

## Sample eClaims/FDC Program Talking Points

### Purpose:

The Department of Veterans Affairs (VA) has launched a campaign to raise awareness about VA's Fully Developed Claims (FDC) Program and electronic claims submission, also known as eClaims, through the VA/DoD eBenefits web portal. In particular, VA is working to increase the number of electronic FDCs for disability compensation filed on eBenefits. Filing an electronic FDC provides Veterans with the fastest claim decisions possible from VA. People working with Veterans can refer to these sample talking points to explain and promote eClaims, the Fully Developed Claims (FDC) Program, and eBenefits. Talking points have been organized around key information of interest to Veterans.

### Information Intermediary Role:

- Help promote the Fully Developed Claims Program and the filing of eClaims on eBenefits.
- Reach out to Veterans through their workplace, as well as to spouses, parents, children, siblings, and friends who are Veterans.
- Encourage Veterans to register for a free Premium eBenefits Account, if they do not already have an account.
- If a Veteran needs to file a disability compensation claim, encourage him/her to work with an accredited Veterans Service Officer (VSO) and file an FDC claim online through eBenefits.

### What Veterans Need to Know to File an eClaim on eBenefits:

- The eBenefits portal is located at [www.ebenefits.va.gov](http://www.ebenefits.va.gov). Users must first have a free Premium eBenefits Account to file an online claim.
- They will be guided through an online step-by-step process for filing an eClaim.
- To learn about filing an electronic FDC, see the *Filing an eClaim* Fact Sheet and the downloadable *Filing an eClaim for Disability Compensation* brochure or find information at [www.benefits.va.gov/fdc](http://www.benefits.va.gov/fdc) and access resources on the VBA's Media and Publications Page at <http://benefits.va.gov/benefits/media-publications.asp>.

### Talking Points:

#### eBenefits

- eBenefits offers online access to manage VA and DoD benefits, claims, and military documents. Its content is personalized and secure.
- By signing up for a free Premium eBenefits Account, you can take advantage of the full services that eBenefits offers.
- A free Premium eBenefits Account allows Servicemembers, Veterans and Survivors to manage their military records, file a claim online, and check the status of a claim 24/7.



- The paperless, electronic claim submission process on eBenefits allows you to fill out your claim application, upload all required documentation, and submit your claim with ease.
- If you have already submitted a claim, you can track the status 24/7 by logging into your eBenefits account.
- The eBenefits portal is an important part of VA's commitment to modernize and improve customer service.

### The Fully Developed Claims Program

- The Fully Developed Claims (FDC) Program offers Veterans and Survivors faster decisions from VA on compensation, pension, and survivor benefit claims.
- To participate, you simply submit all required records and documentation at the time you make your claim and certify that you have no further evidence to submit. VA can then review and process your claim more quickly.
- Here's how it works:
  - Register for an eBenefits.va.gov account.
  - Next, appoint an accredited Veterans Service Officer (VSO) who can provide free, expert assistance.
  - Initiate your claim at eBenefits.va.gov or call 1-800-827-1000 for assistance.
  - Gather all supporting documents as applicable, such as your DD-214, service and private medical records, and letters from friends or those you served with that attest to the substance of your claim.
  - Certify that you have no further evidence and submit all documentation along with your application.

### Electronic Claims or eClaims

- An electronic claim, or eClaim, offers Veterans a faster and easier way to file and receive decisions on their VA claims.
- As a Veteran, you may now file an eClaim or electronic FDC on eBenefits for:
  - An injury, disability, or condition believed to have occurred in or been aggravated by military service.
  - A condition caused or aggravated by an existing service-related condition.
- When you submit an electronic FDC on eBenefits, you can receive a faster claim decision by providing all required documents at the same time and certifying that you have no more evidence to submit.

### How to file an FDC claim online

- You can file an eClaim by logging onto eBenefits and following the step-by-step process.
- VA strongly encourages you to work with an accredited Veterans Service Officer (VSO) to get the fastest claim decision possible. VSOs can help you collect all the required documents you need to ensure your claim is complete before you submit.



- To make sure your claim remains in the FDC Program, it is very important that you gather and submit all of your required documents together with your claim.
- If you do not include sufficient evidence, fail to attend your VA medical appointment, or additional evidence is received after submission, your claim will be removed from the FDC Program and processed through the traditional claims route.
- You have one year to gather and submit all the documents for your claim after the claim is initiated online. If your claim is approved, you could be paid back to the day your claim was initiated.
- Make sure you have your doctor fill out a Disability Benefits Questionnaire (DBQ) to speed up the claim review process. This may also eliminate the need for a VA medical exam.

### Why file an eClaim

- You can take advantage of a shortened web-based application process that reduces paperwork and allows for quicker claim processing than traditional claims.
- Filing an eClaim through eBenefits can be up to two times faster than the traditional claims process.
- When you file an FDC, VA can make a faster decision on your claim because you submit all required documents at the same time.
- There's no risk to filing an electronic FDC. If your claim does not qualify as an FDC, it will still be processed through the traditional route.

