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

**Veterans Benefits Administration August 5, 2011**

**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 M21-1MR, Part III, “General Claims Process,” Subpart i, “Overview of Claims Processing and Structure of the Veterans Service Center.”  ***Notes***:   * M21-1MR will retain some information related to the Benefits Delivery Network (BDN) until it is no longer operational, since the Veterans Service Network (VETSNET) does not yet permit processing of all types of benefit transactions.  For information on VETSNET applications and input, consult the [VETSNET User Guides](http://vbaw.vba.va.gov/bl/21/Systems/awards.htm) on the Compensation Service Intranet. * The term regional office (RO) also includes pension management center (PMC), where appropriate. * Minor editorial changes have also been made to * re-number blocks, where necessary, because of addition/deletion of a block * update incorrect or obsolete hyperlink references * update the term “veteran” to “Veteran” * update obsolete terminology, where appropriate * clarify Block labels and/or Block text, and * bring the documents into conformance with M21-1MR standards. |

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| Reason(s) for the Change | Citation | Page(s) |
| Throughout the Chapter, changed the terms   * “pre-determination team” to “development activity” * “rating team” to “rating activity,” and * “post-determination team” to “authorization activity.” | Part III, Subpart i, Chapter 1, Chapter 1 |  |
| * Add new Block to include information about dates of claim to listing of Triage Team activities and responsibilities . * Move note about EPs 930 to new Block b, which discusses claims establishment and dates of claim | III.i.1.2.b | 1-4 |
| * Based on FL 09-23, update information about processing NOD secondary messages received through the Message Management (BPR) screen * Based on FL 09-23 reflect that NSC processes flag applications. | III.i.1.2.g | 1-6 |

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| Reason(s) for the Change | Citation | Page(s) |
| VSCs no longer process burial claims, with the exception of claims for plot allowances that state cemeteries file. | III.i.1.2.g and III.i.1.5.b | 1-6 and 1-12 |
| VSCs no longer process claims for death pension. | III.i.1.5.b | 1-12 |
| Current III.i.1.6.b does not contain instructions for handling notices of disagreements involving decisions made on claims processed in a paperless environment. | III.i.1.6.b | 1-13 |

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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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