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

**Veterans Benefits Administration March 24, 2015**

**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 M21-1, Part III, “General Claims Process,” Subpart ii, “Initial Screening and Determining Veterans Status.”***Notes***: Minor editorial changes have also been made to * update incorrect or obsolete hyperlink references
* update section and topic titles to more accurately reflect their content
* renumber each topic based on the standard that the first topic in each section is Topic 1, and
* bring the documents into conformance with M21-1 and Knowledge Management (KM) standards.
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| Reason(s) for the Change | Citation |
| To clarify that informal claims will only be accepted if received prior to March 24, 2015. | M21-1, Part III, Subpart ii, Chapter 2, Section D, Topic 1, Block a (III.ii.2.D.1.a) |
| To update the block indicating the historical importance of informal claims.  | III.ii.2.D.1.b |
| To clarify that information in 38 CFR 3.157 regarding informal claims will be found as historical content effective March 24, 2015. | III.ii.2.D.1.c |
| To provide information pertaining to how an intent to file (ITF) can be submitted. | III.ii.2.D.1.d |
| To identify the characteristics of a complete ITF. | III.ii.2.D.1.e |
| To clarify the importance of using an ITF for effective date purposes. | III.ii.2.D.1.f |
| To provide instructions on how to handle receipt of a complete ITF. | III.ii.2.D.1.g |
| To provide example letter language for the *ITF Received Letter*. | III.ii.2.D.1.h |
| To provide instructions on how to handle receipt of an incomplete ITF. | III.ii.2.D.1.i |
| To provide example letter language for the *Incomplete ITF Letter*. | III.ii.2.D.1.j |
| To provide instructions on how to enter ITF data | III.ii.2.D.1.k |
| To provide instructions on how to request correction of improperly entered ITF data | III.ii.2.D.1.l |
| To identify the various statuses of an ITF. | III.ii.2.D.1.m |
| To indicate the procedure for handling unsigned applications applies to original claims received prior to March 24, 2015 and all claims received on or after March 24, 2015. | III.ii.2.D.1.n |
| To clarify the requirements for accepting obsolete forms and applications. | III.ii.2.D.1.o |
| To clarify that original claims not filed on a prescribed form prior to March 24, 2015 will be considered an informal claim. | III.ii.2.D.2.a |
| To clarify that a request for benefits not filed on a prescribed form on or after March 24, 2015 will be considered a request for application, as well as instructions for how to handle receipt of a request for application. | III.ii.2.D.2.b |
| To provide the *Request for Application Letter* content. | III.ii.2.D.2.c |
| To clarify that original claims made by telephone prior to March 24, 2015 will be considered an informal claim. | III.ii.2.D.2.d |
| To clarify that reports of hospitalization or examination at a uniformed service or VA health care facility will be considered an informal claim if the hospitalization or examination occurred prior to March 24, 2015. | III.ii.2.D.4.b |
| To clarify that reports of* examination at a uniformed service or VA health care facility will not be considered an informal claim if the examination occurred on or after March 24, 2015; however, they will be considered for effective date purposes if a formal claim or ITF is received within a year of the examination.
* hospitalization at a uniformed service or VA health care facility will be accepted as a prescribed form for Paragraph 29 or 30 benefits if the hospitalization occurred on or after March 24, 2015.
 | III.ii.2.D.4.c |
| To provide instruction on establishing a claim based on receipt of reports of hospitalization or examination at a uniformed service or VA health care facility occurring prior to March 24, 2015. | III.ii.2.D.4.e |
| To provide instruction for handling receipt of reports of hospitalization or examination at a uniformed service or VA health care facility occurring prior to March 24, 2015. | III.ii.2.D.4.f |
| To provide clarification on how to handle receipt of reports of hospitalization or examination at a uniformed service or VA health care facility occurring on or after March 24, 2015. | III.ii.2.D.4.g |

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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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