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

**Veterans Benefits Administration July 30, 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 * remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided * 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 Section F, “Temporary Transfer of Claims Folders.” | M21-1, Part III, Subpart ii, Chapter 5, Section F (III.ii.5.F) |
| To provide information on jurisdiction in a temporary transfer based on the transferring office as the station of origination (SOO) and the receiving office as the station of jurisdiction (SOJ). | III.ii.5.F.1.b |
| To delete old Block f on follow ups as this is repetitive of new Block f regarding maintaining control of paper claims folders temporarily transferred out. | III.ii.5.F.1.f (old) |
| To relocate guidance from old Blocks 26.b and c regarding actions to take when paper claims folders are temporarily transferred to Central Office (CO) for administrative or other consideration. | III.ii.5.F.1.h |
| To rename Topic 2, “Mail Received During a Temporary Transfer.” | III.ii.5.F.2 |
| To delete step/action table discussing the use of obsolete *VA Form 70-3029, Transfer of Veteran’s Miscellaneous Records*, and replace with if/then table on actions to take upon receipt of claims or evidence for paper claims folders that have been temporarily transferred out. | III.ii.5.F.2.a |
| * To provide guidance that when a claim is completely electronic only the claim is transferred to the SOJ in a temporary transfer and that the SOO retains jurisdiction of the eFolder. * To delete obsolete if/then table with instructions for creating temporary folders and provide new table with updated guidance on action to take upon receipt of claims or evidence when an electronic claim has been temporarily transferred to another RO. * To add cross-reference for more information on the procedures for mail management to III.ii.1.B and procedures for centralized mail intake to III.ii.1.E. | III.ii.5.F.2.b |
| To delete old Block c discussing evidence related to an issue before the Board of Veterans’ Appeals (BVA) as this is duplicate information of I.5.F.6. | III.ii.5.F.2.c (old) |
| To delete old Topic 25 regarding changes of address and requests for hearing or a change of representative as this is duplicate information of I.5.F.6. | III.ii.5.F.25 (old) |
| To delete old Topic 26 regarding temporary transfer to CO as this is duplicate information of III.vi.1.A, I.5.F, and IV.ii.2.F. | III.ii.5.F.26 (old) |
| To provide additional information in the table to include guidance on appending the corporate flash, a cross-reference to the *Share User’s Guide*, and guidance to use Station 101 for transfers to CO, BVA, or Office of General Counsel (OGC). | III.ii.5.F.3.a |
| To add an if/then table with guidance for including Department of Justice (DoJ) files with the claims folder. | III.ii.5.F.3.c |
| To delete text regarding the use of obsolete *VA Form 70-7216a, Request for and/or Notice of Transfer of Veterans Records*, and replace with guidance for recording the reason for transfer using the Control of Veterans Records System (COVERS), Veterans Benefits Management System (VBMS), or Modern Award Processing Development (MAP-D). | III.ii.5.F.4.b |
| To delete old Block c regarding pending claims which was incorporated into previous Block 4.b. | III.ii.5.F.4.c (old) |

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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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