

## Transmittal Sheet

**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 v, “General Authorization Issues and Claimant Notification.”

*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.
- Minor editorial changes have also been made to
  - update incorrect or obsolete hyperlink references
  - update the term “notification letter” to “decision notice”
  - update obsolete terminology, where appropriate
  - update section and topic titles to more accurately reflect their content
  - reorganize blocks to provide a more logical flow of information
  - remove references to and blocks containing information about the Benefits Delivery Network (BDN), as the Department of Veterans Affairs (VA) is no longer using BDN to process awards/denials (except burial awards/denials, as noted in M21-1MR, Part III, Subpart v, Chapter 2, Section A, Topic 7, Block b (III.v.2.A.7.b))
  - clarify block labels and/or block text, and
  - bring the documents into conformance with M21-1MR standards.

Reason(s) for the Change	Citation	Page(s)
Add a block that discusses the application of 38 CFR 3.31 and Section 605 of Public Law 111-275.	III.v.2.A.2.b	2-A-5
<ul style="list-style-type: none"> <li>• Combine (old) III.v.2.A.b and d.</li> <li>• Add exceptions to the instructions in Stage 1.</li> </ul>	III.v.2.A.2.c	2-A-6
Delete the unnecessary examples of denials.	III.v.2.A.3.a	2-A-8
Add a paragraph stating that even though a denial is not processed through the Veterans Service Network (VETSNET), <ul style="list-style-type: none"> <li>• the claimant must still be notified of the denial, and</li> <li>• the denial may still be subject to authorization by a Senior Veterans Service Representative.</li> </ul>	III.v.2.A.4.a and b	2-A-11 and 2-A-12
Add the definition of “duplicate claim.”	III.v.2.A.4.b	2-A-12

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# Transmittal Sheet, Continued

## Changes Included in This Revision (continued)

Reason(s) for the Change	Citation	Page(s)
<ul style="list-style-type: none"> <li>• Combine (old) III.v.2.A.4.g and h.</li> <li>• Replace instructions for identifying and handling informal claims and incomplete applications with hyperlinks to the sections of M21-1MR where this topic is more appropriately discussed.</li> </ul>	III.v.2.A.4.c	2-A-12
Clarify that all development actions must be complete before routing a claim to the rating activity.	III.v.2.A.5.a	2-A-13
Make reference to the exceptions in Stage 1 of the table under III.v.2.A.2.c.	III.v.2.A.5.b and c	2-A-14 and 2-A-15
Add an exception to the instructions contained in this block.	III.v.2.A.6.a	2-A-16
<ul style="list-style-type: none"> <li>• Add examples of “good cause” for not appearing for a scheduled VA examination.</li> <li>• Modify the information in Stage 2 of the table to comply with 38 CFR 3.655(b).</li> <li>• Add an exception to the information contained in Stage 4.</li> <li>• Clarify in Stage 4 that a claimant may submit a properly executed disability benefits questionnaire (DBQ) in lieu of agreeing to submit to a VA examination.</li> </ul>	III.v.2.A.6.b	2-A-17
Add reference to the exceptions in Stage 1 of the table under III.v.2.A.2.c.	III.v.2.A.6.c	2-A-19
Delete (old) III.v.2.A.2.f. This block contained references to sections within M21-1 and M21-1MR that describe the processes for handling benefit-specific decisions. The current M21-1MR index and search functionality obviate the need for this block. Additionally, now that VA no longer uses BDN to process awards, there is no need for a reference to sections of M21-1 that contain instructions for using this system.	---	---

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# Transmittal Sheet, Continued

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## Changes Included in This Revision (continued)

Reason(s) for the Change	Citation	Page(s)
Delete III.v.2.A.4.a because <ul style="list-style-type: none"> <li>• the portions of it that refer to BDN are no longer necessary</li> <li>• the <i>Notes</i> in this block duplicate information provided in a previous block in this section (III.v.2.A.2.c), and</li> <li>• the paragraph labeled as “important” discusses denial actions that must be processed through VETSNET, which is irrelevant, as the focus of this topic is out-of-system denial actions.</li> </ul>	---	---

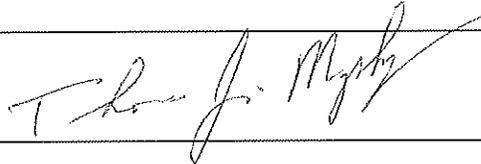
**Rescissions**      None

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**Authority**            By Direction of the Under Secretary for Benefits

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**Signature**




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Thomas J. Murphy, Director  
Compensation Service

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