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

**Veterans Benefits Administration June 23, 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 survivors 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 combine Block b with Block a and emphasize that a request for transfer-out of a paper claims folder must be done through the Control of Veterans Records System (COVERS). | M21-1, Part III, Subpart ii, Chapter 5, Section E, Topic 1, Block a(III.ii.5.E.1.a) |
| To remove the requirement to place a copy of the COVERS transfer slip in the middle section of the claims folder. | III.ii.5.E.1.b |
| * To delete reference to the obsolete *VA Form 70-7216a*, *Request for and/or Notice of Transfer of Veterans Records*, in favor of COVERS
* To add a reminder to create a Veterans Appeals Control and Locator System (VACOLS) diary control for next action needed on a pending appeal, when a file is permanently transferred-out.
* To add an If/Then table when an exam request is pending and a paper claims folder has to be permanently transferred-out.
* To amend the procedure for notifying the Fiduciary Hub when a Veteran has been rated incompetent and the paper claims folder has to be permanently transferred-out.
* To add a note to obtain the Counseling/Evaluation/Rehabilitation (CER) folder for transfer with the paper claims folder.
 | III.ii.5.E.1.c |
| * To add a reminder that paper claims folder should not be transferred physically unless it meets one of the exceptions for scanning.
* To add a note to describe the Records Management Center’s (RMC’s) procedure when shipping paper claims folder for scanning.
 | III.ii.5.E.2.a |
| To update the Federal Records Center (FRC) locations list. | III.ii.5.E.3.a |
| To delete old Block c containing obsolete procedures for sending paper drop file mail to VA RC&V (Record Center and Vault). | III.ii.5.E.3.c (old) |
| To update the procedure for requesting transfer of a paper claims folder from the FRC using the Archives and Records Centers Information System (ARCIS).  | III.ii.5.E.3.c |
| To update the procedure for follow up requests to an FRC. | III.ii.5.E.3.d |
| * To delete obsolete procedures for requesting paper claims folders from an FRC using COVERS.
* To add procedures for uploading drop file mail from the centralized mail (CM) portal to the eFolder when jurisdiction is VA RC&V or an FRC.
 | III.ii.5.E.3.e |
| To delete old Block g containing obsolete procedures for sending second requests for claims folders using COVERS. | III.ii.5.E.3.g (old) |
| To delete reference to the obsolete *VA Form 70-7216a* in favor of COVERS. | III.ii.5.E.4.d |

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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 ServiceDavid R. McLenachan, DirectorPension and Fiduciary Service |

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