#### Department of Veterans Affairs M21-1, Part IV, Subpart ii

**Veterans Benefits Administration August 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 IV, “Compensation DIC, and Death Compensation Benefits,” Subpart ii, “Compensation.”  ***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 * renumber each topic based on the standard that the first topic in each section is Topic 1 * reassign alphabetical designations to individual blocks and repaginate, 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 revise information on address locator services. | M21-1, Part IV, Subpart ii, Chapter 3, Section B, Topic 1, Block c (IV.ii.3.B.1.c) |
| To add a new topic that discuss the protocol for scheduling exams using Veterans Health Administration (VHA) RSVP program. | IV.ii.3.B.2 |
| To add guidance that informs the target audience to send the claim to the rating activity for a final rating, if the Veteran does not respond to the due process letter after 60 days. | IV.3.B.3.f |
| To add a reference that informs the target audience good causes to consider when a claimant fails to report for an examination | IV.ii.3.B.3.g |
| To delete old Block h which contained guidance that informs the target audience good causes to consider when a claimant fails to report for an examination as this is now addressed in I.1.C. | -- |
| To add guidance that informs the target audience what action to take if a Veteran requests a hearing. | IV.ii.3.B.3.h |
| To remove outdated Benefits Delivery Network (BDN) guidance and provide current Veterans Benefits Management System (VBMS) guidance. | IV.ii.3.B.3.i |
| To add additional guidance that informs the target audience to   * process the awards after rating is complete, and * ensure the corporate record is updated to reflect the new rating information. | IV.ii.3.B.4.b |
| To delete old Block e which contained guidance that informed the target audience how to handle awards in suspense for six months. | -- |
| To add guidance that discusses abandoned claims. | IV.ii.3.B.4.e |
| To revise guidance and remove content that discusses the failure of a claimant to prosecute a claim. | IV.ii.3.B.4.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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