



VA Resumes Compensation and Pension Exams

HERE'S WHAT YOU SHOULD EXPECT AT YOUR VA CLAIM EXAM

What should I know about my C&P exam?

- VA will be conducting in-person C&P exams, also known as a VA claim exam, at select locations throughout the country.

How VA will contact you:

- If you require an exam, you'll be contacted by a VA contract medical examination provider to schedule an appointment.
- You will receive a letter by mail with the date and time of your exam or a phone call to find a time that works for you.
- After receiving your letter or phone call, you should call the number provided to confirm the time and location of your exam.

How will C&P exams be different during the COVID-19 pandemic:

- VA is working closely with its medical providers to ensure the safety of Veterans and providers remains a top priority.
- Safety measures include COVID-19 screening for Veterans and employees, physical distancing, and appropriate personal protective equipment to include face coverings and gloves.

What if I can't attend the in-person exam during COVID-19?

- Contact the vendor that scheduled your appointment.

What should I expect at my VA claim exam?

The doctor may:

- Review your claim file with you.
- Perform a limited physical exam.
- Ask you questions based on the medical records in your claim file.
- Ask you to get other tests if needed.

What happens after my exam?

- VA will review all the evidence in your file, assign your disability rating, and send you a decision notice.
- Each claim is different, but it usually takes 3 to 4 months to process a claim from start to finish.

I can't make my exam as currently scheduled. What do I do?

- If you cannot make your appointment you can contact the contract vendor who scheduled your appointment. If you are unsure who the contract vendor was that scheduled your appointment, please contact your nearest Regional Office or contact the VA Hotline at 1-800-827-1000 for assistance.
- LHI (866) 933-8387, QTC (800-545-9448 or 877-232-3223), VES 877-637-8387

How do I know if a legitimate VA representative contacted me?

- If you feel you may have been improperly contacted or would like to confirm the legitimacy of the C&P exam, please call us at 1-800-827-1000 or contact your nearest VA regional office.

