

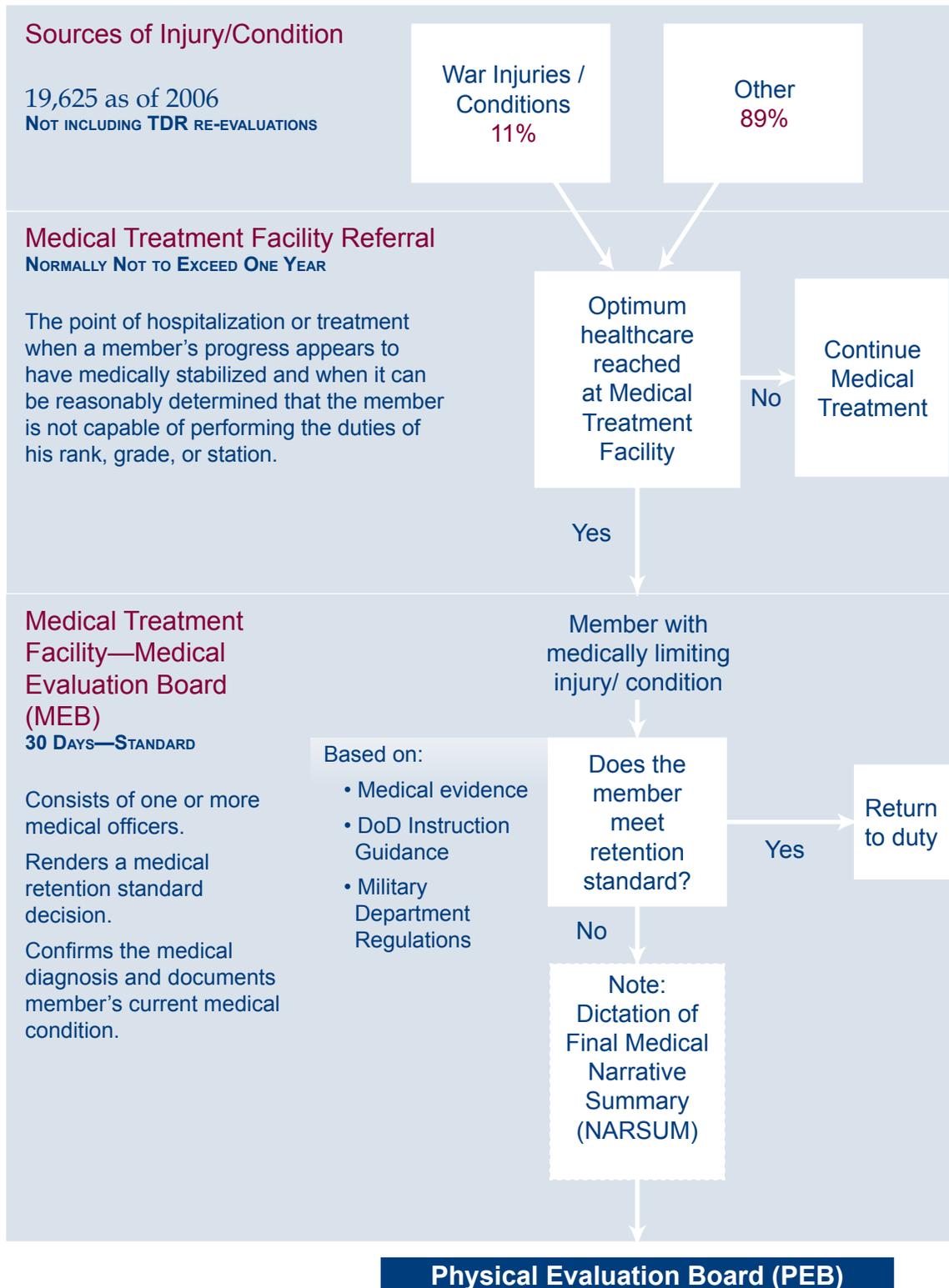
Appendix C Process Maps

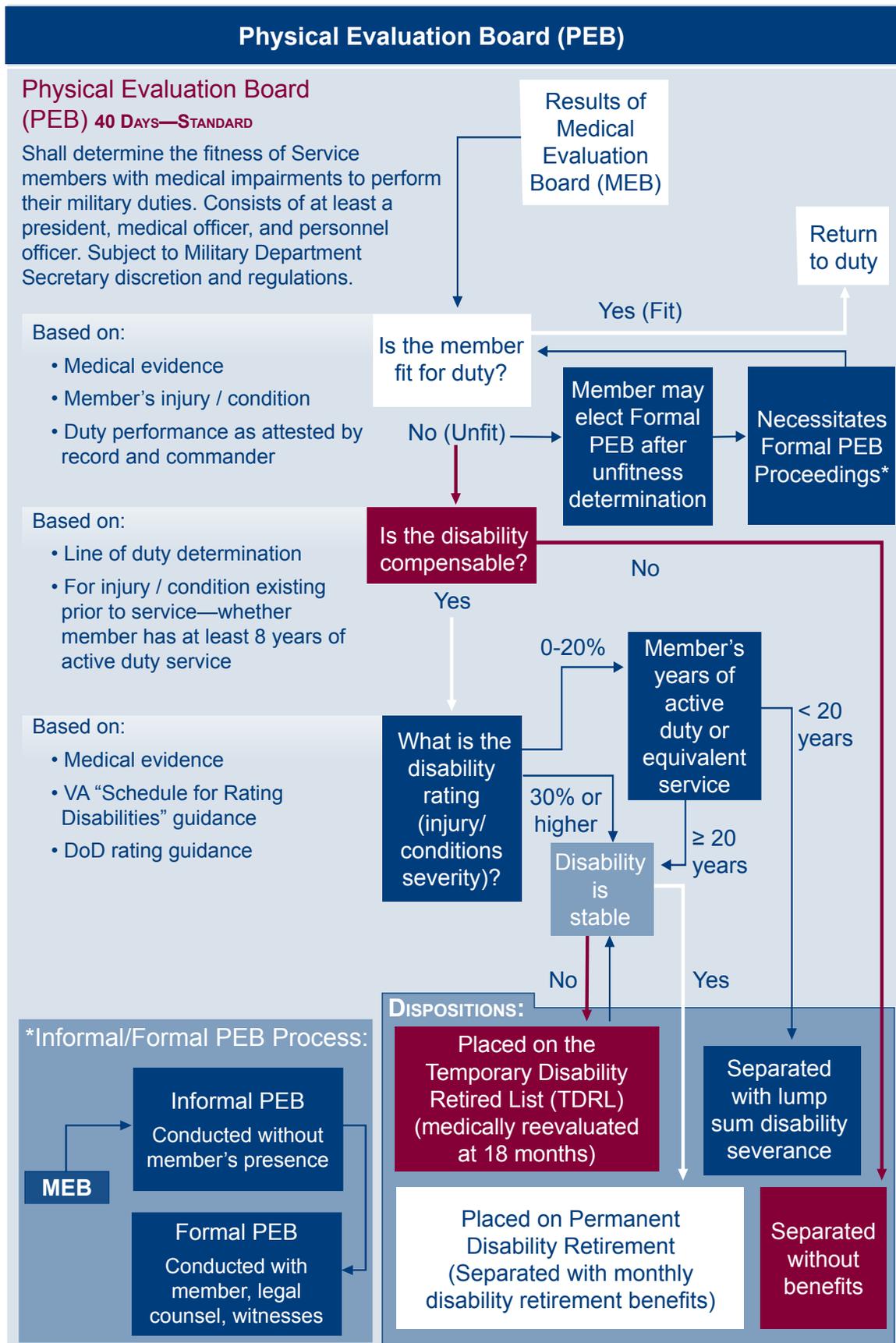
DoD Disability Process

VA Health Enrollment Process

VA Disability Claims Process

DoD Disability Evaluation System





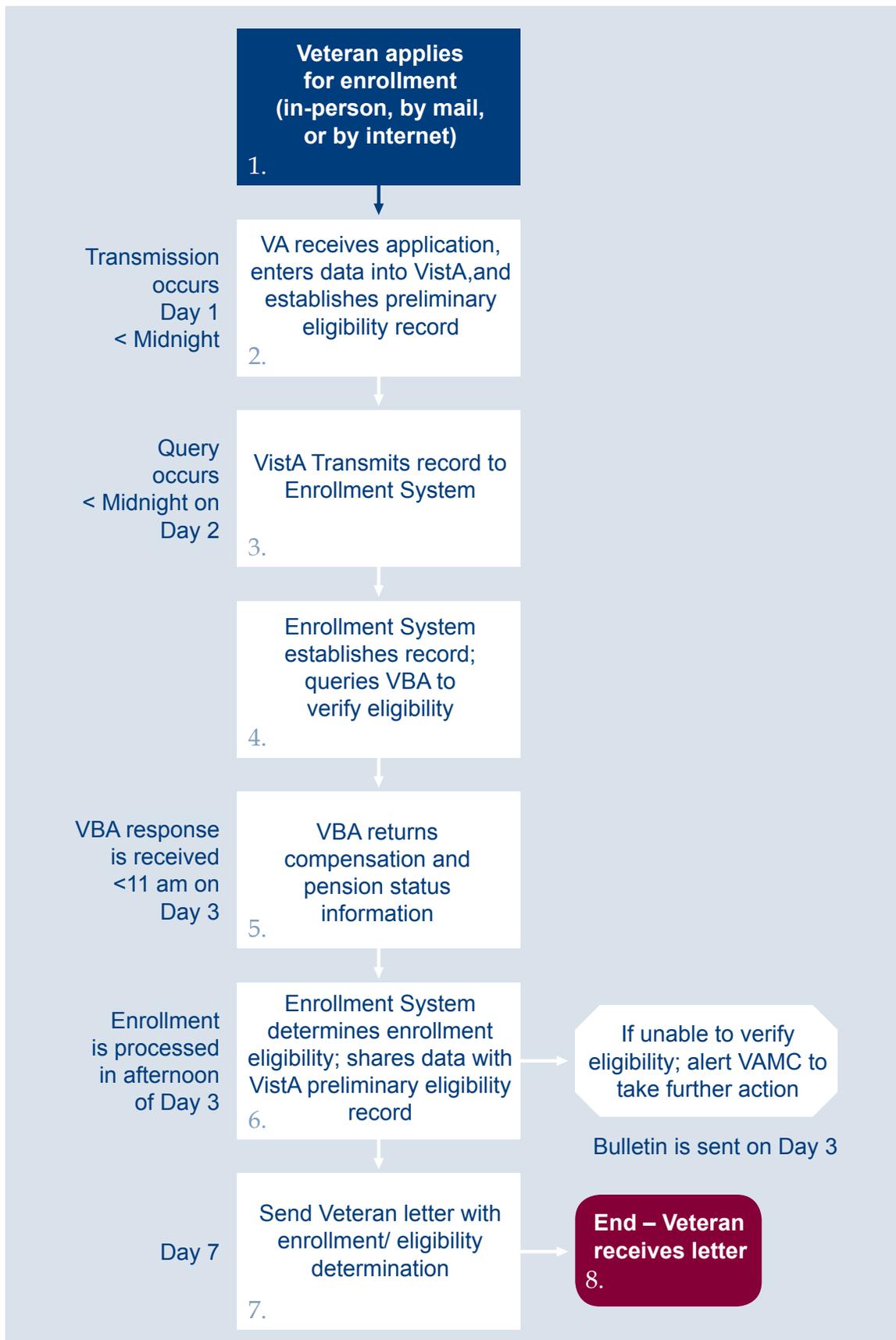
VA Health Enrollment Process

This **HEALTH ENROLLMENT** process map addresses such questions as how does a veteran enroll with VA for medical care and how much time is required for each step?

The enrollment process in this chart is for veterans who are new to VA and represents the critical path at a high level. The associated times are estimated and may fluctuate depending on the time the application entered the enrollment system and the volume of activity in the system. The goal is to send the letter to the veteran in **7 days**, but it could range to 10 days. The health enrollment process consists of the following steps.

1. The veteran may apply for enrollment in person at a VA health care facility, by mail, or by completing an on-line application. VHA uses the military service, demographic and, as applicable, financial information collected on the application form as the basis for determining whether the veteran qualifies for VA health care benefits.
2. The local VA health care facility receives the application for enrollment and intake staff enters the data into the Veterans Integrated System Technology Architect (VistA). VistA automatically queries the Master Patient Index (MPI) to determine if a record has already been established, if not it uniquely identifies the veteran record.. At this time, the intake staff may also query VBA for compensation and pension and/or known military status information. Typically, the veteran is provided a preliminary eligibility determination at the conclusion of an in-person application for enrollment.
3. VistA transmits the veteran data to the Eligibility and Enrollment System (national system).
4. The Eligibility and Enrollment System establishes the veteran record and queries the SSA to verify the veteran's SSN. **Note:** *SSN verification does not occur in real time and is not on the critical path.*
5. The Enrollment System queries VBA to reconfirm the compensation and pension and/or military status. Currently, this is done in a batch mode, however, when VHA deploys Enrollment System Redesign (ESR), the Enrollment System will immediately trigger a query to VBA; as a result the cycle time, noted above, for the enrollment process will be reduced by another day.
6. The Enrollment System verifies the veteran's enrollment eligibility and shares this data with VistA (at the local level). **Note:** *If the Enrollment System is unable to verify eligibility, then the system sends the local VA Medical Center a bulletin to alert them to take further action (i.e. confirm whether the veteran has qualifying military service). The Enrollment System establishes an enrollment record upon transmission of verifying data by the local station.*
7. The Enrollment System produces the letter to the veteran with the official enrollment determination.
8. The veteran receives the letter from VA telling him or her about their eligibility and enrollment determination.

VA Health Enrollment Process



VA Disability Claims and Appeals Process

This **DISABILITY COMPENSATION** claim process map outlines the steps involved in the disability compensation claim process including how much time is required for each step. Applications for disability compensation are processed using the Claims Processing Improvement (CPI) model. The CPI model was developed in 2001 by the Claims Processing Task Force to increase efficiency in processing disability compensation benefit claims and to reduce the number of errors. The model requires triage of incoming mail and analysis of incoming claims. It promotes specialization that improves quality and expeditious handling of claims. VA employees who process claims for disability compensation are organized into specialized teams that perform the triage, pre-determination, rating and post-determination functions. The following describes the sequence of the disability compensation claims and appeals processes.

1. **Application:** The veteran begins the process by completing and submitting an application for disability compensation benefits with the VBA.
2. **Triage:** The triage team has the responsibility for reviewing, controlling, and processing all incoming mail. Team members are responsible for deciding whether a claim can be processed immediately or it will need additional development.
3. **Pre-Determination:** (Development Initiation): The pre-determination team's primary function is to develop evidence for disability compensation claims. At this time, a VA examination may be scheduled if medical evidence obtained by such an examination is necessary for a fair determination of the claim
4. **Pre-Determination:** (Evidence Gathering): During this phase, team members obtain all pertinent military medical records.
5. **Rating:** VA rating specialists make decisions on claims that require consideration of medical evidence.
6. **Post-Determination:** After a rating specialist has decided a claim for disability compensation, members of the post-determination team process awards for disability compensation benefits and they notify claimants of decisions.
7. **Appeals:** The primary function of the appeals team is the expeditious processing of appeals and remands. The team is responsible for establishing and monitoring appealed claims, developing issues on appeal and preparing revised ratings when a review indicates that the appeal can be favorably decided based upon the evidence of record.
- 8-9. **Appeals:** If the veteran is not satisfied with adjudication of their claim by the VBA, the veteran can file an appeal with the Board of Veterans' Appeals
- 10-11. **Appeals:** If the veteran is not satisfied with a decision rendered by the Board of Veterans' Appeals, the veteran can file an appeal with the US Court of Appeals for Veterans Claims.

Not shown on the chart is the public contact team. VA conducts personal interviews with, and answers telephone calls from, veterans and beneficiaries seeking information regarding benefits and claims. VA directs claims and evidence to triage via personal interviews, telephone calls, e-mails, and other outreach activities.

VA Disability Claims and Appeals Process

