

stages of a claim:

1. you submit the claim and it goes into the mail room
2. mailroom processes your claim and gives it to triage..(the sorting out of casualties of war or other disaster to determine priority of need and proper place of treatment)
3. triage inputs the claim into the computer for tracking purposes and gives it a date of claim to which you are back paid when done
4. triage pulls your file or creates it (depending if you are new or not); sometimes requests file from st. louis
5. triage gives file to the veterans service representative (vsr) whose job is to send you the vcaa letter and collect all evidence necessary for your case to be rated; most important are service medical records
6. vsr schedules you for any exams if evidence warrants it (you have the condition in service and recent treatment) or it is a presumptive
7. vsr makes the claim ready for decision and sends it to the rating board
8. the rating veterans service rep. (rating specialist or rvsr) makes the decision to grant or deny your claim
9. if granted the rvsr will assign a percentage
10. rvsr will type up a rating decision
11. rvsr will then send the case to post determination team
12. post determination vsr will address any dependency issues and calculate the amount of your payment
13. authorizer will sign off the award
14. you are sent a notification letter with the award amount along with rating decision/ and or denial

REGIONAL OFFICE

