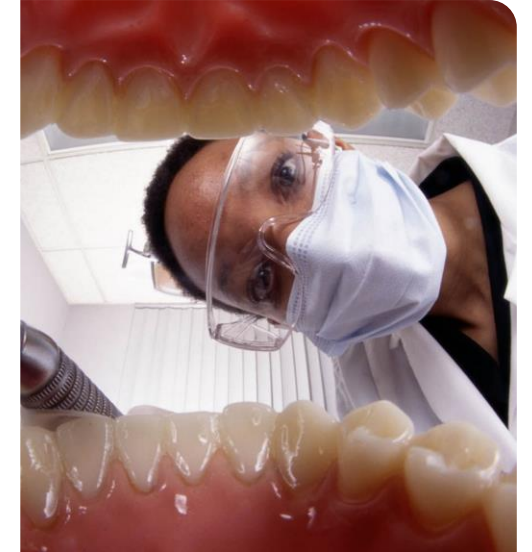


C&P EXAMINATIONS

PRACTICAL APPLICATIONS



Objective:



Strengthen research
and advocacy skills
associated with C&P
exams



Encourage
collaboration and
support between
service officers



Anticipate and
avoid potential
hurdles with
C&P exam



Increase
confidence in
navigating VA
systems

What triggers a C&P exam?

Reviewing exam requests/key components

Tracking exams in VBMS

Interpreting exam reports (DBQ / MO) PE

Preparing the client for the exam

Common exam issues

INTRODUCTION

WHAT TRIGGERS A C&P EXAM?

IN **McLENDON V. NICHOLSON**, 20 VET. APP. 79 (2006), THE UNITED STATES COURT OF APPEALS FOR VETERANS CLAIMS (COURT) HELD THAT 38 C.F.R. § 3.159(c)(4) PROVIDES THAT AN EXAMINATION OR OPINION IS NECESSARY IF THE EVIDENCE OF RECORD:

- 1) CONTAINS COMPETENT EVIDENCE THAT THE CLAIMANT HAS A CURRENT DISABILITY, OR PERSISTENT OR RECURRENT SYMPTOMS OF A DISABILITY; AND
- 2) ESTABLISHES THAT THE VETERAN SUFFERED AN EVENT, INJURY, OR DISEASE IN SERVICE; AND
- 3) INDICATES THAT THE CLAIMED DISABILITY OR SYMPTOMS MAY BE ASSOCIATED WITH THE ESTABLISHED EVENT, INJURY, OR DISEASE IN SERVICE, BUT
- 4) DOES NOT CONTAIN SUFFICIENT MEDICAL EVIDENCE FOR THE SECRETARY TO MAKE A DECISION ON THE CLAIM.

DISCUSSION #1 & #2

SCENARIO 1

IN 2024, A VETERAN WHO SERVED IN THE ARMY BETWEEN 1982-1984 WANTS TO SUBMIT A CLAIM FOR LUMBAR DDD. THEY HAVE PRIVATE MEDICAL RECORDS SHOWING TREATMENT FOR LUMBAR PAIN BEGINNING IN 2019 WITH A DIAGNOSIS OF DDD IN 2023. THEIR STRS SHOW MULTIPLE COMPLAINTS AND VISITS FOR LUMBAR PAIN DURING SERVICE. WOULD AN EXAM BE WARRANTED? WHY OR WHY NOT?

SCENARIO 2

A DS/DS VETERAN WHO SERVED IN SAUDI ARABIA IN 1991 WANTS TO FILE A CLAIM FOR ASTHMA. THEY STATE THEY HAVE RECENTLY RECEIVED A DIAGNOSIS FROM THE VA. A REVIEW OF THEIR STRS DO NOT SHOW AN IN-SERVICE DIAGNOSIS OF ASTHMA OR RELATED SYMPTOMS. WOULD AN EXAM BE WARRANTED? WHY OR WHY NOT?



GOOFY DOG

File #: 4

Veteran ▾

Intent To File

Claims ▾

Documents

Rated Issues

Notes

Documents

Actions ▾

Hide Filters

Filters

Text Search

- Keyword +
- Document Views +
- Document Title +
- Document Category +
- Document Type +
- Documents Containing Notes +
- Keyword (Annotations) +
- Annotation Type +
- Annotation Status +
- Claims +

Filter Results

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0 Alerts ▾

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<input type="checkbox"/> Document Type ↓	Subject ↓	Document ID	Receipt Date ↓	Tools
Rating Decision - Codesheet	Rating Decision - Codesheet	{AA51BF85-6E9E-411F-B875-985AAC8EA396}	01/18/2024	- Select -
Rating Decision - Narrative	Rating Decision - Narrative	{1FCC5CC8-FC6D-4AD2-A065-E2BD2C6371C7}	01/18/2024	- Select -
Award Print		{2B96582B-69FA-4084-9847-E821546C2E09}	01/18/2024	- Select -
Service Disability Insurance Letter	Service Disability Insurance Letter	{02191B05-6D9B-4104-8515-9C894F331CB5}	01/18/2024	- Select -
Exam Request	Exam Request	{5D130960-84FD-4108-9D0D-4DA35B89EA91}	01/17/2024	- Select -
C&P Exam	Letter	{E1D922EA-DC3A-4684-9FE8-B1322C98683D}	01/13/2024	- Select -
C&P Exam	DBQ Medical Opinion	{63B6DA38-AEF9-4D4B-B202-EFD0097D2A05}	01/13/2024	- Select -

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Veteran Summary

Organization - TENNESSEE
DEPARTMENT OF VETERANS
SERVICES

eFolder Access: Yes

Chg of Addr Auth: Yes

VR&E Eligibility +

Pending Claims +

Military Service -

Eras of Service:

- Gulf War

Periods of Service:

Service #:

Branch: Army

EOD: 04/12/2009

RAD: 04/13/2010

Character of Discharge:



Search ▾

All Claims

My Claims

[Give Feedback](#)

My History ▾

ASHLEY DANAULT ▾



Wed Sep 04 2024 01

GOOFY DOG

File #:

ICN:

Veteran ▾

Intent To File

Claims ▾

Documents

Rated Issues

[Notes](#)

Notes

Narrow Results

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▼ Keywords

Enter Keywords

Show:

☒ All (542)☐ Veteran (91)☐ Claim (451)

► Associated Claims

► Date Range

► Creator

► Note Type

Date ▾	Created By ↕	Note Text ↕	Related To ↕	Note Type ↕	Action Taken ↕	Actions
01/18/2024 01:54:14 EST	SYSTEM ACCOUNT - 283	Transferred the claim to RO 499	041 - Supplemental Claim Rating - 01/05/2024	VBMS_PERMANENT	Transferred the claim to RO 499	
01/18/2024 01:54:13 EST	Background Process	Recalled to NWQ by Job 1005238	041 - Supplemental Claim Rating - 01/05/2024	PERMANENT		
01/17/2024 16:21:12 EST	Trista Dean Graham - 349	Exam review complete// Exam order w/Toxic MO & MOS MO// Uploaded most Read More	041 - Supplemental Claim Rating - 01/05/2024	PERMANENT		
01/17/2024 15:52:08 EST	Kathryn Sanders - 349	work	041 - Supplemental Claim Rating - 01/05/2024	PERMANENT	Assigned to team member "Trista Graham"	
01/17/2024 06:44:42 EST	Background Process	Assigned by Auto-assignment Job 1004460	041 - Supplemental Claim Rating - 01/05/2024	PERMANENT	Assigned to team "Dev 16" and team member "Renardo Kwolek"	
01/17/2024 02:06:28 EST	SYSTEM ACCOUNT - 283	Assigned by Auto-assignment Job 1004393	041 - Supplemental Claim Rating - 01/05/2024	VBMS_PERMANENT	Assigned to team "Catch"	
01/17/2024 01:55:55 EST	SYSTEM ACCOUNT - 283	Transferred the claim to RO 349	041 - Supplemental Claim Rating - 01/05/2024	VBMS_PERMANENT	Transferred the claim to RO 349	

ving 161 - 170 of 564

	Created By	Note Text	Related To	Note Type	Action Taken
2024-05 EST	SYSTEM ACCOUNT - 283	Transferred the claim to RO 325	040 - Supplemental Claim Rating - 09/16/2023	VBMS_PERMANENT	Transferred
2024-04 EST	Background Process	Transferred by NWQ Job 1005238 to RO 325	040 - Supplemental Claim Rating - 08/16/2023	PERMANENT	
2024-14 EST	SYSTEM ACCOUNT - 283			VBMS_PERMANENT	Transferred
2024-13 EST	Background Process			PERMANENT	
2024-12 EST	Trista Dean Graham - 349			PERMANENT	
2024-08 EST	Kresslyn Sanders - 349			PERMANENT	Assigned to Graham
2024-42 EST	Background Process			PERMANENT	Assigned to team mem
2024-28 EST	SYSTEM ACCOUNT - 283	Assigned by Auto-assignment Job 1004393	041 - Supplemental Claim Rating - 01/05/2024	VBMS_PERMANENT	Assigned to
2024-55 EST	SYSTEM ACCOUNT - 283	Transferred the claim to RO 349	041 - Supplemental Claim Rating - 01/05/2024	VBMS_PERMANENT	Transferred
2024-54 EST	Background Process	Transferred by NWQ Job 1004393 to RO 349	041 - Supplemental Claim Rating - 01/05/2024	PERMANENT	

Note

Trista Dean Graham - 349

01/17/2024 16:21:12 EST

Exam review complete// Exam order w/Toxic MO & MOS MO// Uploaded most recent Capri records// Claim is ready for recall

Close

Skip to page: 17 Go First Prev

DISCUSSION #3

VETERAN SUBMITTED A CLAIM FOR TINNITUS, BL HAND PAIN DUE TO MOS DUTIES AND LEFT KNEE PAIN. THEY WANT TO KNOW WHY THEY WERE SCHEDULED EXAMS FOR TINNITUS AND HANDS, BUT NOT THE KNEE.

CONSIDERING THE 4 McLENDON FACTORS, WHAT INFORMATION CAN WE DERIVE FROM THIS NOTE THAT WOULD HELP ANSWER THEIR QUESTION?

Note



Alina Lorraine Maccani - 329

04/05/2024 10:45:50 EDT

exam review complete: BL tinnitus exam completed and in eFolder. Upon review noted Elements of SC met for BL hand pain per 21-526 due to MOS duties, lay statement. Verified/annotated MOS on DD214. Propose order direct MO exam for BL hand pain, no TERA MO due to TERA exception. ERRA tool denotes vendor. reviewed PIES status, ordered DPRIS per recommendation listed on PIES response: uploaded and now complete personnel records. str's of record. Noted conflicting DOB within claim and systems, documents (07/07/1959 versus 07/27/59). Located DOB on son's Health Department Statement of Live Birth. Updated eFolder. s1. capri silent. str's silent for left knee.

Close

Veteran information-

- SSN / file #, DOB, service info, contact info, gender, POA

Claim information-

- End product (EP) code, type of claim under EP (new/increase, supplemental, secondary), date of claim

Contention information-

- Claimed condition, type (new, inc, sec, suppl, RFE), priority issues, MO requested if any (direct, TERA, secondary, Gulf War), method of exam directive (ACE, in-person)

Additional information- *

- Document type, subject, annotation, upload date for potentially relevant evidence located in the eFolder for examiner to reference, results package (type of DBQ, MO)

Request information-

- VA employee that created the request, assigned vendor (LHI, QTC, VES), date and time request was created

REVIEWING EXAM REQUESTS/KEY COMPONENTS

[Show Filters](#)[^ Veteran Summary](#)

⋮ Actions

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<input type="checkbox"/> Document Type ⬆	Subject ⬆	Document ID	Receipt Date ⬇	Tools
<input type="checkbox"/>				- Select - ▾
<input type="checkbox"/> VA Memo	Sec 1117 Covered Veteran	{F52D7025-1E03-4AA5-BCD5-9D1764B555E3}	01/27/2023	- Select - ▾
<input type="checkbox"/> Exam Request	Clarification Response	{48CF78B7-8BC9-44D0-8192-10C4DB211208}	01/24/2023	- Select - ▾
<input type="checkbox"/> VA Memo	TAB CC: TERA Memo	{99B94157-2472-4871-8523-0F78D33BECC0}	01/24/2023	- Select - ▾
<input type="checkbox"/> Exam Request	Clarification Response	{F3E1C74F-C690-418F-B42F-DFADFA626332}	01/18/2023	- Select - ▾
<input type="checkbox"/> Identification Materials	TAB BB: ILER	{3F223F7B-FA88-4B34-83C6-68624F50D8B7}	01/18/2023	- Select - ▾
<input type="checkbox"/> Notification Letter (e.g. VA 20-8993, VA 21-0290, PCGL)	PACT ACT Gulf War Service Outreach Letter	{31FBAAEF-1DAE-4A97-A495-7ED836B54BC6}	01/13/2023	- Select - ▾
<input type="checkbox"/> Request for Application AMA Review Letter	Request for Application - AMA Review- ALLERGIES, SINUS and TINNITUS	{24566303-3961-491B-B5D0-670A1C6DCA78}	01/12/2023	- Select - ▾

- ☒ Subject
- ☐ Content Source
- ☐ Document Title
- ☐ Document Category
- ☒ Receipt Date
- ☐ Storage Date

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Exam Scheduling Request

Goofy Dog
55 Barker Lane
BROWNSVILLE, TN 38012
USA

Phone: 1-423-111-1111
Alternate Phone: 1-423-222-2222
Email: a-hyuck@hotmail.com

File Number: 000112222
DOB: November 18, 1932
Gender: Male
Exam Jurisdiction RO: 320
Sensitivity Level: 0

POA/VSO: 020 - TENNESSEE DEPARTMENT
OF VETERANS SERVICES

Branch(es) of Service	Entry on Duty	Release Active Duty	Era(s) of Service
Army	Apr 12, 2009	Apr 13, 2010	Gulf War

041	Date of Claim: 01/05/2024
Supplemental Claim Rating	

Post-Discharge Claim
Payee Number: 00 Remand: NO

tinnitus
Classification: Hearing Loss
Type: SUP

Contention Priority Issues:
• PACT

Remand Specialist Requested: NO

Is there a gender preference for the examiner? NO

Standard Language Output Text:

MEDICAL OPINION REQUESTED: Direct service connection (Audio Opinion based on MOS-Related Hazardous Noise Exposure)

The Veteran is claiming that his or her tinnitus is related to exposure to hazardous noise. Please provide a Direct medical opinion response and review the following tabbed evidence. If an examination or additional testing is required, obtain them prior to rendering your opinion.

Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867) In eFolder at the following location: : Record showing MOS of Information Technology Specialist (25B) which had a Low probability for hazardous noise exposure.

TYPE OF MEDICAL OPINION REQUESTED: Toxic Exposure Risk Activities. Does the Veteran have a diagnosis of (a) tinnitus that is at least as likely as not (likelihood is at least approximately balanced or nearly equal, if not higher) caused by (the) Iraq from June 4, 2009, through October 9, 2009 Kuwait from October 10, 2009, through November 7, 2009 Iraq from November 8, 2009, through November 8, 2009 Iraq from November 17, 2009, through November 29, 2009 after considering the total potential exposure through all applicable military deployments of the Veteran and the synergistic combined effect of all toxic exposure risk activities of the Veteran? Rationale must be provided in the appropriate section. Please review the Veterans electronic folder(s) and state that it was reviewed in your report.

Clinician: If using the ACE process to complete the Medical Examination, please explain the basis for the decision not to examine the Veteran, and identify the specific materials reviewed to complete the Medical Examination.

The Veteran does not need to report for all examinations for the following Contention:

- tinnitus

Please review the Veteran's electronic folder(s) and state that it was reviewed in your report.

Veteran is not service connected for Tinnitus.

Additional Information:

Document Type: VA Memo, Subject: Sec 1117 Covered Veteran, Annotation: , Document ID: F52D7025-1E03-4AA5-BCD5-9D1764B555E3, Upload Date: 03/19/2023, Page number: 1
Document Type: VA Memo, Subject: TAB CC: TERA Memo, Annotation: TERA Memo, Document ID: 99B94157-2472-4871-8523-0F78D33BECC0, Upload Date: 01/24/2023, Page number: 1
Document Type: STR - Medical, Subject: null, Annotation: Enlistment Exam
Date: 7/13/06, Document ID: 8E11F476-0C78-4455-BEEB-FA6B4A0AE3C7, Upload Date: 08/12/2015, Page number: 4
Document Type: DPRIS - DD 214 Certified Original - Certificate of Release or Discharge From Active Duty, Subject: TAB AA: 04/12/09 - 04/13/10 AD TERA Iraq pg. 1, Annotation: DD 214
USA 4/12/2009 - 04/13/2010
MOS: 25B10 IT Specialist, Document ID: D9F6CBF6-0BB0-42EF-89A5-C05A3B6BD0D1, Upload Date: 08/12/2015, Page number: 1

For this Contention, VBMS expects a results package to at minimum include data pertaining to the following DBQ(s):

- DBQ AUDIO Hearing Loss and Tinnitus
- DBQ Medical Opinion

Created By:	vbawacgrahat
Exam Request Destination:	QTC
ESR Submission Date:	01/17/2024 04:21:39 PM EST

Goofy is concerned that the VA is not tracking on all his Title 10 deployments, even though he has submitted his other 2 DD214s several times already. He says the examiner from his last exam mentioned that the only AD time she could see was his deployment to Iraq in 2009. Should he be concerned about future claims?

Exam Scheduling Request

Mickey Mouse
123 Diggity Dog Avenue
Orlando, FL 11126
USA

Phone: 1-222-333-4444
Alternate Phone: 1-222-333-4455
Email: mickandmin@gmail.com

File Number: 123456789
DOB: April 25, 1963
Gender: Male
Exam Jurisdiction RO: 320
Sensitivity Level: 6

POA/VSO: 020 - TENNESSEE DEPARTMENT
OF VETERANS SERVICES

Branch(es) of Service	Entry on Duty	Release Active Duty	Era(s) of Service
Army	Apr 13, 1990	Jun 21, 1993	Gulf War
Army	Feb 10, 1983	Sep 28, 1983	Peacetime

020 New Benefit Type: CPL	Date of Claim: 05/14/2024
---------------------------------	---------------------------

Post-Discharge Claim
Payee Number: 00

Remand: NO

Veteran Priority Issues:

- FDC Program

migraines Classification: Neurological other System Type: NEW

Is there a gender preference for the examiner? NO

Standard Language Output Text:

TYPE OF MEDICAL OPINION REQUESTED: Direct service connection

Does the Veteran have a diagnosis of migraines that is at least as likely as not (likelihood is at least approximately balanced or nearly equal, if not higher) incurred in or caused by (the) in service event during service?

Rationale must be provided in the appropriate section. Your review is not limited to the evidence identified on this request form, or tabbed in the claims folder. If an examination or additional testing is required, obtain them prior to rendering your opinion. Rationale must be provided in the appropriate section.

Please review the Veteran's electronic folder(s) and state that it was reviewed in your report.

Clinician: If using the ACE process to complete the Medical Examination, please explain the basis for the decision not to examine the Veteran, and identify the specific materials reviewed to complete the Medical Examination.

The Veteran does not need to report for all examinations for the following Contention:

- migraines

Please review the Veteran's electronic folder(s) and state that it was reviewed in your report.

Additional Information:

Document Type: CAPRI, Subject: Clinical Documents, Annotation: , Document ID: 74400558-6B33-4B6C-AAD5-8240FFA23F05, Upload Date: 05/20/2024, Page number: 8
Document Type: CAPRI, Subject: Clinical Documents, Annotation: , Document ID: 74400558-6B33-4B6C-AAD5-8240FFA23F05, Upload Date: 05/20/2024, Page number: 7

For this Contention, VBMS expects a results package to at minimum include data pertaining to the following DBQ(s):

- DBQ NEURO Headaches (including Migraines)
- DBQ Medical Opinion

Created By:	vbanasparksr
Exam Request Destination:	LHI
ESR Submission Date:	05/20/2024 02:27:53 PM EDT

Mickey calls you after he receives the decision on his migraines and tells you he was denied because he did not have a diagnosis or complaints in service. He says he doesn't understand why it says that because his migraines stem from his SC cervical spine condition. The condition was claimed correctly on the 526EZ. What could have happened? What would be your advice?

TRACKING EXAMS IN VBMS

“Do you know where my exam is supposed to be?”

“I forgot what time I am supposed to be at my exam.”

“Who did you say to try to avoid as an examiner. Can you see who I got?”

“I can’t remember if my exam is tomorrow or next week.”

“I think I missed my exam.”

“It’s been 3 months since my exam. I’m still not seeing anything in my va.gov acct. Can you see what the hold up is?”

Veteran ▼Intent To FileClaims ▼DocumentsRated IssuesNotes

Filter Results:

Include Inactive: ☐

Show/Hide Columns

	Date of Claim ▼	EP Code - Claim Label ⚡	Status ⚡	Benefit Type ⚡	Payee Code ⚡
+	08/22/2024	041 - Supplemental Claim Rating > Year	OPEN	CPL	00 - Veteran
+	08/13/2024	020 - New/Increase	OPEN	CPL	00 - Veteran
+	07/26/2024	040 - Supplemental Claim Rating	OPEN	CPL	00 - Veteran

Document

FirstPrevious1NextLast

4DA742A-E1F6-45A1-935F-50A86CF92378}

09/16/2024

Select

DEPARTMENT OF VETERANS

020 - New/Increase

[Open Claim Check](#)[Manage Evidence](#)







[Go to Work Item](#) | Days Pending: 43 | Date of Claim: 08/13/2024 | Status: OPEN | Suspense Date: 10/03/2024 | Ready to Recall: No | Team Assigned to: N/A | Assigned to: N/A


EXPAND CLAIM DETAILS

[Contentions](#)[Development](#)[Tracked Items](#)[Exams](#)[Claim Notes](#)

Exam Scheduling Request Summary

Showing 1 - 2 of 2

	Scheduling Request Type	Status	Date Submitted	Date Last Updated	VHA/Vendor	Locked	Actions
	 Exam Request	OPEN	09/10/2024, 3:53:41 PM	09/24/2024, 1:48:53 PM	QTC		Actions 
	 Exam Request	OPEN	08/20/2024, 1:39:20 PM	09/04/2024, 8:48:30 PM	QTC		Actions 

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020 - New/Increase

Open Claim Check

Manage Evidence

[Go to Work Item](#) | Days Pending: 43 | Date of Claim: 08/13/2024 | Status: OPEN | Suspense Date: 10/03/2024 | Ready to Recall: No | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions

Development

Tracked Items

Exams

Claim Notes

Exam Scheduling Request Summary

Showing 1 - 2 of 2							
	Scheduling Request Type	Status ^	Date Submitted	Date Last Updated	VHA/Vendor	Locked	Actions
-	Exam Request	OPEN	09/10/2024, 3:53:41 PM	09/24/2024, 1:48:53 PM	QTC		Actions
-	Contention: bi lateral lower extremity muscle cramps associated with sarcoidosis (Also claimed as cramps associated with sarcoidosis)	PENDING RESULTS					View History
	Medical Exam Name: Consultations and examinations	COMPLETED	Appointment Date: 09/23/2024 10:00 AM EDT				View History
+	Contention: bi lateral hip pain associated with sarcoidosis (Also claimed as chronic pain associated with sarcoidosis)	PENDING RESULTS					View History
+	Contention: bi lateral upper extremity muscle cramps associated with sarcoidosis (Also claimed as cramps associated with sarcoidosis)	PENDING RESULTS					View History

020 - New/Increase

[Go to Work Item](#) | Days Pending: 43 | Date of Claim: 08/13/2024 | Status: OPEN | Suspense Date: 10/03/2024 | Ready to Recall: No | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions

Development

Tracked Items

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Claim Notes

Exam History

Request UUID:

Events to view at a time

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Sort by

Newest

Filter by

All items

+ Sep 24, 2024, 1:48:52 PM - Appointment Completion: Received

+ Sep 11, 2024, 10:24:08 AM - Scheduled Appointment: Received

+ Sep 10, 2024, 4:02:47 PM - Acknowledgement: Received from Vendor

+ Sep 10, 2024, 3:55:02 PM - Manifest Request: Successfully Delivered to DAS

+ Sep 10, 2024, 3:54:37 PM - Exam Scheduling Request: Successfully Delivered to DAS

+ Sep 10, 2024, 3:54:36 PM - Exam Scheduling Request: Submitted

EXPAND CLAIM DETAILS

Contentions

Development

Tracked Items

Exams

Claim Notes

Request ID:

Events to view at a time

50

Sort by

Newest

Filter by

All items

+ Sep 24, 2024, 1:48:52 PM - Appointment Completion: Received**- Sep 11, 2024, 10:24:08 AM - Scheduled Appointment: Received**

Event Package ID:

Direction: EMS to VBMS

Transaction Date: Sep 11, 2024, 10:16:31 AM

Scheduling Request Status: TRIAGE

bi lateral lower extremity muscle cramps associated with sarcoidosis (Also claimed as cramps associated with sarcoidosis) -- Contention Status: TRIAGE

bi lateral hip pain associated with sarcoidosis (Also claimed as chronic pain associated with sarcoidosis) -- Contention Status: TRIAGE

bi lateral upper extremity muscle cramps associated with sarcoidosis (Also claimed as cramps associated with sarcoidosis) -- Contention Status: TRIAGE

Appointment Date and Time: 09/23/2024 10:00 AM EDT

Appointment Location: 8580 CORDES CIR GERMANTOWN, TN 38139

Examiner Name: ASHLEY JOHNSON

Appointment ID:

Preferred Examiner Gender Indicator: NO

+ Sep 10, 2024, 4:02:47 PM - Acknowledgement: Received from Vendor

INTERPRETING EXAM REPORTS (DBQ / MO) CLAIM STUDY / PRACTICAL EXERCISE

- What was the veteran's military component?
- What was the claimed condition?
- What type of medical opinion was requested?
- Did the VSR provide direction to pertinent evidence in the veteran's eFolder?
 - If so, how can we tell if it was considered?
- Do you think this examiner was attentive during the exam?
 - Why or Why not?
- This veteran has been denied for hearing loss in the past. What would you advise?
- Do you think this was granted?

PREPARING THE CLIENT FOR THE EXAM

- Discuss symptoms / provide DBQs and VASRD
- Provide VA Claim Exam Fact Sheet
<https://www.benefits.va.gov/COMPENSATION/docs/claimexam-factsheet.pdf>
- Exam scheduling process
 - Who will be contacting the them? How to have a say in the appt date/time/location/examiner. Risks of missing/rescheduling. Set up/check/clean voicemail.
- Vendor examinee portal
 - How –to information for setting up the portal to track exams or upload documents.
*Documents uploaded to the vendor portal are for internal use only and are not forwarded to the VA. It is the veteran's responsibility to make sure all pertinent evidence is submitted to the VA.

PREPARING CONT'D

- What to take to the exam
 - ID, documents requested by the vendor, copies of the non-VA medical records that were submitted with the claim and recent ones that were attained after the claim was submitted.
- What the examiner should be able to see
 - eFolder including, but not limited to CAPRI records, STRs, DD214s and any evidence that was submitted with the claim
 - Encourage them to ask the examiner about specific documents or direct them to the relevant evidence in the file.
- After action review
 - Who to call about issues with the exam or examiner (Vendor, VA, and VSO)
- What to expect following the exam / next steps

BEFORE

- Needs to reschedule
- Moves or changes contact information
- Is homebound
- Is non-verbal

During

- Examiner doesn't have access to all the evidence that was submitted with the claim
- Rude, unprepared or dismissive examiner
- Unnotified cancellations
- Veteran has new non- VA records (MRI, x-ray, labs, etc..)

COMMON EXAM ISSUES

SUPPORT

LOCAL TDVS SUPPORT FOR C&P EXAM / EXAMINER ISSUES:

- LISA WARE — TEAM LEAD: 615-351-5067 / LISA.WARE@TN.GOV
- LLOYD SHARP — REGION 1: 615-934-8460 / LLOYD.SHARP@TN.GOV
- SOPHIA RODRIGUEZ — REGION 2: 615-663-1124 / SOPHIA.RODRIGUEZ@TN.GOV
- REGION 3 VACANT
- CHARLES SEVIER — REGION 4: 615-440-2009 / CHARLES.SEVIER@TN.GOV

VA - REGIONAL OFFICE C&P COORDINATOR CAN BE CONTACTED THROUGH LOCAL APPEALS TEAM

QUESTIONS?

