## Chapter 3. Specially Adapted Housing (SAH) or Special Housing Adaptation (SHA) Grants

#### 1. Eligibility for SAH or SHA Grants

|  |  |
| --- | --- |
| Introduction | This topic contains information about the eligibility for specially adapted housing (SAH) or special housing adaptation (SHA) grants, including * general information on SAH and SHA grants
* eligibility for SAH grants
* eligibility for SHA grants
* SAH or SHA claims based on paired organs or extremities
* reduction of benefits due to tort judgment or settlement, and
* temporary SAH criteria under *Public Law (PL) 112-154*.
 |

|  |  |
| --- | --- |
| Change Date | October 28, 2015 |

|  |  |
| --- | --- |
| a. General Information on SAH and SHA Grants | The Department of Veterans Affairs (VA) administers two types of grants to assist seriously disabled Veterans and service members in adapting housing to their special needs* specially adapted housing (SAH), and
* special housing adaptation (SHA).

***SAH grant basic entitlement***An eligible person may receive a grant of not more than 50 percent of the cost of a specially adapted house, up to the total maximum allowable by law. ***SHA grant basic entitlement***An eligible person may receive a grant for the actual cost to adapt a house or for the appraised market value of necessary adapted features already in a house when it was purchased, up to the total maximum allowable by law. ***Notes***: * Under [38 U.S.C. 2101A](https://www.law.cornell.edu/uscode/text/38/2101A), [38 CFR 3.809](http://www.ecfr.gov/cgi-bin/text-idx?SID=7999b42c1391c5faf6b3bc41488b9219&node=se38.1.3_1809&rgn=div8) and [3.809a](http://www.ecfr.gov/cgi-bin/text-idx?SID=fec4d8babd95b9b1df4f106b163e078a&node=se38.1.3_1809a&rgn=div8), grants may be made to active duty members of the Armed Forces who meet the criteria for benefits based on disabilities incurred or aggravated in the line of duty.
* Under [38 U.S.C. 2102(d)](http://law.cornell.edu/uscode/html/uscode38/usc_sec_38_00002102----000-.html), a claimant may receive up to three awards of SAH or SHA benefits, as long as the total amount received does not exceed the statutory amount of entitlement.
 |

|  |  |
| --- | --- |
| b. Eligibility for SAH Grants | Eligibility for assistance in acquiring SAH exists when * a Veteran is entitled to compensation under [38 U.S.C. Chapter 11](http://www.law.cornell.edu/uscode/text/38/part-II/chapter-11) for a permanently and totally disabling qualifying condition, *or*
* a service member on active duty has a permanently and totally disabling qualifying condition incurred or aggravated in the line of duty

Qualifying conditions are* amyotrophic lateral sclerosis (ALS)
* loss or loss of use of
* both lower extremities
* one lower extremity and one upper extremity affecting balance or propulsion, *or*
* one lower extremity plus residuals of organic disease or injury affecting balance or propulsion such as to preclude locomotion without the aid of braces, crutches, canes, or a wheelchair
* loss or loss or use of both upper extremities precluding use of the arms at or above the elbow
* blindness in both eyes, having light perception only, and the loss or loss of use of one lower extremity, ***or***
* a severe burn injury with full thickness or subdermal burns that have resulted in contractures with limitation of motion of
* two or more extremities, or
* at least one extremity and the trunk.

***Notes***: * Compensation under [38 U.S.C. Chapter 11](http://www.law.cornell.edu/uscode/text/38/part-II/chapter-11) includes compensation for service-connected (SC) disabilities and disabilities “as if” SC under [38 U.S.C. 1151](http://www.law.cornell.edu/uscode/text/38/1151).
* “Preclude locomotion” means the necessity for regular, constant use of a wheelchair, braces, crutches *or* canes as a normal mode of locomotion although occasional locomotion by other methods may be possible.
* The use of a prosthesis is eligible for entitlement to SAH, as a prosthetic device is the equivalent of the use of braces under the regulation.
* Effective October 1, 2012, *Public Law* (*PL) 112-154*, “Honoring America’s Veterans and Caring for Camp Lejeune Families Act of 2012,’’ added new, temporary criteria for SAH. These are addressed in M21-1, Part IX, Subpart i, 3.1.f.
* Although [38 CFR 3.809](http://www.ecfr.gov/cgi-bin/text-idx?SID=7999b42c1391c5faf6b3bc41488b9219&node=se38.1.3_1809&rgn=div8) provides that ALS is a qualifying condition for SAH when evaluated 100 percent disabling under [38 CFR 4.124a, diagnostic code (DC) 8017](http://www.ecfr.gov/cgi-bin/text-idx?SID=a10e55fa073d51359972fced93f74759&node=se38.1.4_1124a&rgn=div8),whenever there is a diagnosis of ALS there is a qualifying condition for SAH purposes. Any diagnosis of ALS is sufficient to support the assignment of a permanent 100 percent evaluation under DC 8017 or a hyphenated DC (8017-XXXX) for the predominant complication of ALS. Do not issue a denial when multi-system effects of ALS are separately evaluated with a single 100 percent evaluation assigned for a complication of ALS under a hyphenated DC.
* The regulatory change to [38 CFR 3.809](http://www.ecfr.gov/cgi-bin/text-idx?SID=7999b42c1391c5faf6b3bc41488b9219&node=se38.1.3_1809&rgn=div8) allowing for qualification based on ALS (78 FR 72573) is applicable to all applications for SAH pending before VA on, or received after, December 3, 2013.
* A Veteran’s entitlement to a total rating based on individual unemployability, pursuant to [38 CFR 4.16](http://www.ecfr.gov/cgi-bin/text-idx?SID=5fd9d3ee6fc55565a7192794059d6ff6&node=se38.1.4_116&rgn=div8), satisfies the requirement for a total SC disability for SAH eligibility purposes.

***References***: For more information on * the criteria for SAH see
* [38 CFR 3.809](http://www.ecfr.gov/cgi-bin/text-idx?SID=7999b42c1391c5faf6b3bc41488b9219&node=se38.1.3_1809&rgn=div8)
* [38 U.S.C. Chapter 21](http://law.cornell.edu/uscode/html/uscode38/usc_sup_01_38_10_II_20_21.html)
* [*Kilpatrick v. Principi*](http://vbaw.vba.va.gov/bl/21/Advisory/CAVCDAD.htm#bmk)*,* 327 F3d. 1375 (Fed. Cir. 2003)
* the criteria for finding blindness with light perception only, see M21-1, Part IV, Subpart ii, 2.H.4.j
* the criteria for finding loss of use of a hand or foot, see M21-1, Part IV, Subpart ii, 2.H.4.e, f
* the criteria for compensation under [38 U.S.C. 11](http://www.law.cornell.edu/uscode/text/38/1151)51, see M21-1, Part IV, Subpart ii, 2.G, and
* evaluating ALS, see M21-1, Part III, Subpart iv, 4.G.6.
 |

|  |  |
| --- | --- |
| c. Eligibility for SHA Grants | Eligibility for assistance in acquiring SHA exists when* a Veteran is entitled to compensation under [38 U.S.C. Chapter 11](http://www.law.cornell.edu/uscode/text/38/part-II/chapter-11) for a qualifying condition, or
* a service member on active duty has a qualifying condition incurred or aggravated in the line of duty.

Qualifying conditions are* blindness with visual acuity of 20/200 or less in each eye
* permanent and total disability from loss or loss of use of both hands, or
* permanent and total disability from a severe burn injury
* deep partial thickness burns that have resulted in contractures with limitation of motion of
* two or more extremities, or
* at least one extremity *and* the trunk
* full thickness or subdermal burns that have resulted in contracture(s) with limitation of motion of
* one or more extremities, or
* the trunk, or
* residuals of an inhalation injury, including, but not limited to
* pulmonary fibrosis
* asthma, or
* chronic obstructive pulmonary disease (COPD).

***Notes***: * Eligibility only exists for SHA if the claimant is not entitled to, and has not previously received, SAH.
* Compensation under [38 U.S.C. Chapter 11](http://www.law.cornell.edu/uscode/text/38/part-II/chapter-11) includes compensation for SC disability as well as for disabilities “as if” SC under [38 U.S.C. 1151](http://www.law.cornell.edu/uscode/text/38/1151).
* Blindness is assessed based on central distance visual acuity with the use of a standard correcting lens.
* For SHA purposes a visual field that subtends an angle no greater than 20 degrees is considered the equivalent of 20/200 visual acuity. This is synonymous with average contraction of the visual field to no more than 20 degrees.
* Effective October 1, 2012, *PL 112-154* changed the visual acuity standard for SHA from 5/200 to 20/200, added the visual field equivalent and removed the requirement that visual impairment be permanently and totally disabling.
* Qualification for SHA based on a respiratory disorder requires more than a showing of permanent and total disability from a respiratory diagnosis such as pulmonary fibrosis, asthma or COPD. The diagnosis must have resulted from an inhalational injury caused by breathing steam or toxic fumes, gases and mists present in a fire environment (including, but not limited to, acrolein, chlorine, phosgene, and nitrogen dioxide).

***References***: For more information on* eligibility for SHA, see
* [38 U.S.C. 2101](http://www.law.cornell.edu/uscode/text/38/2101), and
* [38 CFR 3.809a](http://www.ecfr.gov/cgi-bin/text-idx?SID=7999b42c1391c5faf6b3bc41488b9219&node=se38.1.3_1809&rgn=div8)
* the criteria for finding loss of use of a hand, see M21-1, Part IV, Subpart ii, 2.H.4.e, and
* the criteria for compensation under [38 U.S.C. 1151](http://www.law.cornell.edu/uscode/text/38/1151), see M21-1, Part IV, Subpart ii, 2.G.
 |

|  |  |
| --- | --- |
| d. SAH or SHA Claims Based on Paired Organs or Extremities | Even though compensation may be payable under [38 CFR 3.383](http://www.ecfr.gov/cgi-bin/text-idx?SID=17a1c3fa4a6b1db3a3ff479a13ad5c75&node=se38.1.3_1383&rgn=div8), claimants do not qualify for SAH or SHA grants if they suffered a loss of paired SC and non-service-connected (NSC) organs or extremities.***Reference***: For more information on entitlement to compensation for loss of SC and NSC organs and extremities, see [38 U.S.C. 1160](http://law.cornell.edu/uscode/html/uscode38/usc_sec_38_00001160----000-.html). |

|  |  |
| --- | --- |
| e. Reduction of Benefits Due to Tort Judgment or Settlement | SAH or SHA benefits must be reduced by an “offset amount” in cases where a judgment or settlement of a tort claim against the United States is granted for disability established under [38 U.S.C. 1151](http://law.cornell.edu/uscode/html/uscode38/usc_sec_38_00001151----000-.html), if the tort judgment or settlement* becomes final
* on or after December 10, 2004, but
* before the date VA awards SAH benefits, and
* includes an amount specifically designated for housing.

***Notes***:* Contact local Regional Counsel to determine whether a judgment or settlement qualifies for offset under [38 CFR 3.363](http://www.ecfr.gov/cgi-bin/text-idx?SID=06f3cc4352c124d6e03d59f9844a59ad&node=se38.1.3_1363&rgn=div8).
* If the offset amount exceeds the amount of the SAH benefits awarded, the excess amount is offset against VA compensation.

***Reference***: For more information on the offset of benefits, see M21-1, Part IV, Subpart ii, 3.D. |

|  |  |
| --- | --- |
| f. Temporary SAH Criteria Under PL 112-154 | Section 202 of *PL 112-154* amended [38 U.S.C. § 2101(a)(2)](http://www.law.cornell.edu/uscode/text/38/2101) to temporarily expand eligibility for SAH for Veterans who served and became permanently disabled on or after September 11, 2001. The statutory change went into effect October 1, 2012. The amendment adds a basis for qualification for SAH: permanent loss or loss of use of one or more lower extremities, severely affecting the functions of balance or propulsion as to preclude locomotion without the use of braces, crutches, canes, or a wheelchair. The law, as extended by *PL114-58*, authorizes SAH assistance only for applications approved by September 30, 2016.***Notes***: * Although the Section 202 amendment refers to “Veterans”, under [38 U.S.C. 2101A](http://www.law.cornell.edu/uscode/text/38/2101A) any reference to “Veterans” in the chapter includes active duty service members with a qualifying disability incurred or aggravated in the line of duty.
* Loss or loss of use under the temporary eligibility provisions does not have to be totally disabling.
* *PL 114-58* provides that the Secretary may not approve payment of more than 30 applications for assistance under the temporary provisions, per Fiscal Year (FY), during FYs 2014 thru 2016. This does not affect regional office (RO) processing of SAH issues.
 |

#### 2. Responsibility for Determinations in SAH or SHA Claims

|  |  |
| --- | --- |
| Introduction | This topic contains information on the responsibility of different VA divisions for making determinations in SAH or SHA claims, including * responsibility for determining SAH/SHA eligibility and entitlement, and
* responsibility for medical feasibility determinations in SAH/SHA claims.
 |

|  |  |
| --- | --- |
| Change Date | July 15, 2015 |

|  |  |
| --- | --- |
| a. Responsibility for Determining SAH/SHA Eligibility and Entitlement | The table below lists the relative responsibilities of the Loan Guaranty Division’s Regional Loan Center (RLC) and the Veterans Service Center (VSC) in determining SAH/SHA eligibility and entitlement.  |

|  |  |
| --- | --- |
| The RLC is Responsible for … | The VSC is Responsible for … |
| determining entitlement to, and payment of, SAH and SHA. Conditional approval includes consideration of * disability requirements
* feasibility and suitability, and
* usage or dollar amounts of assistance available vs. any amounts previously paid.

Final approval requires consideration of property requirements including * details of proposed adaptations
* ownership
* certifications
* insurance, and
* geographical limitations.
 | making determinations on basic eligibility disability requirements listed in M21-1, Part IX, Subpart i, 3.1.b and c, under the circumstances listed in M21-1, Part IX, Subpart i, 3.3.a.  |

|  |
| --- |
| ***Note***: Each VSC must designate a point of contact for SAH/SHA claims who will* maintain the SAH/SHA mailbox, and
* correspond with the RLC of jurisdiction when necessary.

***References***: For more information on * Loan Guaranty assistance to eligible individuals in acquiring adapted housing see [38 CFR 36.4400 – 36.4411](http://www.ecfr.gov/cgi-bin/text-idx?SID=5b39ac8d5b462e0a1b3df0a4dfd40d9c&mc=true&node=sp38.2.36.c&rgn=div6), and
* SAH/SHA mailbox addresses at RLCs to use for correspondence, see M21-1, Part IX, Subpart i, 3.3.i.
 |

|  |  |
| --- | --- |
| b. Responsibility for Medical Feasibility Determinations in SAH/SHA Claims | A ***determination of medical feasibility*** is needed when a Veteran is hospitalized or undergoing long-term care in a nursing home or other type care facility. This determination is made by a Veterans Health Administration (VHA) physician at the request of Loan Guaranty, with no involvement from VSC. |

#### 3. Processing Claims for SAH or SHA

|  |  |
| --- | --- |
| Introduction | This topic contains information on processing claims for SAH or SHA, including* when the VSC will make a SAH/SHA basic eligibility determination
* VA form requirement for SAH/SHA
* claims filed with RLC on *VA Form 26-4555*
* claims filed with VSC on
* *VA Form 26-4555*, or
* any other valid form
* a subordinate issue of basic eligibility to SAH/SHA raised by the record
* VSC SAH/SHA basic eligibility determination process
* further processing by the RLC after a VSC basic eligibility determination, and
* SAH/SHA mailbox addresses at RLCs.
 |

|  |  |
| --- | --- |
| Change Date | July 15, 2015 |

|  |  |
| --- | --- |
| a. When the VSC will make a SAH/SHA Basic Eligibility Determination  | The VSC will make a SAH/SHA basic eligibility determination when* a *VA Form 26-4555, Veteran’s Application in Acquiring Specially Adapted Housing or Special Home Adaptation Grant* is filed with a RLC *and* the RLC requests a determination, ***or***
* a claim is filed with the VSC on
* *VA Form 26-4555*, or
* another valid VA form, **or**
* the VSC grants a benefit that results in a subordinate issue of eligibility to the ancillary benefit of SAH or SHA.

***Exception***: The VSC will not make a basic eligibility determination when basic eligibility has already been established. ***References***: For more information on* claims for SAH/SHA filed with a
* RLC on VA From 21-4555, see M21-1, Part IX, Subpart i, 3.3.c
* VSC on VA From 21-4555, see M21-1, Part IX, Subpart i, 3.3.d, and
* VSC on another VA Form, see M21-1, Part IX, Subpart i, 3.3.e
* the subordinate issue of basic eligibility to the ancillary benefit SAH/SAH raised by the outcome of another claimed issue without a claim for SAH/SAH, see
* M21-1, Part IX, Subpart i, 3.3.f., and
* M21-1, Part III, Subpart iv, 6.B.2.a-b
* claims for disability benefits see [38 CFR 3.151](http://www.ecfr.gov/cgi-bin/text-idx?SID=3347b1e81a6d1bbce5521e36527335e7&mc=true&node=se38.1.3_1151&rgn=div8), and
* how to file a claim, see [38 CFR 3.155](http://www.ecfr.gov/cgi-bin/text-idx?SID=3347b1e81a6d1bbce5521e36527335e7&mc=true&node=se38.1.3_1155&rgn=div8).
 |

|  |  |
| --- | --- |
| b. VA Form Requirement for SAH/SHA | A Veteran or service member seeking SAH or SHA must complete a *VA Form 26-4555.* ***Important***: *VA Form 26-4555* is a prerequisite to the allowance of SAH/SHA by the RLC but is not a prerequisite to VSC action on the determination of basic entitlement. ***Reference***: For more information on *VA Form 26-4555* see the [VA Forms web site](http://www.vba.va.gov/pubs/forms/VBA-26-4555-ARE.pdf). |

|  |  |
| --- | --- |
| c. Claims Filed with RLC on VA Form 26-4555 | When a claimant seeks to initiate a claim for SAH/SHA by submitting a *VA Form 26-4555* to a RLC, the following activities occur:* for electronic submissions, the information from the *VA Form 26-4555* is transferred into the SAHSHA system automatically
* for paper submissions, the RLC will manually enter the information from the application into SAHSHA
* SAHSHA automatically creates an 890 work item (WI) when the electronic *VA Form 26-4555* is received or the information from the application is entered, and
* RLC staff will determine if a rating from the VSC has previously established basic eligibility.
* ***If so***, the RLC will proceed with a determination on entitlement following its policies and procedures. Since 890WIs are automatically generated, the VSC in these cases will subsequently review and clear the 890WI once it is determined that eligibility has already been established.
* ***If not,*** the 890 WI will prompt an eligibility determination by the VSC as provided in M21-1, Part IX, Subpart i, 3.3.g.

***Note***: Loan Guaranty uses the SAHSHA system to process and track *VA Forms 26-4555* electronically. |

|  |  |
| --- | --- |
| d. Claims Filed with VSC on VA Form 26-4555 | When a claimant seeks to initiate a claim for SHA/SHA by submitting *VA Form 26-4555* to the VSC* date stamp the *VA Form 26-4555*
* forward the application to the RLC of jurisdiction by
* mail, to the address of record, *or*
* encrypted e-mail to the RLC’s mailbox (refer to M21-1, Part IX, Subpart I, 3.3.i for mailbox addresses), and
* take any action required by the table below.
 |

|  |  |
| --- | --- |
| If basic eligibility to SAH/SHA... | Then ... |
| has previously been established by rating | no end product (EP) control or further VSC action is needed; the RLC will make the entitlement determination. |
| * has not been previously established by rating, or
* has been previously denied
 | make a basic eligibility determination as provided in M21-1, Part IX, Subpart i, 3.3.g.***Important***: Enter a note in the Veterans Benefits Management System (VBMS) indicating that the *VA Form 26-4555* was sent to the RLC. |

|  |
| --- |
| ***Note***: In the event a *VA Form 26-4555* is inadvertently scanned into the Centralized Mail Portal, VSC personnel must utilize the download functionality within the portal to download the mail image. Once in PDF format, send the document, via encrypted e-mail, to LGYADMINCORR.VBACO@va.gov. |

|  |  |
| --- | --- |
| e. Claims Filed with VSC on Any Other Valid VA Form | When a claim is received by the VSC on a valid VA form other than *VA Form 26-4555*,take any action required by the table below.  |

|  |  |
| --- | --- |
| If basic eligibility to SAH/SHA... | Then ... |
| has previously been established by rating | no EP control or further VSC action is needed; the RLC will make the entitlement determination based on its own policies and procedures. |
| * has not been previously established by rating, or
* has been previously denied
 | make a basic eligibility determination as provided in M21-1, Part IX, Subpart i, 3.3.g. |

|  |  |
| --- | --- |
| f. Subordinate Issue of Basic Eligibility to SAH/SHA Raised by the Record | When there is not a claim for SAH/SHA but the evidence and disposition of an issue demonstrates basic eligibility to SAH/SHA as provided in M21-1, Part III, Subpart iv, 6.B.2, take action as required by the table below.  |

|  |  |
| --- | --- |
| If basic eligibility to SAH/SHA... | Then ... |
| has previously been established by rating | do not include an SAH/SHA issue in the rating decision but do ensure the corporate database reflects the SAH/SHA eligibility grant.  |
| * has not been previously established by rating, or
* has been previously denied
 | make a basic eligibility determination as provided in M21-1, Part IX, Subpart i, 3.3.g. |

|  |  |
| --- | --- |
| g. VSC SAH/SHA Basic Eligibility Determination Process | The table below describes the stages of a VSC SAH or SHA basic eligibility determination process when a determination is necessary as provided in this topic.Where a determination is necessary under M21-1, Part IX, Subpart i, 3.3.a and f (a subordinate issue of basic eligibility to SAH/SHA is raised by the disposition of a claimed issue) the process starts with Stage 3.  |

|  |  |  |
| --- | --- | --- |
| Stage | Who Is Responsible | Description |
| 1 | VSC Authorization Activity | * Establishes an EP 290 with either a *Specially Adapted Housing* or *Special Home Adaptation* claim label, and
* issues a section 5103 notice, if required.

***Note***: In cases where a basic eligibility determination is triggered by an 890WI, the authorization activity must not clear the 890WI until final action is taken.  |
| 2 | VSC Authorization Activity | Refers the claim to the rating activity after either * development is complete, or
* no development is required *and* the 30-day section 5103 notice response period has expired.
 |
| 3 | VSC Rating Activity | Prepares a rating decision on basic eligibility. |
| 4 | VSC Authorization Activity | * Receives the rating decision
* sends a decision notice to the claimant, and
* clears the controlling EP to include the 890WI, if applicable.

***Important***: Due to the functionality of the SAHSHA program, there is no need for the VSC to send a copy of the rating decision to the RLC.***References***: For information on * sending a decision notice to the Veteran, see M21-1, Part III, Subpart v, 2.B, and
* appeals arising from rating decisions on SAH/SHA, see M21-1, Part IX, Subpart i, 3.4.a.
 |

|  |
| --- |
| ***Important***: The SAH/SHA VSC POC or another designated VSC employee should run a list in the Veterans Service Network (VETSNET) Operations Report (VOR) on a regular basis to identify pending 890WIs, and distribute for processing per local work assignments. For guidance on viewing 890WIs in VOR, see M21-1, Part III, Subpart v, 10.A.1.c.***Note***: It may be necessary to update the corporate record if a previous rating decision establishing eligibility to SAH or SHA does not appear in the system.***References***: For more information on * section 5103 notice, see M21-1, Part III, Subpart iii, 1.A
* when ancillary benefits are a subordinate issue, see M21-1, Part III, Subpart iv, 6.B.2
* examinations, see M21-1, Part III, Subpart iv, 3.A, and
* rating an ancillary issue, see the [*VBMS- Rating (VBMS-R) User Guide*](http://vbaw.vba.va.gov/VBMS/docs/VBMS_Rating_UserGuide.pdf).
 |

|  |  |
| --- | --- |
| h. Further Processing by the RLC After a VSC Basic Eligibility Determination  | The table below describes the stages of processing after the RLC receives notice in the SAHSHA system of a VSC determination that there is basic eligibility to SAH/SAH.  |

|  |  |
| --- | --- |
| If the eligibility determination... | Then ... |
| * *was* *not* initiated by a *VA Form 26-4555* submitted to the RLC (or forwarded to the RLC by the VSC), *and*
* the form is not otherwise of record.
 | before they can complete processing of the claim and determine entitlement * the RLC sends *VA Form 26-4555* to the Veteran or service member, *and*
* the Veteran or service member must complete and return the form to the RLC.
 |
| * *was* initiated by a *VA form 26-4555* submitted to the RLC or forwarded to the RLC by the VSC, *or*
* the form is otherwise of record
 | the RLC completes processing of the claim and determines entitlement. |

|  |  |
| --- | --- |
| i. SAH/SHA Mailbox Addresses at RLCs | The table below shows the encrypted SAH/SHA mailbox addresses to use when corresponding with the RLCs of jurisdiction. |

|  |  |
| --- | --- |
| RLC of Jurisdiction | SAH/SHA Mailbox Address |
| Atlanta | **VAVBAATL/RO/CNV** |
| Cleveland | VAVBACLE/RO/SAH325 |
| Denver | VAVBADEN/RO/SAH |
| Honolulu | VAVBAHON/RO/SAH |
| Houston | VAVBAHOU/RO/LGYSAH |
| Roanoke | SAHSHA |
| Phoenix | VAVBAPHO/45/SAH |
| St. Paul | VAVBASPL/RLC/SAH |
| St. Petersburg | **VAVBASPT/RLC/SAH** |

|  |
| --- |
| ***Reference***: For information on each RLC’s area of jurisdiction, see <http://vbaw.vba.va.gov/bl/26/rlcmap.htm>. |

#### 4. Processing Notices of Disagreement (NODs) or Substantive Appeals Based Upon the Denial of Basic Eligibility for SAH/SHA

|  |  |
| --- | --- |
| Change Date | July 15, 2015 |

|  |  |
| --- | --- |
| a. Filing NODs or Substantive Appeals Based Upon the Denial of Basic Eligibility for SAH/SHA | Claimants may file notices of disagreement (NODs) and subsequent substantive appeals based upon the denial of basic eligibility for SAH/SHA.The VSC is responsible for furnishing the statement of the case (SOC), any supplemental SOCs (SSOCs), and certification of appeal arising from rating decisions denying basic eligibility.If the claimant files an appeal document with the VSC with a SAH/SHA matter other than on basic eligibility forward the document to the RLC of jurisdiction. ***Reference***: For more information on NODs and SOCs, see M21-1, Part I, 5. |