#### Department of Veterans Affairs M21-1, Part III, Subpart i

**Veterans Benefits Administration July 14, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part III, “General Claims Process,” Subpart i, “General Development and Dependency Issues.”  ***Notes***:   * The term regional office (RO) also includes pension management center (PMC), where appropriate. * The term Veterans Service Center Manager (VSCM) also includes Pension Management Center Manager (PMCM), where appropriate. * Minor editorial changes have also been made to * remove references to rescinded portions of M21-1 * update incorrect or obsolete hyperlink references * update obsolete terminology, where appropriate * renumber each topic based on the standard that the first topic in each section is Topic 1 * reassign alphabetical designations to individual blocks and repaginate, where necessary, * to account for new and/or deleted blocks within a topic, and * bring the documents into conformance with M21-1 standards. |

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| Reason(s) for the Change | Citation |
| To add priority claim process information. (TL11-02 and August 2014 VSCM Bulletin Addendum) | M21-1, Part III, Subpart i, Chapter 1, Topic 2, Block b  (III.i.1.2.b) |
| To remove the description of the flow of mail into and out of an IPC. This information was moved to M21-1, Part III, Subpart ii, Chapter 1, Section B. Mail Management. | III.i.1.2.d |
| To remove the description of the flow of appeal related mail. This information was moved to M21-1, Part III, Subpart ii, Chapter 1, Section B. Mail Management. | III.i.1.5.c |
| To delete the requirement for the comprehensive screener to use an *Action Required* form. | III.i.1.4.c |
| To delete the requirement for the comprehensive screener to maintain a spread sheet of ready for decision claims. | III.i.1.4.c |
| To delete the requirement for the comprehensive screener to maintain a spread sheet titled *Claim Transfer Log*. | III.i.1.4.d |

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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Thomas J. Murphy, Director  Compensation Service |

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