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

**Veterans Benefits Administration October 21, 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 iii, “General Development and Dependency Issues.”  ***Notes***:   * The term regional office (RO) also includes pension management center (PMC), where appropriate. * Minor editorial changes have also been made to * replace references to the Benefits Delivery Network (BDN) and terminology associated with this system with references to and terminology unique to Share, as Share has replaced BDN * replace “claims folder” with “claims folder (or eFolder),” where appropriate * update incorrect or obsolete hyperlink references * update the term “veteran” to “Veteran” * update section and topic titles to more accurately reflect their content * update obsolete terminology, where appropriate * reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic * clarify block labels and/or block text, and * bring the documents into conformance with M21-1MR standards. |

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| Reason(s) for the Change | Citation | Page(s) |
| * To add a block containing important background information about service treatment records (STRs) and the Department of Veterans Affairs’ (VA’s) Records Management Center (RMC), including information from *Fast Letter (FL) 14-04, Transition to Electronic STRs*. * To move to a more logical location the *Note* in (old) M21-1MR, Part III, Subpart iii, Chapter 2, Section C, Topic 19, Block c (III.iii.2.C.19.c) that explains why the abbreviation “SMR” (service medical record) is used on the FOLDER LOCATION screen instead of “STR.” * To move to a more logical location the *Note* in (old) III.iii.2.C.19.b that explains why the abbreviation “SMRC” (Service Medical Record Center) may appear on the FOLDER LOCATION screen instead of “RMC.” | III.iii.2.C.19.a | 2-C-2 |

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| Changes Included in This Revision (continued) |

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| To add a brief description of the Beneficiary Identification and Records Locator Subsystem (BIRLS). | III.iii.2.C.19.b | 2-C-3 |
| * Removed reference to an entry of *R* in the SMR field on the BIRLS FOLDER LOCATION screen, as this entry is no longer used. * To note that the RMC still receives STRs from the Coast Guard, Public Health Service (PHS) and National Oceanic and Atmospheric Administration (NOAA). | III.iii.2.C.19.c | 2-C-4 |
| * To point out that instead of shipping claims folders and STRs to ROs, the RMC now sends claims folders and STRs in its custody to a scanning vendor for conversion to an electronic format and upload into the appropriate Veteran’s eFolder. * To remove “RPC” (Records Processing Center) as a possible entry in the CURRENT LOCATION field on the BIRLS FOLDER LOCATION screen. * To point out that the RMC now receives STRs from the Coast Guard, PHS, and NOAA *only*. | III.iii.2.C.19.e | 2-C-6 |
| To point out that instead of shipping claims folders and STRs to ROs, the RMC now sends claims folders and STRs in its custody to a scanning vendor for conversion to an electronic format and upload into the appropriate Veteran’s eFolder. | III.iii.2.C.19.g | 2-C-9 |
| * To clarify that the RMC now receives STRs from the Coast Guard, PHS, and NOAA *only*. * To point out that instead of shipping claims folders and STRs to ROs, the RMC now sends claims folders and STRs in its custody to a scanning vendor for conversion to an electronic format and upload into the appropriate Veteran’s eFolder. | III.iii.2.C.20.a | 2-C-11 |
| To update the instructions ROs must follow when two BIRLS records exist for the same Veteran by referring the reader to III.ii.4.E.19. | III.iii.2.C.20.b | 2-C-12 |
| * To clarify that the RMC now receives STRs from the Coast Guard, PHS, and NOAA *only*. * To remove the RPC as a location where STRs might be stored. | III.iii.2.C.20.d | 2-C-12 |

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| Changes Included in This Revision (continued) |

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| * To remove the requirement that ROs consolidate the claims folder and STR folder when they are received from the RMC. (The RMC now sends claims folders and STR folders to a scanning vendor instead of shipping them to ROs.) * To remove outdated instructions that required ROs to request STRs from the RMC through Share when the BIRLS FOLDER LOCATION screen contained separate rows for the STRs and corresponding claims folder. | III.iii.2.C.20.e | 2-C-13 |
| To remove duplicate information that is now contained in III.iii.2.C.19.a. | III.iii.2.C.20.f | 2-C-14 |
| To delete (old) III.iii.2.C.20.d and i because the information contained in these two blocks is now obsolete. | --- | --- |

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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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