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

**Veterans Benefits Administration July 15, 2014**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | Veterans Benefits Manual M21-1MR, Part III, “General Claims Process,” Subpart i, “Overview of Claims Processing and Structure of the Veterans Service Center,” Chapter 1, “Structure of the Veteran’s Service Center,” has been rewritten in its entirety. The purpose of this revision is to replace information about the previous Claim-Processing Initiative (CPI) model of claim processing with the new model, which consists of* an intake processing center (IPC)
* cross-functional teams
* segmented, claim-processing lanes,
* an Appeals Team, and
* a Public Contact Team.
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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, DirectorCompensation Service |

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