



Introduction of VA's Newly provided forms

Manual References

- ▶ Freedom of Information Act Requests
 - ▶ M21-1 III.ii.1.E.4.a-b.
- ▶ Priority Processing
 - ▶ M21-1 III.ii.1.D.1.a.
 - ▶ M21-1 III.ii.1.D.1.b.
 - ▶ M21-1 III.ii.1.D.1.d.

Manual References Continued

- ▶ Document Evidence Submission
 - ▶ Compensation Service Bulletin from November 2020
- ▶ Lay/Witness Statement
 - ▶ **M21-1 III.iii.1.B.3.b.**
 - ▶ **M21-1 III.iii.1.B.3.c.**

Background

- ▶ A recent initiative to improve the Veteran Experience, the Under Secretary for Benefits has created 5 new forms to help reduce the use of the VA Form 21-4138 *Statement in Support of Claim* and allow for the automated system to help identify some of the most common requests submitted on the VA Form 21-4138.
 - ▶ VA Form 20-10206, *FOIA/Privacy Act Request*
 - ▶ VA Form 20-10207, *Priority Processing Request*
 - ▶ VA Form 20-10208, *Document Evidence Submission*
 - ▶ VA Form 21-10210, *Lay/Witness Statement*
 - ▶ VA Form 28-10212, *Ch 31 Request for Assistance*

VA Form 20-10206 - Freedom of Information Act Requests (FOIA)

- ▶ As of 02/16/2021, the VA has issued a new form to help streamline the Freedom of Information Act Requests.
 - ▶ This form is available for a claimant, a claimant's authorized third-party representative, or authorized Power of Attorney.
- ▶ While FOIA Requests can still be made using alternate forms or a phone call, the VA Form 20-10206 is the preferred method.

20-10206 Demo

Priority Processing Definition

- ▶ The types of claims that require Priority Processing are as follows:
 - ▶ claims from any claimant who is
 - ▶ a participant in the Fully Developed Claim Program
 - ▶ •homeless
 - ▶ •terminally ill, or
 - ▶ •a survivor of a former prisoner of war (FPOW)
 - ▶ disability compensation claims from any claimant who is
 - ▶ •experiencing extreme financial hardship, or
 - ▶ •more than 85 years old

Priority Processing Definition - Continued

- ▶ claims from any current or former member of the Armed Forces who
 - ▶ became very seriously ill or injured/seriously ill or injured (VSI/SI) during service and is not already receiving Department of Veterans Affairs (VA) disability benefits
 - ▶ is diagnosed with Amyotrophic Lateral Sclerosis (ALS) or Lou Gehrig's Disease
 - ▶ is an FPOW, or
 - ▶ received the Medal of Honor, or
- ▶ the following types of claims from any current or former member of the Armed Forces or a claimant whose claim is based on the death of a service member or former service member who received the Purple Heart:
 - ▶ original compensation or pension claims, or
 - ▶ an original claim for Dependency and Indemnity Compensation (DIC).

Managing Priority Processed Claims

- ▶ As you should know, most management of claims is done in the National Work Queue (NWQ) which means, it is up to the Regional Office (RO) to add the necessary Flashes and Special Issues to the Veteran's claim or Profile.
- ▶ To see a list of the required Flashes and Special Issues, see M21-4 Chapter 6. A.d. for Flashes or M21-4 Chapter 6. A.e. for Special Issues

VA Form 20-10207 - Priority Processing Request

- ▶ As of 12/01/2020, the VA has issued a new form to help identify the Claims or Claimants who should qualify for Priority Processing.
 - ▶ This form is available for a claimant, a claimant's authorized third-party representative, or authorized Power of Attorney.
- ▶ Identifying Veterans who qualify for Priority Processing is the responsibility of every person who processes claims; however, the VA Form 20-10207 is a method that will all but guarantee attention is brought to the processing of the claim.

20-10207 Demo

VA Form 20-10208 - Document Evidence Submission

- ▶ As of 12/01/2020, the VA has issued a new form to help identify the most common types of additional documents provided by Veterans or Authorized Representatives.
 - ▶ This form is available for a claimant, a claimant's authorized third-party representative, or authorized Power of Attorney.
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- ▶ Submission of the VA Form 20-10208 is not a requirement to add additional information to a claim. It is a way to have the automated system be able to sort documents into the correct category.

20-10208 Demo

VA Form 21-10210 - Lay/Witness Statement

- ▶ As of 03/04/2021, the VA has issued a new form to help differentiate statements given by Veteran's, their Spouses or other people with first hand knowledge of events.
 - ▶ This form is available for anyone who would be able to make a statement on behalf of a Veteran.
- ▶ The VA Form 21-10210 provides additional means for the system and Claims Processors to more easily sort the various statements received. This claim is not a required document.

21-10210 Demo

Questions?