Key Changes

Rescissions

M29-1, Part 8, Memorandum, Insurance Awards Unit SQC Program, is being removed in its entirety and content incorporated into M29-1, Part 7.

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Key Changes

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 1

**Notes:**
- M29-1, Part 8, Chapter 1 has been rewritten in its entirety for 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 8, Chapter 1 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.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Adds a reference to current government insurance programs including the Service-Disabled Veterans’ Insurance (S-DVI) and the Veterans’ Mortgage Life Insurance (VMLI) programs</td>
<td>Subchapter 1.01</td>
</tr>
<tr>
<td>Removes historical information regarding closed government insurance programs as duplicative of material already in M29-1, Part 1, Chapter 1</td>
<td>Subchapter 1.01</td>
</tr>
<tr>
<td>Describes the type of material and information included in the term records for insurance purposes; eliminates the phrase insurance folders and inserts the word records as more reflective of current electronic records system</td>
<td>Subchapter 1.02</td>
</tr>
<tr>
<td>Clarifies the type of documents formerly kept in the Insurance Center’s paper insurance records (retired folders) and in the Insurance Center’s electronic record-keeping system; explains the process for requesting retired folders.</td>
<td>Subchapter 1.03</td>
</tr>
<tr>
<td>Removes both subchapters related to paper insurance folders for disability benefits and on-site paper folders as no longer applicable to the insurance program</td>
<td>Prior Subchapters 1.04 &amp; 1.05</td>
</tr>
<tr>
<td>Explains that the information in the Subchapter only applies to the retired paper folders that have been retired to a Federal Archive Records Center (FARC); removes the category of retired paper folder “Retired – XC” as no longer applicable to the insurance programs</td>
<td>New Subchapter 1.04</td>
</tr>
</tbody>
</table>
Explains that electronic insurance records include both active records, and records that have been deactivated (are no longer in force), as well as a message indicating if there is no electronic insurance record.

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Key Changes

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 2.

Notes:
- M29-1, Part 8, Chapter 2 has been rewritten in its entirety for 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 8, Chapter 2 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
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<tbody>
<tr>
<td>Clarifies that information contained in either paper insurance folders or electronic records is privileged and confidential</td>
<td>Subchapter 2.01</td>
</tr>
<tr>
<td>Explains that sensitive insurance files will be established electronically and maintained at differing levels of security; explains that employee access to a sensitive file will differ based on the level of security attached to a file; provides a table of sensitivity levels for key VA systems</td>
<td>Subchapter 2.02</td>
</tr>
<tr>
<td>Explains that sensitive files include records of those persons listed as missing in action (MIA) or who have an active IRS tax levy or are in receipt of VA benefits</td>
<td>Subchapter 2.02</td>
</tr>
<tr>
<td>Removes outdated language on how requests for release of Veteran's records are handled</td>
<td>Subchapter 2.02</td>
</tr>
<tr>
<td>Removes subchapter regarding protection of paper folders as all paper folders have been retired to a Federal Records Center</td>
<td>Prior Subchapter 2.04</td>
</tr>
<tr>
<td>Explains that physical records are no longer maintained by the Insurance Center Program Management Division, rather they are maintained electronically on a shared drive, accessible to authorized staff</td>
<td>New Subchapter 2.05</td>
</tr>
<tr>
<td>Removes outdated language on a recharge system for insurance paper folders</td>
<td>Prior Subchapter 2.06</td>
</tr>
<tr>
<td>Explains that applicable federal laws (Privacy Act and Freedom of Information Act) govern the release of information from insurance</td>
<td>New Subchapter 2.06</td>
</tr>
</tbody>
</table>
records; provides guidance on locating internal VA, VBA, and Insurance Center guidance on these laws for application in the release of information from insurance records

Removes outdated language on handling of paper folders out of the files for 30 days or more

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<tr>
<td>Explains that physical records will be scanned for storage in Insurance Center systems by the Clerical Support Staff</td>
<td>Subchapter 2.03</td>
</tr>
<tr>
<td>Explains that physical records are imaged and processed in accordance with the VBA Records Control Schedule (RCS) and destroyed in accordance with Appendix b of VBA Directive 6300</td>
<td>New Subchapter 2.04</td>
</tr>
</tbody>
</table>

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Key Changes

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 3.

Notes:
- M29-1, Part 8, Chapter 3 has been rewritten in its entirety for 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 8, Chapter 3 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
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<tr>
<td>Clarifies that insurance information is currently retained in the form of electronic records, rather than paper folders</td>
<td>Subchapter 3.01</td>
</tr>
<tr>
<td>Eliminates language in Subchapters 3.03, 3.04 and 3.05 that references insurance information retained and organized in physical folders as no longer applicable to the insurance programs</td>
<td>Prior Subchapters 3.03 to 3.05</td>
</tr>
<tr>
<td>Eliminates language that references placement of documents in a physical folder as no longer applicable to the insurance programs</td>
<td>New Subchapter 3.03</td>
</tr>
<tr>
<td>Explains how paper records are handled, including imaging, destruction and retirement; explains how electronic records are created and organized</td>
<td>New Subchapter 3.03</td>
</tr>
<tr>
<td>Explains the process by which access is requested and obtained for electronic insurance records</td>
<td>New Subchapter 3.04</td>
</tr>
<tr>
<td>Explains the workflow process for electronic insurance records—the process by which documents received by the Insurance Center are bar-coded, scanned, and assigned to staff members as part of their workload</td>
<td>New Subchapter 3.05</td>
</tr>
<tr>
<td>Explains the process by which records categorized as lost are searched for by Insurance staff</td>
<td>Subchapter 3.06</td>
</tr>
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Key Changes

Rescissions
M29-1, Part 8, Chapter 4, is being removed in its entirety as it no longer applicable to the insurance programs.

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Key Changes

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 5.

Notes:
- M29-1, Part 8, Chapter 5 has been rewritten in its entirety for 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
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  - reorganize/relocate content within M29-1, Part 8, Chapter 5 so that it flows more logically
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<tr>
<td>Explains insurance retired paper folders to the appropriate Federal Records Center and created an electronic record from the retired folder information; eliminates reference to the St. Paul Regional Office in administering insurance policies as no longer applicable to the insurance programs; clarifies that retirement and recall of the insurance folders is done in accordance with the appropriate Records Control Schedule</td>
<td>Subchapter 5.01</td>
</tr>
</tbody>
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</thead>
<tbody>
<tr>
<td>Updates the address of the Philadelphia Federal Records Center; eliminates reference to insurance premium record cards as no longer applicable to the insurance programs</td>
<td>Subchapter 5.02</td>
</tr>
<tr>
<td>Updates and explains the process for requesting retired paper folders from the appropriate Federal Records Center</td>
<td>Subchapter 5.03</td>
</tr>
</tbody>
</table>
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