

VA



U.S. Department of Veterans Affairs
Veterans Benefits Administration

Claim Accuracy Request

Claim Accuracy Request (CAR) Pilot

In close collaboration with Veterans Service Organization (VSO) partners, the Veterans Benefits Administration (VBA) is pleased to announce a new pilot called a Claim Accuracy Request (CAR). This pilot will allow accredited representatives an opportunity to request an expeditious review and determination of a claim for disability benefits in accordance with the Appeals Modernization Act.

The pilot is currently only open to VA accredited representatives, agents, and attorneys. VBA will review decisions in which the representative alleges an obvious error in fact or law, and requests review within 30-calendar days of VA's notification letter. The CAR must be submitted on VA Form 20-0996, Decision Review Request: Higher-Level Review, with the phrase "Claim Accuracy Request" or "CAR" prominently noted in the top margin of the third page of the application. A CAR is an expedited higher-level review (HLR). If the claim is submitted outside of the 30-calendar day time limit, it will be processed under normal HLR procedures. Veterans will not receive a separate written notification of CAR ineligibility prior to issuance of the HLR decision. All CAR requests will receive an HLR decision with standard AMA review options.

VBA is targeting an average of a 30-calendar day turnaround time to review and adjudicate a CAR. Once a CAR decision has been issued, a full-scope HLR request cannot be submitted regarding the decision already reviewed. The review options following a CAR HLR decision are the standard AMA options of a supplemental claim or a Notice of Disagreement (NOD) with the Board. Representatives filing decision reviews with contentions or issues unrelated to correcting an issue listed in the CAR must submit a separate request on the applicable form.