

NEWS AND NOTES FOR FLORIDA VETERANS

Veterans Service Center, VA Regional Office
St. Petersburg, FL



July 2013

The "News and Notes for Florida Veterans" is published monthly by the Veterans Service Center, VA Regional Office, St. Petersburg, Florida, to provide information on VA benefit programs to veterans and dependents in Florida. The material presented does not have the effect of laws or regulations. Please send questions or comments on this newsletter to Veterans Service Center, ATTN: "News and Notes," PO Box 1437, St. Petersburg, FL 33731. We do not have the resources to maintain a mailing list for distribution to individuals; however this newsletter is available on the St. Petersburg VA Regional Office web site at <http://www.benefits.va.gov/stpetersburg/>.

NEW TECHNOLOGY IN PLACE FOR ELECTRONIC SUBMISSION OF VETERANS' DISABILITY CLAIMS (VA News Release) WASHINGTON – A new online application from the Department of Veterans Affairs (VA) enables disability compensation claims to be processed faster in a more end-to-end electronic environment, and VA is urging Veterans and their Veterans Service Organization (VSO) representatives to make full use of its capabilities to receive speedier decisions and reduce the backlog of claims.

The availability of the joint VA-Department of Defense Web portal eBenefits, which now integrates with the new internal Veterans Benefits Management System (VBMS) electronic claims processing system, marks a major milestone in VA's transformation from paper claims records to a fully digital operating environment, one of the keys to VA's goal to eliminate the disability claims backlog by the end of 2015. VBMS has now been fielded at all 56 Regional Offices across the country, ahead of schedule. VA will continue to upgrade and improve VBMS based on user feedback, and add features and tools that make it faster and easier to process claims. Instead of filling out and mailing paper forms to VA, Veterans can now use eBenefits to enter claim information online using a step-by-step, interview-style application, with pre-populated data fields and drop-down menus similar to popular tax preparation software.

By filing electronically, any compensation benefits that are awarded will be effective back to the date the Veteran started entering their claim information in eBenefits. From that initial claim establishment date, each Veteran has up to a year to gather all necessary records and hit "submit" to preserve their original date of claim.

eBenefits allows Veterans to upload digital images of records and evidence to support their claims, bypassing the need to physically mail in personal records and wait for confirmation of receipt. VA is advising Veterans to gather and submit all relevant medical records and file a Fully Developed Claim (FDC) in eBenefits, which entails entering all available evidence at the time the claim is

submitted and verifying to VA that they have no more evidence to submit. Veterans filing an FDC will receive priority processing over the traditional claims process. VA can typically process FDCs in half the time it takes for a traditionally filed claim, and there is no risk to Veterans in filing an FDC. If VA finds that there is a piece of relevant evidence that was not submitted by the Veteran, but is needed for a rating decision (like private medical records), claims processors will work to obtain that evidence on the Veteran's behalf and process the claim in the traditional way.

Once logged into eBenefits, Veterans can also choose to have an accredited VSO representative assist with their claim submission by filing an electronic power of attorney form. Using a companion portal, the chosen VSO representative, with proper authorization, will be able to see the contents of a Veteran's claim, track its status, and add additional information when needed. A Veteran and his representative can even work a claim simultaneously while both are logged into the system, enabling VSOs to assist more Veterans in their homes or even remotely.

VA will still accept claims in paper form, though processing may take longer than for an electronically-submitted claim. As of this summer, VA scans all new paper claims and uploads them into VBMS so they too can be processed electronically, though without many of the benefits provided when Veterans initiate the process in eBenefits such as guided questions that help ensure complete and accurate information and the immediate receipt of information without having to wait for the scanning and processing of paper documents. In addition to filing claims online, registered eBenefits users can track their claim status and access information on a variety of other benefits, like pension, education, health care, home loan eligibility, and vocational rehabilitation and employment programs.

A free Premium eBenefits account is required to file claims electronically. The quickest and most convenient method of establishing a free premium eBenefits account is to complete the remote verification process through the eBenefits home page, or use DoD's common access card

(CAC) to register for and/or upgrade to a free premium account. Veterans can also establish an account by telephone at 1-800-827-1000, option 7, if they are in receipt of VA benefits via direct deposit, or by visiting a VA regional office or TRICARE Service Center (if they are a military retiree). For the location of the nearest VA regional office, visit www.va.gov and search the VA regional benefits office locator.

While compensation claims are pending, eligible Veterans are able to receive healthcare and other benefits from VA. Veterans who have served in recent conflicts are eligible for 5 years of free healthcare from VA. Currently, over 55% of returning Iraq and Afghanistan Veterans are using VA healthcare, a rate of utilization greater than previous generations of Veterans.

For more information about VA benefits, go to <http://www.benefits.va.gov>. For more information on VA's Transformation, go to <http://benefits.va.gov/transformation>.

VA PROCESSES NEARLY ALL DISABILITY CLAIMS PENDING OVER 2 YEARS, MOVES TO COMPLETE THOSE OLDER THAN 1 YEAR (VA News Release)

WASHINGTON – The Department of Veterans Affairs (VA) announced that as a result of the initiative launched in April to expedite disability compensation claims decisions for Veterans who have waited a year or longer, more than 65,000-claims – or 97 percent of all claims over two years old in the inventory – have been eliminated from the backlog. The remaining two-year-old claims will be finalized in the coming days except for those that are outstanding due to unique circumstances, such as the unavailability of a claimant for a needed medical exam, military service, vacation, or travel overseas.

Veterans Benefits Administration (VBA) staff will now focus their efforts on completing the disability claims of Veterans who have been waiting over one year for a decision, while completing the final batch of oldest claims in progress.

VA continues to prioritize disability claims for homeless Veterans, those experiencing extreme financial hardship, the terminally ill, former Prisoners of War, Medal of Honor recipients, and Veterans filing Fully Developed Claims, which is the quickest way for Veterans to receive a decision on their compensation claim (<http://www.benefits.va.gov/fdc/>). Claims for Wounded Warriors separating from the military for medical reasons will continue to be handled separately and on a priority basis with the Department of Defense through the Integrated Disability Evaluation System (IDES).

Veterans who have served in combat since Nov. 11, 1998, are eligible for five years of free medical care for most conditions from VA. This eligibility was enacted through the National Defense Authorization Act of 2008.

Veterans can learn more about disability benefits on the joint Department of Defense/VA web portal eBenefits at

VA FACILITIES ADDRESSES AND TELEPHONE NUMBERS:

SUICIDE PREVENTION 1-800-273-8255

National Call Center for Homeless Veterans
1-877-4AID-VET (1-877-424-3838)

VA Regional Office, St. Petersburg - PO Box 1437, St. Petersburg, FL 33731 1-800-827-1000

Regional Processing Office, Atlanta, GA (education claims) - PO Box 100022, Decatur, GA 30031-7022
1-888-GIBILL1 (442-4551)
Telephone number for Chapter 30 self-verifications
1-877-823-2378

VA EFT Information Hotline (electronic funds transfer - direct deposit) 1-877-838-2778

Veterans Health Administration Toll-Free Hotline (medical care) - 1-877-222-8387

VA Health Revenue Service (information on amounts owed to VA Medical Centers) 1-866-793-4591

VA Insurance Center, Philadelphia (VA Insurance) - PO Box 42954, Philadelphia, PA 19101 1-800-669-8477

VA Health Administration Center (CHAMPVA and Spina Bifida health care) 1-800-733-8387 CHAMPVA inquiries: PO Box 65023, Denver, CO 80206-5023; CHAMPVA claims: PO Box 65024, Denver, CO 80206-5024
Spina Bifida inquiries and claims: PO Box 65025, Denver, CO 80206-5025

National Cemeteries

10,000 Bay Pines Blvd N, Bay Pines FL 727-398-9426
6502 SW 102nd Ave, Bushnell FL 352-793-7740
6501 S State Rd 7, Lake Worth, FL 561-649-6489
4083 Lannie Rd, Jacksonville FL 904-766-5222
Naval Air Station, Pensacola FL 850-453-4108/4846
9810 State Hwy 72, Sarasota FL 877-861-9840
104 Marine St, St Augustine FL 352-793-7740

National Cemetery Administration Office of Memorial Programs (headstones and markers) - 5109 Russell Rd Quantico VA 22134-3903 1-800-697-6947

Loan Guaranty Eligibility Center (certificates of eligibility) PO Box 20729, Winston-Salem, NC 27120
1-888-244-6711

Telecommunications Device for the Deaf (TDD) - 711

INTERNET SITES OF INTEREST:

VA Web Site: www.va.gov

VA Web Automated Reference Materials System (WARMS) www.warms.vba.va.gov

VA Workload and Performance Reports;
<http://www.vba.va.gov/reports/>

St. Petersburg VA Regional Office:

<http://www.benefits.va.gov/stpetersburg/>

Property Management (sale of VA-repossessed homes): <http://va.equator.com>

Florida Dept of Veterans' Affairs: www.FloridaVets.org

Library of Congress (information on pending legislation) thomas.loc.gov