### Chapter 1. Initial Screening Process

#### Table of Contents

**Section A: Process Overview**

Overview 1-A-1

1. Overview of the Initial Screening Process 1-A-2

2. Process for Conducting a Routine Check of Original Claims 1-A-4

3. Conducting a Routine Check of Original Claims 1-A-5

4. Individual and Group Responsibilities for Division Mail Management 1-A-11

**Section B: Mail Management**

Overview 1-B-1

5. Classifying Mail 1-B-2

6. Handling Incoming and In-Process Mail 1-B-4

7. Handling Mail That Could Result in a Reduction or Termination of Benefits 1-B-15

8. Handling Miscellaneous Mail 1-B-17

9. Handling Outgoing Mail 1-B-23

**Section C: Initial Screening Policies**

Overview 1-C-1

10. Recording the Date of Receipt 1-C-2

11. Claimant Signatures 1-C-5

12. Claims From Foreign Residents 1-C-7

13. Claims for Ancillary Benefits 1-C-8

14. Handling Claims From Employees and Their Relatives 1-C-9

15. Claims From Veterans Who Are Receiving Retirement Pay or Received Separation Benefits 1-C-12

16. Claims From Survivor Benefit Plan (SBP) Beneficiaries 1-C-16