3, 2020

From: Deputy Under Secretary for Health for Operation and Management (10N)

Subj: Temporary Pause of My HealthVet In-Person Authentication due to COVID-19

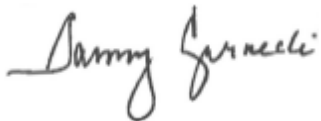
To: Veterans Integrated Service Network (VISN) Directors (10N1-23)

Thru: Assistant Deputy Under Secretary for Health for Clinical Operations (10NC) 

1. Effective immediately, facilities should cease In-Person Authentication requirements for Veterans to upgrade to My HealthVet Premium accounts for at least 90 days. This temporary pause of In-Person Authentication is intended to protect Veterans and VA employees from unnecessary exposure to COVID-19. VA will assess the care environment and communicate when facilities should re-start requiring In-Person Authentication through the My HealthVet Coordinator email distribution groups.

2. Veterans can still upgrade their My HealthVet accounts to Premium status online using a Sign-In Partner (DS Logon Premium or ID.me) or through verification through video conference if available. More information about how to upgrade to a Premium account using a Sign-In Partner can be found on the My HealthVet website: <https://www.myhealth.va.gov/mhv-portal-web/web/myhealthvet/upgrading-your-my-healthvet-account-through-in-person-or-online-authentication>

3. More information will be distributed through the My HealthVet Coordinator email distribution groups. Please contact Susan Haidary, My HealthVet National Stakeholder Manager, at Susan.Haidary2@va.gov or 843-737-0213 for questions regarding this memorandum.



for  
Renee Oshinski