## Section C. Control of Examinations

#### Overview

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| In This Section | This section contains the following topics: |

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| Topic | Topic Name |
| 1  | Control and Follow-Up of Examination Requests |
| 2  | Control of Future Examinations |

#### 1. Control and Follow-Up of Examination Requests

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| Introduction | This topic contains information about control and follow-up of examination requests, including* determining the appropriate suspense date for examinations, and
* checking the status of examination requests under special circumstances.
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| Change Date | May 1, 2015 |

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| a. Determining the Appropriate Suspense Date for Examinations | The initial suspense date of the pending end product (EP) is established automatically based on the suspense reason selected in the Veterans Benefits Management System (VBMS) or Modern Award Processing-Development (MAP-D).If the examination has not been completed once the suspense date matures, review the status in the Compensation and Pension Records Interchange (CAPRI), and update the suspense date based on the anticipated completion date of the examination.***Reference***: For information on how to receive automated e-mail notifications when examinations requested through CAPRI are completed or cancelled, see the [Guide for Updating Forwarding E-mail Addresses in CAPRI](http://vbaw.vba.va.gov/bl/21/DEMO/docs/CAPRI/CAPRIupdateemail.doc). |

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| b. Checking the Status of Examination Requests Under Special Circumstances | Use the table below to check the status of expedited or overdue examination requests. |

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| If the issue relates to … | Then the regional office (RO) personnel can check the status of the examination request by … |
| an expedited follow-up required by special circumstances | a telephone or personal conference with the clinical director, if needed. |
| * a request for an expedited examination, or
* an inquiry on the status of an overdue examination
 | telephone contact. |

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| ***Note***: Examinations that are cancelled without a *valid* reason must be returned to the examining facility as insufficient for rating purposes, if the rating activity determines that the examination is warranted.***Reference***: For more information on actions to take when an examination is determined as insufficient, see M21-1, Part III, Subpart iv, 3.D.3 |

#### 2. Control of Future Examinations

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| Introduction | This topic contains information about controlling future examinations, including* types of future examination controls
* establishing future examination control in a rating decision
* establishing future examination control without a rating decision
* action when the control period for the future examination matures, and
* reviewing 100 percent service connected (SC) disability cases with no Chapter 35 eligibility, and with no future exam diary.
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| Change Date | July 31, 2015 |

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| a. Types of Future Examination Controls | The different types of future examination controls are* control established through completion of a rating decision, and
* control established without a rating decision.
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| b. Establishing Future Examination Control in a Rating Decision | Use the table below for information on establishing future examination control in a rating decision completed using VBMS for Rating (VBMS-R) or Rating Board Automation (RBA) 2000. |

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| If a future examination … | Then in the EXAMINATION section of the ISSUE MANAGEMENT – DECISION ENTRY screen … |
| should be scheduled immediately, or during the current month | select AT ONCE. |
| should be scheduled at a later date | enter the future examination date in the DATE field.***Note:*** The earliest date allowed is the first day of the following month. If an earlier examination is required, select AT ONCE.  |
| is not warranted | select STATIC DISABILITY (NO EXAM). |

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| ***References***: For more information on* the ISSUE MANAGEMENT screen in
* RBA2000, see the [RBA2000 User Guide](http://vbaw.vba.va.gov/VetsNet/RBA2000_Docs/webhelp/RBA2000_Help.htm), or
* VBMS-R, see the [VBMS-Rating User Guide](http://vbaw.vba.va.gov/VBMS/docs/VBMS_Rating_UserGuide.pdf)
* examination requests, see M21-1, Part III, Subpart iv, 3.A
* determining the need for review examinations, see M21-1, Part III, Subpart iv, 3.B.2, and
* determining basic eligibility to Dependents’ Educational Assistance (DEA), see M21-1, Part IX, Subpart ii, 2.1.
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| c. Establishing Future Examination Control Without a Rating Decision | Use the table below for information on establishing future examination control when the rating activity determines that a review examination is necessary, but control is not established by a rating decision. |

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| **If ...** | **Then establish control by using...** |
| * there is an active corporate record, and
* another future examination diary is not currently pending
 | the diary command in Share with reason code 01.***Note:*** A future examination diary cannot be added for a date greater than five years in the future. |
| * there is not an active corporate record, and
* the examination date is neither
* less than 10 days in the future, nor
* greater than one year in the future
 | a future pending issue under end product (EP) 310 established in VBMS or Share. |
| the future examination cannot be controlled under either situation described above | a local diary.***Note***: Individual ROs may exercise discretion in the manner in which they control these cases. |

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| ***Reference***: For more information on establishing future examination control in* Share, see the [Share User Guide](http://css.vba.va.gov/SHARE/), or
* VBMS, see the [VBMS User Guide](http://vbaw.vba.va.gov/VBMS/docs/VBMS_Release_8_0_UserGuide_UsersEdition.pdf).
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| d. Action When the Control Period for the Future Examination Matures  | When an810 series work item *631A Future Physical Examination* or *631R Review Need for Reevaluation* is generated, a future pending issue matures, or a local diary matures, the claims folder is referred to the rating activity for review. Use the table below to determine the subsequent action. |

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| **If the rating activity determines that it is necessary to …** | **Then …** | **And …** |
| proceed with the examination | establish an EP 310* use the date on the 810 series work item, *631A Future Physical Examination*, or *631R Review Need for Reevaluation* as the date of claim, and
* ensure the SUPPRESS ACKNOWLEDGEMENT LETTER checkbox is selected.

***Note***: Do not establish an EP 310 if another EP is already pending for the specific disability under review. Instead, complete all necessary action under the existing EP. | request an examination.  |
| cancel the examination | complete a rating decision to establish permanency. |
| advance the date of the examination | cancel the future examination control | * establish a new future examination control, and
* add a system note including the
* reason(s) for postponing, and
* new date of the examination.
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| **e. Reviewing 100 Percent SC Disability Cases with no Chapter 35 eligibility, and with no Future Exam Diary** | A work item 810 or an EP 684 will generate on a recurring basis, when the corporate record does not show a future review examination diary for a Veteran who has a 100 percent service connected evaluation but has not been rated eligible for Chapter 35 benefits.***Exception***: Chapter 35 is not applicable in the above situation by reason of a qualifying disability under [38 U.S.C. 1151](https://www.law.cornell.edu/uscode/text/38/1151). Ensure the *1151 P&T* flash is added in these cases, following instructions for “Accessing Corporate Flashes” in the [Share User Guide](http://vbaw.vba.va.gov/bl/21/Systems/share.htm), to prevent unnecessary work items or EP 684s.EP 684s will continue to be generated for cases that have no controls in place (i.e., work item, EP 310, or EP 600), with bimonthly reports. EP 684 should not be established locally at the Regional Offices (ROs).If an EP 684 or 810 work item is pending for this situation, the claims folder must be reviewed to determine if action is necessary, such as* is a review examination needed, or
* can the specific disability be identified as “*permanent and total*”, and Chapter 35 eligibility addressed in a rating decision.
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| **If the issue is ...** | **Then ...** |

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| resolved (i.e., most current rating decision is accurate, corporate record was corrected, and the Veteran was notified, if applicable) | * cancel the work item or EP 684
* add a note in VBMS explaining why no action was necessary, and
* take no further action.
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| not resolved and there is a work item | * if an examination is needed
* clear the work item
* establish an EP 310 (with date of claim matching the date of the work item)
* request the examination, and
* complete the rating decision under the EP 310.
* if an examination is *not* needed
* clear the work item
* establish an EP 310
* complete a rating decision addressing eligibility to Chapter 35 benefits.
 |
| not resolved and there is an EP 684 pending | * if an examination is needed
* request the examination,
* keep the EP 684 pending, and
* complete the rating decision under the EP 684.
* If an examination is *not* needed
* complete a rating decision addressing eligibility to Chapter 35 benefits under the EP 684.
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| ***Notes***: * Clearing both an EP 684 and an EP 310 is not allowed to address the review exam issue for the same condition within the same timeframe. In situations where both a work item and an EP 684 are pending for the same exam review, due to a lag in batch processing, follow the guidance below
* If the work item was pending first, cancel the EP 684, clear the work item, and establish the EP 310 (if not already established)
* If the EP 684 was pending first, cancel the work item and any related EP 310 that might have been established, and control completion of the review under the EP 684.
* A rating decision is needed whenever permanency is established, whether the permanency is based on new evidence and/or cancellation of a future examination.

Notification to the Veteran should be accomplished whenever Chapter 35 is granted for the first time.***Reference***: For more information on rating considerations under Chapter 35, see M21-1, Part IX, Subpart ii, 2.1. |