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

**Veterans Benefits Administration July 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 iii, “General Development and Dependency Issues.”***Notes***: * The term “regional office” (RO) also includes pension management center (PMC), where appropriate.
* The term “Veterans Service Center Manager” (VSCM) also includes Pension Management Center Manager (PMCM), 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
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
* 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 incorporate guidance that provides instructions on how to follow up when a Coast Guard (CG) service member service treatment records (STRs) are not received within 45 days from the interface between Veterans Benefits Management System (VBMS) and Healthcare Artifacts and Image Management Solution (HAIMS). | M21-1, Part III, Subpart iii, Chapter 2, Section I, Topic 2, Block c. (III.iii.2.I.2.c) |
| To incorporate guidance that provides instruction on how to follow up when the Veterans Affairs (VA) Records Management Center (RMC) provided a negative response for CG STRs. | III.iii.2.I.2.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 Service |

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