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

**Veterans Benefits Administration July 11, 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 vi, “Miscellaneous Authorization 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 * update the U.S. Soldiers’ and Airmen’s Home to Armed Forces Retirement Home * remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided * 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 add precedent opinion of VA General Counsel as an additional source of liberalizing VA issue. | M21-1, Part III, Subpart vi, Chapter 8, Topic 1, Block a (III.vi.8.1.a) |
| * To replace the outdated use of *VA Form 20-6560, Notice of Benefit Payment Transaction*, with the current procedure of using Work Item 810, *VA Form 20-6560, Notice of Benefit Payment Transaction*, with message code 612, *Account Suspended - Undeliverable Payment*. * To add references to the *VETSNET 800 Series Work Items Desk Reference* for additional information on 800 series work items. | III.vi.8.2.a |
| * To replace the outdated use of *VA Form 20-6560, Notice of Benefit Payment Transaction*, with the current procedure of using Work Item 810, *VA Form 20-6560, Notice of Benefit Payment Transaction*, with message code 612, *Account Suspended - Undeliverable Payment*. * To update procedure for stopping an award for a Veteran’s disappearance to reflect current award processing procedures and remove outdated Benefits Delivery Network (BDN) language. * To add a note with additional instructions for making every reasonable effort to obtain a current address for a Veteran before stopping an award for disappearance. * To add a note with additional information about the web address locator service * To add a reference to additional information about issues regarding a claimant’s address. * To add references to the *VETSNET Awards User Guide* and *Veteran Benefits Management System (VBMS) Awards User Guide* for additional information on stopping awards for a Veteran’s disappearance. | III.vi.8.2.b |
| * To add the requirement for use of *VA Form 21-0788, Information Regarding Apportionment of Beneficiary’s Award*. * To remove out dated procedures for using an Eligibility Verification Report (EVR) which are no longer in use. | III.vi.8.3.b |
| * To remove the outdated and unnecessary procedure of preparing record purpose Veteran awards. * To add a reference to the *VETSNET Awards User Guide* for additional information on preparing apportionment awards. | III.vi.8.3.c |
| To remove Step 4 in the table due to the outdated and unnecessary procedure of preparing record purpose Veteran awards. | III.vi.8.3.f |
| To remove old Block III.vi.8.3.g due to the outdated and unnecessary procedure of preparing record purpose Veteran awards. | --- |
| To update remove outdated Benefits Delivery Network (BDN) language. | III.vi.8.4.e |
| To update remove outdated Benefits Delivery Network (BDN) language. | III.vi.8.5.a |
| To update procedure for when insurance applications are sent to the Veteran and remove outdated Benefits Delivery Network (BDN) language. | III.vi.8.6.b |
| To consolidate information about underwriters data extraction from III.vi.8.6.b. | III.vi.8.6.c |
| To add that notification of a decision must be sent to the Insurance Center (IC) when the IC requests a competency determination. | III.vi.8.6.j |
| * To update procedures to reflect paperless claims processing. * To add a reference to additional information on the jurisdiction of the fiduciary hubs. | III.vi.8.8.e |
| To remove old Block III.vi.8.8.f about responsibility for handling requests for foreign field examinations due to outdated procedures based on consolidation of fiduciary activity to fiduciary hubs. | --- |
| * To update procedures for handling a request for a foreign field examination based on the consolidation of fiduciary activity to fiduciary hubs. * To add a reference to additional information on the jurisdiction of the fiduciary hubs. | III.vi.8.8.f |
| To update remove outdated and unnecessary Benefits Delivery Network (BDN) language. | III.vi.8.9.b |
| To update remove outdated and unnecessary Benefits Delivery Network (BDN) language | III.vi.8.9.f |

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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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