#### Department of Veterans Affairs M29-1, Part 6, Chapter 12

**Veterans Benefits Administration March 19, 2020**

**Washington, DC 20420**

#### Key Changes

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 6, Chapter 12.  ***Notes***:   * **M29-1, Part 6, Chapter 12** has been rewritten in its entirety for the purpose of improving clarity and readability. Any substantive changes are itemized in the table below. * Minor editorial changes have also been made to * improve clarity and readability * add references * update incorrect or obsolete references * update obsolete terminology, where appropriate * reorganize/relocate content within **M29-1, Part 6, Chapter 12** so that it flows more logically * reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic * update the labels of individual blocks and the titles of sections and topics to more accurately reflect their content, and * bring the document into conformance with M29-1 standards. |

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| Reason(s) for Notable Change | Citation |
| Explains that a pending award is one in which an award can be paid to a beneficiary and follow-up action should be taken; explains the criteria for a pending case to be considered a “Next Best Beneficiary” award or a “Dormant” account; explains documentation for “Next Best Beneficiary” cases; explains that standard operating procedures should be followed to dormant an account | Subchapter 12.01 |
| Explains that Insurance Claims staff should follow standard operating procedures when developing a pending award claim if 30 days have elapsed since release of claim forms | Subchapter 12.02 |
| Eliminates subchapter on delayed pending awards as no longer an award category in Insurance | Prior Subchapter 12.03 |
| Explains that pending awards can only be deleted if made dormant through the standard operating procedure; explains that dormant cases can be returned to pending status if the award later becomes payable | Prior Subchapter 12.04/New Subchapter 12.03 |
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| **Reason(s) for Change** | **Citation** |
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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Timothy Sirhal, Acting Director  Insurance Service |

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