

TVB Live Webinar: Disagreeing with a VA Decision

🔑 Key Takeaways

May 27, 2025

Here are the key takeaways and additional resources from the TVB Live Webinar: Disagreeing with a VA Decision, which will support your work in advocating on behalf of Veterans disagreeing with a VA decision.

Why it matters. Counseling a veteran on how to disagree with a VA decision is complex. If you catch the mistake immediately, you might use the [Claim Accuracy Request](#) process. A veteran can disagree using one of Appeals Modernization Act's three options – supplemental claim; higher-level review; or appeal to BVA.

TDVS's [Appeals & Accreditation Division](#) team is always available to help you weigh the pros and cons – such as the time it might take for a decision and likelihood of success -- of the various methods a veteran might use to disagree with a VA decision.

Here's how to use TVB's QA Work Request function to take advantage of this technical assistance.

Step 1. From the Veteran Dashboard – Select the View Claims card.

Jeremy Marshal Beattie
Veteran Number: VET-TNDVS-0000077 Claim Count: 5

DOB: 06/23/1940 VA File Number: 058763248 SSN: xxx-xx-3248 Age: 84 POA: Tennessee Department of Veteran Services

Email: stevens2601@gmail.com

Mobile phone: --

Evening phone: 423 - 894 - 2109

Daytime phone: --

Address: 2601 Dallas Dr
Chattanooga, TN 47415

SSN: ***-**-3248

[Note Alerts]

Actions:

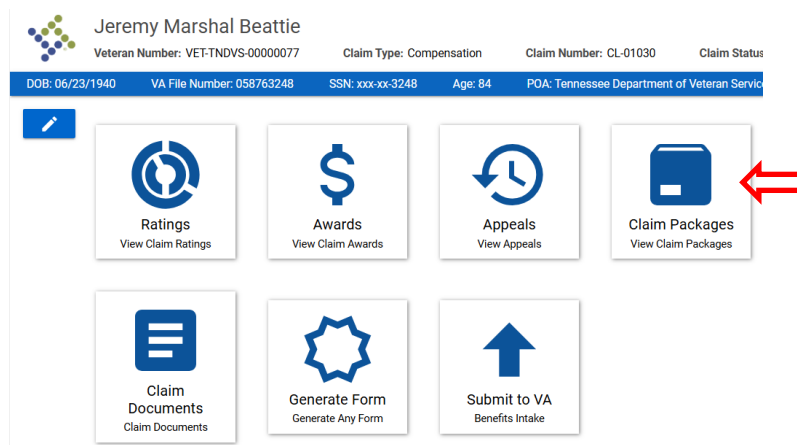
- Add Note (Add Quick Note)
- Add Vet Comm (Add Veteran Communication)
- New Claim (Create New Claim)
- View Notes (View Notes)
- View Comm Log (View Communications)
- View Claims (View Claims) ←

Step 2. The Claims “folders” will display on the right side of the page. Select the claim that contains the 10182 or HLR you want to have a second set of eyes.

CL-00007	Jeremy Marshal Beattie - Veteran	Ratings	Compensation	Active
CL-01030	Jeremy Marshal Beattie - Veteran	Appeals / HLR	Compensation	Active

←

Step 3. From the Claim Dashboard, select the Select Claim Packages card.



Jeremy Marshal Beattie
Veteran Number: VET-TNDVS-0000077 Claim Type: Compensation Claim Number: CL-01030 Claim Status

DOB: 06/23/1940 VA File Number: 058763248 SSN: xxx-xx-3248 Age: 84 POA: Tennessee Department of Veteran Service

Claim Packages
View Claim Packages

Step 4. Select the New button to create a Claim Package.

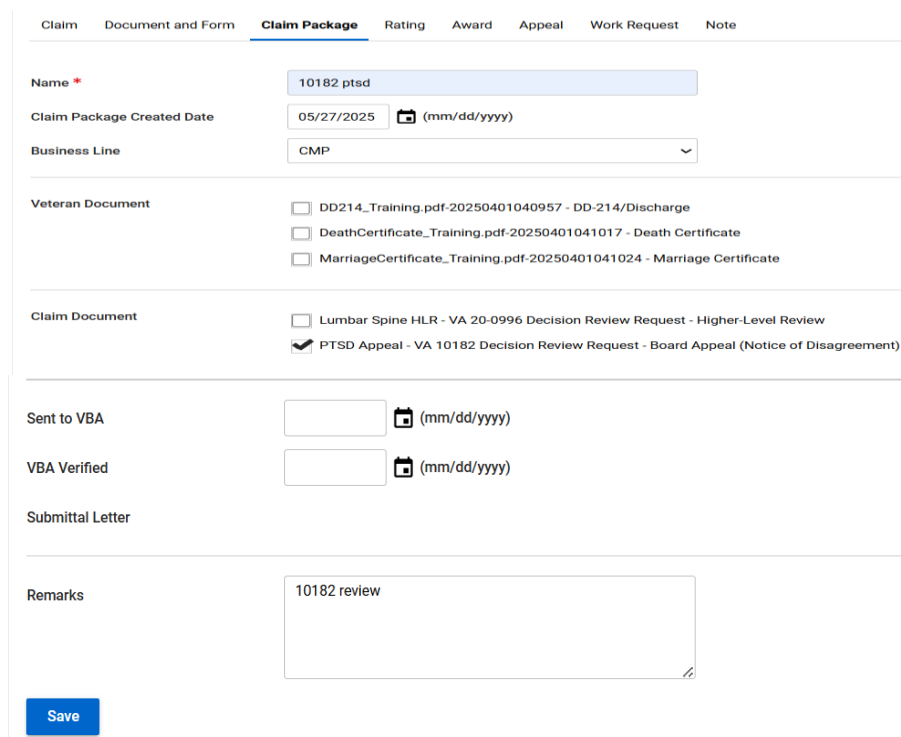
Name: name the claim package, ex. 10182 PTSD or HLR back/neck

Claim Package Created Date: select today's date

Business Line: select an option or leave as CMP

From Veteran/Claim Document: select the veteran or claim documents to include in the request

Remarks: leave a note – 10182 review, HLR review, etc.



Claim Document and Form **Claim Package** Rating Award Appeal Work Request Note

Name * 10182 ptsd

Claim Package Created Date 05/27/2025 (mm/dd/yyyy)

Business Line CMP

Veteran Document

- ☐ DD214_Training.pdf-20250401040957 - DD-214/Discharge
- ☐ DeathCertificate_Training.pdf-20250401041017 - Death Certificate
- ☐ MarriageCertificate_Training.pdf-20250401041024 - Marriage Certificate

Claim Document

- ☐ Lumbar Spine HLR - VA 20-0996 Decision Review Request - Higher-Level Review
- ☒ PTSD Appeal - VA 10182 Decision Review Request - Board Appeal (Notice of Disagreement)

Sent to VBA (mm/dd/yyyy)

VBA Verified (mm/dd/yyyy)

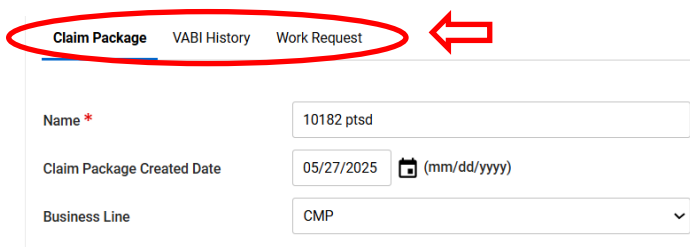
Submittal Letter

Remarks 10182 review

Save

When completed click Save – this takes you to a screen that looks like a duplicate.

However, the links at the top are different.



Claim Package VABI History Work Request

Name * 10182 ptsd

Claim Package Created Date 05/27/2025 (mm/dd/yyyy)

Business Line CMP

From this screen – Open a new Work Request

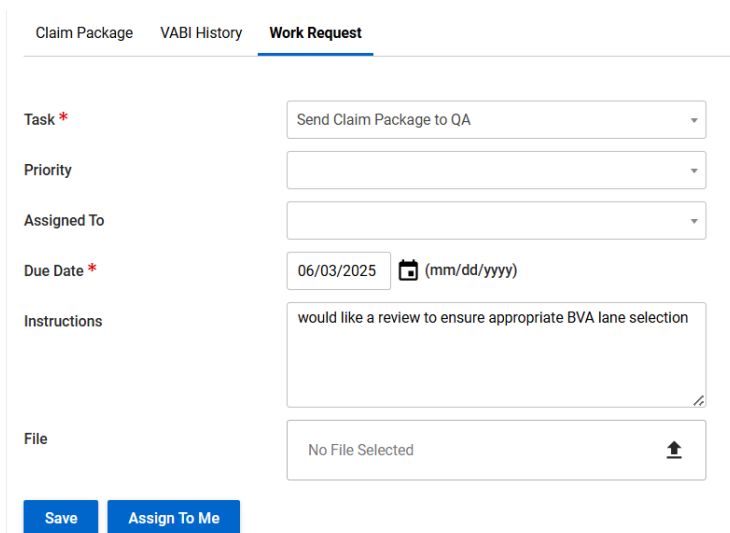
Step 5. Complete the work request by sending claim package to QA.

Task: Select Send Claim Package to QA

Priority: Only use if you have a decision date that is within 5 days of expiring
Also send an email to the QA team

Assigned To: Leave Blank

Due Date: One week from establishment.



Claim Package VABI History Work Request

Task * Send Claim Package to QA

Priority

Assigned To

Due Date * 06/03/2025 (mm/dd/yyyy)

Instructions would like a review to ensure appropriate BVA lane selection

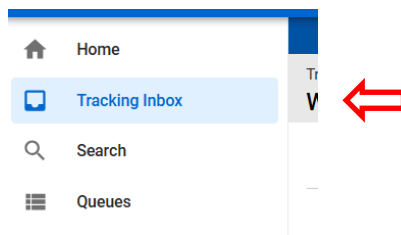
File No File Selected

Save Assign To Me

When complete click Save - this sends the request to the A&A team for technical assistance. The A&A team will review and file the disagreement. They will reach out via phone or email for any further discussion.

Your request is complete!

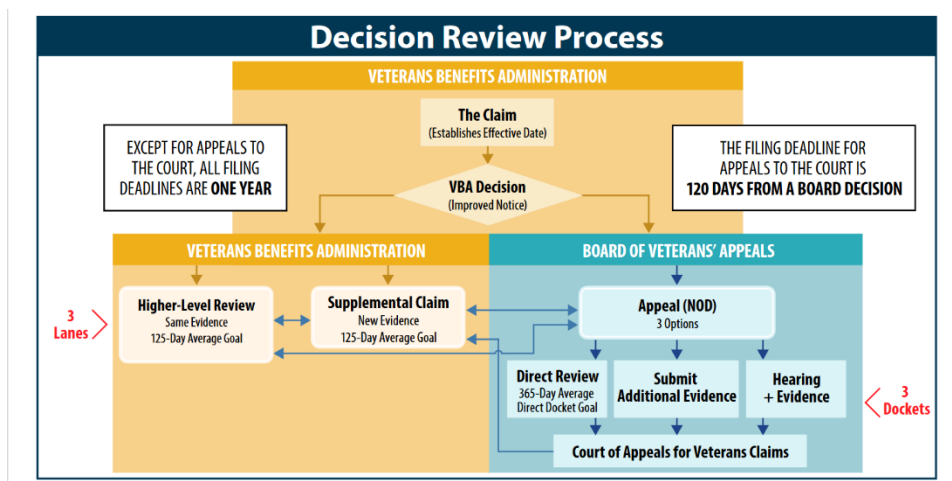
To check progress on the work request – hover over the left menu Tracking Inbox and click on Work Requests.



Your QA Request will show on this list -- *Open/Complete*

I need more:

- [TVB Live Webinar: Disagreeing with a VA Decision](#)
- [TVB Submit to QA Quick Reference Guide](#)
- [VA's Appeals Modernization Fact Sheet](#) is a good visual tool to help clients understand the options for disagreeing with a VA decision. It also provides basic considerations to assist in counseling clients on which lane is right for them.



- VA's Office of Administrative Review or OAR has provided several tools including [AMA and Decision Review Options Communications Toolkit](#) as part of its Appeals Modernization Act or AMA education campaign to promote greater understanding of the decision review options available under the AMA.
- **More Tools & Resources**
- [TDVS Training Catalog](#) – Search with Terms “Appeals”; “Caseflow”; “Higher”
- [Contact](#) TDVS Appeals & Accreditation Division