



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 and their contract vendors are conducting in-person exams across the country.

How VA will contact you:

- If you require an exam, you'll be contacted by VA or a VA contract vendor 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:

- 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.

May I choose the sex of my examiner?

- You can request the specific sex of your medical provider for gynecological, breast, anal/rectal and mental health examinations during the scheduling process.

- Also, if your claim is related to a mental or physical health condition resulting from Military Sexual Trauma (MST), the law permits that you may choose the sex of your examiner.
- Please notify your scheduler if you have a preference for the sex of your examiner.

What happens after my exam?

- VA will review all the evidence in your file, make a decision regarding the issues claimed, and send you a decision notification letter.
- 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.
- **Logistics Health Incorporated (LHI)**
1-866-933-8387
- **Quality, Timeliness, Customer Service (QTC)**
1-800-545-9448 or 1-800-682-9701
- **Veteran Evaluation Services (VES)**
1-877-637-8387
- 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.

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.

