## Chapter 1. Structure of the Veterans Service Center (VSC)

#### Table of Contents

1. Basic Components of the Veterans Benefits Administration’s (VBA’s) Claim-Processing Model for VSCs 1-1

2. Intake Processing Centers (IPCs) 1-2

3. Segmented, Claim-Processing Lanes 1-11

4. Cross-Functional Teams 1-14

5. Appeals Team 1-24

6. Public Contact Team 1-33