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

**Veterans Benefits Administration December 19, 2014**

**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 M21-1MR, 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 obsolete terminology, where appropriate
* replace “VSC” (Veterans Service Center) with “VSC/PMC” (Pension Management Center), where appropriate
* replace “VSCM” (VSC Manager) with “VSCM/PMCM” (PMC Manager), where appropriate
* reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic
* update section and topic titles to more accurately reflect their content, and
* clarify block labels and/or block text.
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| Reason(s) for the Change | Citation |
| To replace outdated information with information from *Office of Field Operations (OFO) Letter 20F-13-04, Restricted Access Claims Centers (RACC) Consolidation*. | Part III, Subpart ii, Chapter 4, Section A, Topic 3, blocks f-k (III.ii.4.A.3.f-k) |
| To create a new block that contains the *Note* from the bottom of (old) III.ii.4.A.3.f regarding claims folders that are temporarily transferred from a sister station (now a RACC) to the RO of original jurisdiction. | III.ii.4.A.3.l |
| To add a new block that discusses how Veterans service organizations may interact with RACCs. | III.ii.4.A.3.m |
| To add VA interns to the list of employees that must complete *VA Form 20-0344,* *Annual Certification of Veteran Status and Veteran-Relatives*. | III.ii.4.A.3.n |
| * To add the Veterans Benefits Management System (VBMS) as a system that contains electronic records.
* To add the timeliness requirement (as stated in *OFO Letter 20F-13-04*) for transferring a new employee’s claims folder to a RACC.
 | III.ii.4.A.3.o |

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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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