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

**Veterans Benefits Administration June 5, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

|  |  |
| --- | --- |
| 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, “Overview of Claims Processing and Structure of the Veterans Service Center (VSC).”  ***Notes***: Minor editorial changes have also been made to   * update incorrect or obsolete references * update obsolete terminology, where appropriate * remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided * reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic * clarify block labels and/or block text, and * bring the document into conformance with M21-1 standards. |

|  |  |
| --- | --- |
| Reason(s) for the Change | Citation |
| * To add that service members must provide copies of their service treatment records (STRs) for their current period of service. * To provide guidance that if *VA Form 21-526EZ*, *Application for Disability Compensation and Related Compensation Benefits*, *VA Form 21-526c*, *Pre-Discharge Compensation Claim*, or *VA Form 21-526*, *Veteran’s Application for Compensation and/or Pension*, have been properly used in a previous claim, and the service member is filing a subsequent claim, then the service member may submit a claim using one of the following forms: * *VA Form 21-526EZ* * *VA Form 21-526* * *VA Form 21-526b*, *Veteran’s Supplemental Claim for Compensation*,or * *VA Form 21-526c*. * To add a note that *VA Form 21-526EZ* is the preferred form to use to file a Pre-Discharge claim. | M21-1, Part III, Subpart i, Chapter 2, Section A, Topic 1, Block c  (III.i.2.A.1.c) |
| To provide guidance regarding a service member’s inability to attend required examinations at his/her last duty station due to a delay on VA’s part. | III.i.2.A.1.d |
| * To add Quick Start (QS) claims. * To add claims for pregnant service women as claims requiring case management. | III.i.2.A.1.e |
| * To replace Share with the Veterans Benefits Management System (VBMS), where appropriate, and provide guidance on placing claims under end product (EP) control in VBMS. * To add guidance that claims excluded from VBMS must still be established in Share. * To add a reference to the *Share User Guide*. * To add a reference to the *VBMS User Guide*. | III.i.2.A.2.a |
| To move old Block c and provide guidance on the date of claim (DOC) for a Pre-Discharge.. | III.i.2.A.2.b |
| To update the guidance on the appropriate EPs, to include the appropriate third digit modifier and claim label of the EP, intake sites must use to manually place Pre-Discharge claims under control. | III.i.2.A.2.c |
| To add a new Block d with guidance on identifying EPs and claim labels automatically assigned by the Department of Veterans Affairs (VA) electronic claims processing systems to place Pre-Discharge claims under EP control when service members file a claim via eBenefits with 180 to 90 days remaining on active duty. | III.i.2.A.2.d |
| To add a new Block ewith guidance on identifying EPs and claim labels t automatically assigned by VA electronic claims processing systems to place Pre-Discharge claims under EP control when service members file a claim via eBenefits with 89 to 1 day remaining on active duty. | III.i.2.A.2.e |
| To add a new Block f with guidance on EPs and claim labels automatically assigned by VA electronic claims processing systems to place Pre-Discharge claims under EP control when service members file a claim via eBenefits and already have a pending claim. | III.i.2.A.2.f |
| To add a new Block g with guidance regarding Pre-Discharge claims and adherence to all established guidance for special issues. | III.i.2.A.2.g |

|  |  |
| --- | --- |
| Rescissions | None |

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

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

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |