#### 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 state the definition of reopened claims prior to, and on or after March 24, 2015. | M21-1, Part III, Subpart ii, Chapter 2, Section E, Topic 1, Block b (III.ii.2.E.1.b) |
| To clarify form requirements for reopened claims prior to, and on or after March 24, 2015. | III.ii.2.E.2.b |
| To modify guidance to make reference to claims to reopen, rather than correspondence to reopen. | III.ii.2.E.2.c |
| To clarify the attributes of a duplicate claim | III.ii.2.E.2.d |
| To modify guidance for handling claimants’ statements received prior to, and on or after March 24, 2015. | III.ii.2.E.3.e |
| To modify guidance for handling affidavits and statements received prior to, and on or after March 24, 2015. | III.ii.2.E.3.f |
| To modify guidance for handling descriptions of symptoms received prior to, and on or after March 24, 2015. | III.ii.2.E.3.g |
| To remove Block h of Topic 3 referring to receipt of correspondence expressing dissatisfaction of disagreement with former prisoner of war (FPOW) decision. These cases will follow the standard notice of disagreement (NOD) process utilized for all other types of cases. | ------ |

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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, Director  Compensation Service |

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