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

**Veterans Benefits Administration April 28, 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 v, “General Authorization Issues and Claimant Notifications.”***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 the term “veteran” to “Veteran”
* update obsolete terminology, where appropriate
* replaced SL code 6 with “retired pay indicator”
* replaced master record with “corporate record”
* remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided
* 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 clarify that the Retirement Pay Coordinator will handle pay inquiries that can’t be verified during normal development procedures. | M21-1, Part III, Subpart v, Chapter 5, Section C, Topic 1, Block b(III.v.5.C.1.b) |
| * To create new Topic 2 to separate the responsibilities of the retirement pay coordinator from information on contacting Defense Finance and Accounting Service (DFAS).
* To move blocks III.v.5.C.1.c, III.v.5.C.1.d, III.v.5.C.1.e, III.v.5.C.1.f, and III.v.5.C.1.g to new Topic 2.
 | III.v.5.C.2 |
| To add information about the web-based application Veterans Information Solution (VIS). | III.v.5.C.2.a |
| To add content and procedures to reflect the use of VIS to verify retired pay. | III.v.5.C.2.b |
| To relocate the information from old block III.v.5.C.1.c | III.v.5.C.2.c |
| * To relocate the information from old block III.v.5.C.1.d
* To update form for telephone contact to VA Form 27-0820, Report of General Information.
 | III.v.5.C.2.d |
| To relocate the information from old block III.v.5.C.1.e | III.v.5.C.2.e |
| To relocate the information from old block III.v.5.C.1.f | III.v.5.C.2.f |
| * To relocate the information from old block III.v.5.C.1.g
* To update the fax number for the U.S. Coast Guard Personnel Service Center
* To update the retired pay center (RPC) for a Public Health Service (PHS) Veteran’s award processed prior to January 1, 2014, to the Public Health Service Retired Pay Center.
 | III.v.5.C.2.g |
| To remove outdated information about RPCs and the automatic transmission of adjustments for three or more award periods. | III.v.5.C.3.a |
| To delete old block III.v.5.C.4.g because the process of using writeouts is no longer used.  | -- |
| To delete old topic III.v.5.C.18 because the process of using writeouts is no longer used. | -- |
| To delete old topic III.v.5.C.20 because the RPCs no longer use DD Form 1285, *Request for VA Compensation or Pension Information*, as they now have access to the Department of Veteran Affairs (VA) corporate data. | -- |

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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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