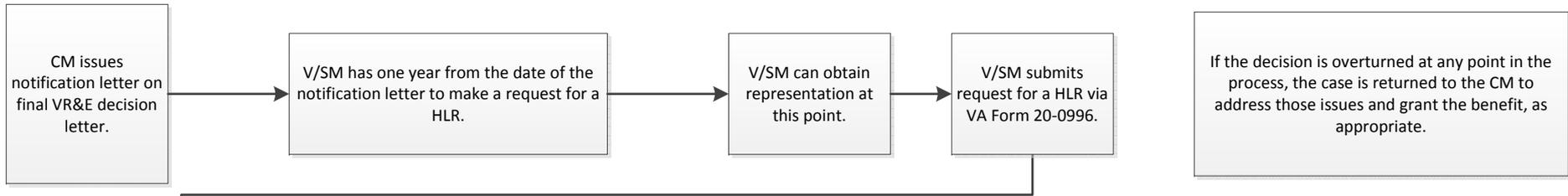


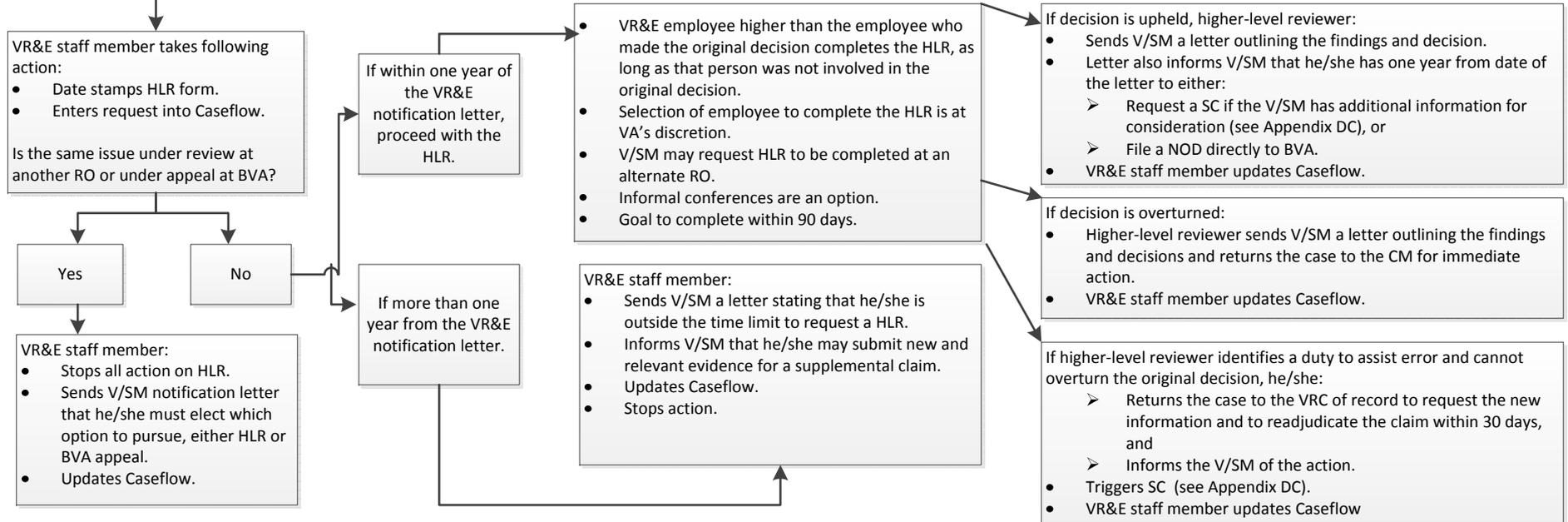
APPENDIX DB:

Higher-Level Review (HLR) Flowchart

Post Decision



HLR Review at RO Level



Definitions & Citations

Higher Level Review:
A claimant may request a review of the decision of the agency of original jurisdiction by a higher-level adjudicator within the agency of original jurisdiction. 38 U.S.C. §5104B.

Informal Conference:
Contact with V/SM and his/her representative, if applicable, via telephone, or as otherwise determined by VA, for the sole purpose of allowing the V/SM or representative to identify any errors of law or fact in the prior decision based on the record at the time. VR&E will conduct one informal conference during a review. No new evidence may be provided. 38 CFR 21.416(b)(3)(iii).

New and Relevant Evidence:
These terms mean evidence that tends to prove or disprove a matter in issue. 38 U.S.C. §101 (35).