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

**Veterans Benefits Administration June 18, 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.
* 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 reorganize section into a more logical order by relocating content previously found in old Topic 62 to Topic 1. | M21-1, Part III, Subpart iii, Chapter 2, Section I, Topic 1 (III.iii.2.I.1) |
| To create a new Block a clarifying procedures for priority processing of requests for service records in fully developed claims (FDCs) and claims pending greater than one year. | III.iii.2.I.1.a |
| * To create a new Block b clarifying the RO personnel authorized to submit priority requests for service records.
* To include the following circumstances requiring priority processing
* any claimant who is diagnosed with amyotrophic lateral sclerosis (ALS) or Lou Gehrig’s disease, and
* any Medal of Honor recipient.
* To update the mailbox addresses for correspondence regarding Veterans who were Seriously Injured/Very Seriously Injured (SI/VSI) in service and are not in receipt of VA benefits
* To include the procedure for follow-up requests.
 | III.iii.2.I.1.b |
| To relocate content pertaining to obtaining federal records in general, previously located in old Topic 57, Blocks a-c, to M21-1, Part III, Subpart iii, Chapter 1, Section C (III.iii.1.C). | III.iii.2.I.2.a-c (old) |
| To clarify exceptions to the procedures for following up on requests for records held by the National Personnel Records Center (NPRC). | III.iii.2.I.2.a |
| To create a new Block b with guidance for follow-up requests for records held by the National Guard or Reserves. | III.iii.2.I.2.b |
| * To remove redundant content previously located in old Block d.
* To clarify the procedure for application in both eFolder and paper claims folder processing.
* To provide direction to the use of the Veterans Information Solution (VIS) as a more immediate resource.
 | III.iii.2.I.2.d |
| To create a new Block e with guidance for submitting requests to the Joint Services Records Research Center (JSRRC). | III.iii.2.I.2.f |
| To specify that follow-up requests to JSRRC must be completed by a Military Records Specialist (MRS). | III.iii.2.I.2.i |
| To delete the unnecessary place-holder old Topic 58. | III.iii.2.I.58 (old) |
| To delete old Topic 59 due to relocation of its content to III.iii.1.C. | III.iii.2.I.59 (old) |
| To delete old Block c with an irrelevant best practice due to new process for obtaining service records from Reserve and National Guard units. | III.iii.2.I.3.c (old) |
| To update contact information in the procedure for following-up on service record requests from National Personnel Records Center (NPRC). | III.iii.2.I.4.b |

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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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