

# CONTRACT EXAMINATIONS FACT SHEET *for* VETERANS AND SERVICEMEMBERS DURING COVID-19 PANDEMIC

## PURPOSE

The Medical Disability Evaluation Office (MDEO) ensures that Veterans and servicemembers receive quality and timely compensation and pension (C&P) contract examinations. Contract examinations are performed as far away as Asia and Europe. The purpose of this fact sheet is to provide all Veterans and servicemembers with important information about the Veterans Benefits Administrations (VBA) and MDEO contract examinations.

## OVERVIEW

MDEO administers the MDE contract program. MDEO contracts allow vendors to provide examinations to Veterans and servicemembers who are seeking disability benefits from VBA. The goal of the program is to reduce claims processing time by increasing access to timely C&P examinations.

## VENDORS

The following vendors are currently contracted to provide examinations. Veterans can reschedule appointments directly with the vendor listed below.

### Logistics Health

1-866-933-8387

### QTC

1-800-545-9448 or 1-877-232-3223

### Veteran Evaluation Service

1-877-637-8387

## SCHEDULING PROCEDURE

**INITIAL SCHEDULING:** VBA will request a contract examination for your claim, then the vendor will contact you by telephone to schedule your appointment(s) within three business days of receiving the request from VBA. If the vendor is unable to reach you by telephone, they will schedule the examination and mail a notification to you with the appointment details.

Vendors will provide confirmation of all scheduled examinations by letter at least five business days prior to the appointment or less if verbal confirmation of attendance to the appointment is received. Vendors will also follow up with by telephone at least 24-48 hours prior to your scheduled appointment(s).

**REQUESTS TO RESCHEDULE:** During the COVID-19 pandemic, Veterans will have an opportunity to request for appointments to be rescheduled directly with the contract vendor identified in their appointment letter (not the doctor or medical facility). If you have any questions concerning your examination or need to cancel or reschedule your appointment(s), please contact the contract vendor that scheduled your appointment(s) directly.

## TRAVEL REQUIREMENTS

Vendors will schedule examinations as close to your home as possible, but generally no further than 50 miles for a non-specialist examination and 100 miles for a specialist examination. Vendors may schedule examinations at further distances (over 100 miles) in remote geographical areas with limited numbers of available examiners or upon your agreement.

## BENEFICIARY TRAVEL REIMBURSEMENT

Veterans traveling to a contract examination in the United States are eligible for travel reimbursement to and from the examination. The [current mileage reimbursement rate](#) is 41.5 cents per mile. Travel reimbursement will be paid by the vendor either on the spot or by mail once the examination has been completed and all requisite paperwork has been completed and signed by the examiner.

**Note: Active duty service members are not eligible for mileage reimbursement.**

## QUALITY

Contract C&P examiners adhere to the same training standards as VA C&P examiners. Examiners possess all licenses, permits, accreditation, and certificates required by law. Vendors establish quality assurance programs to ensure that examination reports meet VA requirements. Additionally, the MDEO reviews a sample of each vendors work for quality.

## SAFETY

All contract examination facilities ensure compliance with Occupational Safety and Health Administration (OSHA) standards and the Americans with Disabilities Act (ADA). During the COVID-19 pandemic, Veterans and providers are expected to adhere to all health and safety precautions listed in their appointment letter.

## PRIVACY

Vendors are prohibited by law from releasing any information regarding your examination to anyone outside VA, unless authorized by VA. Vendors are also held to strict information security standards to ensure the private health information (PHI) of Veterans and servicemembers are safeguarded.

## ACCESS TO COMPLETED CONTRACT EXAMINATION REPORTS

The Department of Veterans Affairs requires receipt of a signed Privacy Act request prior to the release of records. Veterans may also request a copy of their C&P examination directly through [Vets.gov](#) or their authorized representative. No formal request is required.

Veterans and servicemembers or their authorized representatives may also request copies of their completed C&P examination results by mailing or faxing a Privacy Act request to the Intake Center in Janesville, Wisconsin:

## DEPARTMENT OF VETERANS AFFAIRS CLAIMS INTAKE CENTER

P.O. BOX 4444

JANESVILLE, WI 53547-4444

FAX: 844-531-7818

DID: 608-373-6690

## C&P EXPERIENCE

If you have questions or concerns regarding your contract examination experience, you may contact the National Call Center (NCC) at (800) 827-1000 or your local Veterans Administration Regional Office (VARO). Issues unable to be addressed by NCC or VARO employees will be provided to the MDEO for action. Please complete and submit the experience survey provided to you by the contractor.