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

**Veterans Benefits Administration June 26, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

|  |  |
| --- | --- |
| 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 iii, “General Development and Dependency Issues.”  ***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 the term “notification letter” to “decision notice” * 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 * 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. |

|  |  |
| --- | --- |
| Reason(s) for the Change | Citation |
| To clarify that requests for evidence should be generated using available automated tools. | M21-1, Part III, Subpart iii, Chapter 1, Section B, Topic 1, Block a (III.iii.1.B.1.a) |
| To clarify how to properly document telephone contact with claimants. | III.iii.1.B.1.d |
| To add guidance on tracked item suspense dates when electronic media is returned to the claimant. | III.iii.1.B.1.g |
| To add guidance about listing evidence in a decision notice. | III.iii.1.B.2.d |
| To clarify the procedures for handling evidence indicating a change in eligibility to VA benefits. | III.iii.1.B.3.b |
| To clarify the language to use in the notice of proposed adverse action. | III.iii.1.B.3.c |
| To add references for dependency claim requirements. | III.iii.1.B.4.b |
| To add a reference for additional documentation is required to establish a marital relationship. | III.iii.1.B.4.c |
| To add references for new and material evidence and notification requirements. | III.iii.1.B.5.a |
| To delete a duplicative new and material evidence information already discussed in III.ii.2.E and III.iv.2.B. | -- |
| To update the example of new evidence. | III.iii.1.B.6.c |
| To add guidance that when returning uncertified statements to a claimant, the original must be retained in the claims folder. | III.iii.1.B.7.d |
| To relocate old Topic 10 to III.v.1.D. | -- |
| To add guidance for sending all returned mail envelopes to the scanning vendor. | III.iii.1.B.9.c |
| To add a reference to change of address procedures. | III.iii.1.B.9.d |
| To clarify procedures for handling undeliverable essential mail. | III.iii.1.B.9.f |
| To add a new Block describing 800 work series items (WIs) generated for verification of address. | III.iii.1.B.9.g |
| To add a new Block containing procedures for processing 800WIs related to a lack of a current address. | III.iii.1.B.9.h |

|  |  |
| --- | --- |
| Rescissions | None |

|  |  |
| --- | --- |
| Authority | By Direction of the Under Secretary for Benefits |

|  |  |
| --- | --- |
| Signature | Thomas J. Murphy, Director  Compensation Service |

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |