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

**Veterans Benefits Administration June 26, 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 dependent(s) file with VA. * Minor editorial changes have also been made to * update incorrect or obsolete references * update obsolete terminology, where appropriate * 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 add a requirement that regional offices (ROs) use the Social Security Administration Government-to-Government Services Online (SSA-GSO) website to request SSA records. * To add a procedure for requesting the *Super User Guide* and a reference to the alternative method for requesting records. | M21-1, Part III, Subpart iii, Chapter 3, Section A, Topic 2, Block b  (III.iii.3.A.2.b) |
| * To streamline and clarify procedures for requesting SSA records from the SSA-GSO website. * To add a note that Federal tax information (FTI) requires additional safeguarding. | III.iii.3.A.2.c |
| To relocate procedures for following-up on an SSA-GSO request from III.iii.3.A.2.c to a new Block d. | III.iii.3.A.2.d |
| To relocate procedures for accessing SSA records sent through the SSA-GSO website to a new Block e . | III.iii.3.A.2.e |
| To relocate information from (old) Topic 5 on the types of records SSA will send to VA. | III.iii.3.A.2.f |
| To add a Veteran’s parents to the list of members’ monthly SSA benefit information is available through the SSA INQUIRY command in Share. | III.iii.3.A.4.a |
| * To delete (old) Topic 5, Blocks a and b as the information no longer applies. * To relocate (old) Topic 5, Block c to Topic 2, Block f. | -- |
| To add emphasis that users *must* use the SSA-GSO site as the primary means for requesting SSA records. | III.iii.3.A.7.a |
| To add a reminder that users should only use the alternative records request method if the SSA-GSO website is not available. | III.iii.3.A.7.b. |
| To delete Topic 9, which was previously reserved to preserve topic numbering. | -- |

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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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