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

**Veterans Benefits Administration July 18, 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***: * The term “regional office” (RO) also includes pension management center (PMC), where appropriate.
* Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her dependent(s) file with VA.
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update obsolete terminology, where appropriate
* renumber each topic based on the standard that the first topic in each section is Topic 1
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
* update section and topic titles to more accurately reflect their content
* clarify block labels and/or block text, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To rename Topic 1, “Maintenance for Paper Claims Folders.” | M21-1, Part III, Subpart ii, Chapter 4, Section G, Topic 1 (III.ii.4.G.1)  |
| To revise guidance that discusses maintaining a paper claims folder. | III.ii.4.G.1.a |
| * To relocate guidance from old Block 1.b that discussed the general folder renovation policy to new Topic 3, “Folder Renovations.”
* To add guidance that provides instructions on how to handle a misfiled document belonging to a paper claims folder.
 | III.ii.4.G.1.b |
| * To relocate guidance from old Block 1.c that discussed the renovation of segregated folders to new Topic 3, “Folder Renovations.”
* To add guidance on how to handle a misfiled document in a paper claims folder that belongs to an eFolder.
 | III.ii.4.G.1.c |
| * To relocate guidance from old Block 1.d that discussed the renovation of non-segregated folders to new Topic 3, “Folder Renovations.”
* To add guidance on how to handle a misfiled document that belongs to a sensitive paper claims folder.
 | III.ii.4.G.1.d |
| To delete old Block 1.e regarding handling misfiled documents which is incorporated into new Block 1.c and 1.d. | III.ii.4.G.1.e (old) |
| To add new Topic 2, “Maintenance for eFolders.” | III.ii.4.G.2 |
| To add new Topic 3, “Folder Renovations,” with relocated guidance from old Blocks 1.b through d that discusses* general folder renovation policy
* renovation of segregated folders, and
* renovation of non-segregated folders.
 | III.ii.4.G.3 |

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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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