

January 9, 2012

**TIME REQUIREMENTS FOR PROCESSING VA FORMS 10-10EZ, APPLICATION FOR HEALTH BENEFITS AND 10-10EZR, HEALTH BENEFITS RENEWAL FORM**

**1. PURPOSE:** This Veterans Health Administration (VHA) Directive establishes policy regarding the time requirements for processing Department of Veterans Affairs (VA) Form 10-10EZ, Application for Health Benefits, and VA Form 10-10EZR, Health Benefits Renewal Form at VA health care facilities.

**2. BACKGROUND:** In accordance with title 38 Code of Federal Regulations (CFR) Section 17.36(d) a Veteran may apply to be enrolled in the VA health care system at any time. A Veteran who wishes to be enrolled must apply by submitting VA Form 10-10EZ to a VA health care facility or by an online application. Veterans are able to submit updates to their demographics, insurance, or financial information using the 10-10EZR. To ensure VA Forms 10-10EZ and 10-10EZR are processed in a timely manner, this Directive establishes the maximum number of days to process Veterans application for health benefits.

**3. POLICY:** It is VHA policy that upon receipt of an application or renewal for health benefits at a VA health care facility, the application or renewal form, VA Form 10-10EZ or 10-10EZR, must be processed within 5 business days from the date the application or renewal form was submitted online, or time stamped in the office responsible for processing applications.

**4. ACTION**

a. **Veterans Integrated Service Network (VISN) Director.** Each VISN Director must ensure that health care facilities have adequate resources to process VA Forms 10-10EZ and 10-10EZR within 5 business days of receipt.

b. **Health Care Facility Director.** The Health Care Facility Director is responsible for ensuring that local policies are in place, which outline the requirements for processing VA Forms 10-10EZ and 10-10EZR in a timely manner. Local policies must address the requirements for processing applications received by mail, online, in person, or by fax and, at a minimum, must address the following:

(1) VA Forms 10-10EZ and 10-10EZR received in the mail room must not be delayed and must be delivered based on standards prescribed in VA Handbook 6340.

(2) Online applications must be processed by the office responsible for processing applications within 5 business days of the date received in the local VistA system. For the purpose of an online application, the "Date Rec"d" field on the electronic confirmation, as noted

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in the following example, must be used to determine the date received.

10-10EZ Processing	Aug 12, 2010 13:33:54	Page: 1 of 1
Application #: 116	(743GB)	Status: NEW
Applicant: Patient, Vet1		<b>Date Rec<sup>d</sup>: 8/12/2010</b>
Web ID #: 9999-000000-0000		Vet Sending Signed Form? YES

(3) With the exception of an application completed during a face-to-face encounter with the Veteran or their representative or an online application, VA Forms 10-10EZ or 10-10EZR received in the office responsible for processing applications are time stamped to reflect the date and time the application was received. This serves as the official date the application was received by VA.

(4) All applications completed during a face-to-face encounter with a Veteran are immediately processed into Veterans Health Information Systems and Technology Architecture (VistA).

(5) The office responsible for processing applications is responsible for processing all applications, regardless of the method of submission, into VistA within 5 business days of the time stamp date.

(6) If responsible office staff are unable to complete processing of an application due an interruption in computer services, the staff immediately follows the same established procedures for processing these forms during an emergency (under the facility's emergency management procedures). These forms are to be entered into VistA as soon as VistA is restored.

**5. REFERENCES:** Title 38 CFR § 17.36 (d).

**6. FOLLOW-UP RESPONSIBILITY.** The Chief Business Office (10NB) is responsible for the contents of this Directive. Questions related to time requirements for processing applications and renewal forms for health benefits may be referred to the Health Eligibility Center by Outlook mail at VHA HEC Alert or by phone at 404-828-5257.

**7. RESCISSIONS.** None. This VHA Directive expires January 31, 2017.

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