



Department of

Veterans Services

West Region Spring Training Webinar

May 26, 2020

Welcome

Assistant Commissioner Patrick Rice

Training Officer Ron Dvorsky

This presentation is being recorded

Connection options Computer/phone

WebEx Orientation

Camera

Microphone (mute)

Chat box for questions

Raise your hand and state your name

Group attendance roster and Code Word

Agenda

- Welcome – Commissioner Courtney Rogers
- Welcome - Assistant Commissioner Patrick Rice
- Logistics – Training Officer Ron Dvorsky
- Appeals Modernization Act – Review and Practical Application
- VetraSpec Tips and Tactics
- Remote Claims Assistance
- Question & Answer

Quote



Learning is more effective when it is
an active rather than a passive
process.

— *Kurt Lewin* —

AZ QUOTES

TN

Department of

Veterans Services

Appeals Modernization - Overview

- Three option framework for claimants to choose from when dissatisfied with VA's decision on their claim:
 - Supplemental Claim – 20-0995
 - Higher Level Review – 20-0996
 - Board Appeal – 10-182
- Additional changes:
 - 1 year from Rating Decision to choose a lane
 - Exception: Opt-in from SOC/SSOC must be done within 60 days
 - Effective date protections for continuously pursued claims
 - Favorable findings of fact binding on other claims
 - No split jurisdiction between VBA and Board for appeals processing (no certification process)

Three Review Options

VBA		BVA
Supplemental Claim	Higher-Level Review	Board Appeal
<ul style="list-style-type: none"> Replaces “reconsiderations” and “reopening” claims with “new and material” evidence VA will readjudicate a claim if “new and relevant” evidence is presented or identified with a supplemental claim (open record). VA will assist in gathering new and relevant evidence (duty to assist). Effective date for benefits is always protected when submitted within 1 year of prior decision. Tracked and controlled under EP 040 series Decisionmakers are Veterans Service Representatives (VSRs) and Rating VSRs (RVSRs) 	<ul style="list-style-type: none"> More experienced VA employee takes a second look at the same evidence (closed record and no duty to assist). Option for a one-time telephonic informal conference with the higher-level reviewer to discuss the error in the prior decision <i>De novo</i> review with full difference of opinion authority Duty to assist errors returned to lower-level for correction (quality feedback) Tracked and controlled under EP 030 series Decisionmakers are Decision Review Officers (DROs) and Senior VSRs 	<ul style="list-style-type: none"> Evidence only docket: The appellant may submit evidence within the 90 day window following submission of the NOD. The Board does not have a duty to assist and the record is otherwise closed. Direct docket: The appellant receives direct review by the Board of the evidence that was before VBA in the decision on appeal. The Board has a 365-day timeliness goal for this docket. Quality feedback loop for VBA. Hearing docket: The appellant will be scheduled for a Board hearing. Additionally, the appellant may submit evidence within the 90 day window following the scheduled hearing. The Board does not have a duty to assist and the record is otherwise closed.

Remember

- Supplemental Claim: Identify the new and relevant evidence.
- Higher Level Review: Identify the error that was made on a previous decision. Be specific! A simple statement such as “I disagree with the decision” is not sufficient.
 - Informal Conferences During Higher Level Review. If the claimant elects an informal hearing, please provide the Appeals Division’s contact information in order to ensure appellate representation.
 - PRACTICE TIP...Complete Block 14 of the VA form 20-0996 by selecting 8 to 10 a.m. and 10 to 12:30 p.m. and provide TDVS’s Appeals Division contact information -- 615-695-6385 and tdva.vbanas@va.gov.

Hypo – Intent to File

- Veteran filed a claim for bilateral hearing loss on December 1, 2015. The claim was denied on February 1, 2016 because the VA found no link between the Veteran's hearing loss and his military service. The Veteran comes to you for assistance with refiling because he now has a new audiologist that told him that his hearing loss is related to service. You know that nexus opinions need to be written by a physician, so you suggest that the Veteran go back to his audiologist for an opinion. You tell him that once he brings the written opinion to your office, you will file a Supplemental Claim. Should you file an ITF to preserve this month as his date of claim?

Answer – Intent to File

- No, you should not file the ITF because they do not apply to Supplemental Claims (or Higher Level Reviews/BVA Appeals).

AMA and Blue Water

- Effective 1/1/2020 – VA did not begin processing BWN cases until that date.
- Effective date can be earlier than 1/1/2020 if:
 - Vet or survivor filed a claim for SC for a covered AO disease on or after 9/25/1985, but before 1/1/2020
 - Claim was denied because it was not incurred in or aggravated by service
 - Vet or DIC claimant files a supplemental claim for SC of the same disease on or after 1/1/2020
- Effective date will be date of earliest claim for disease filed on or after 1/25/1985

AMA and Blue Water

Here are a couple of examples from actual claims. They at least shed some light on what VA is doing.

TDVS will continue to await publication of regulations or guidance and coordinate with NVLSP to gain additional information.

AMA and Blue Water Claim 1

VA is applying the retroactive effective date rules of BWN Vietnam Veteran Act to supplemental claims filed and pending prior to 1/1/2020. There were other contentions but the below are relevant to effective date application. Grant resulted in approximately \$140K retro award.

Ischemic Heart Disease History

ITF 11/25/15

Original Claim 12/23/15

Denial 11/29/16

Supplemental Claim 11/1/2019

Grant w/ effective date of 11/25/15

DMII

Original Claim 7/31/07

Denial 3/27/09

Supplemental Claim 11/1/2019

Grant w/ effective date of 7/31/07

AMA and Blue Water Claim 2

VA is applying traditional effective date rules in the case of an original claim received in 2019 and adjudicated in 2020. The theory must be that although BWN Vietnam Veteran Act established 1/1/20 as effective date, prior court case created eligibility for benefits. That's at least our interpretation.

IHD

Intent to File 5/31/19

Original Claim 8/8/19

Grant w/ effective date of 5/31/19...date of intent to file.

Hypo – Blue Water Navy and AMA

- Blue Water Navy veteran filed a claim for esophageal cancer on May 1, 1995. The VA denied the claim on August 1, 1995. The Veteran recently found out that Blue Water Navy veterans are now entitled to benefits for Agent Orange exposure and has come to your office for assistance with refiling. Should you file a Supplemental Claim based solely on the Blue Water Navy Vietnam veterans Act ?

Answer – Blue Water Navy and AMA

- Do not file the Supplemental Claim. Explain to the Veteran that the case will still be denied because esophageal cancer is not currently on the list of conditions that are presumptively associated with Agent Orange. It did not expand the presumptive list. The Veteran will need to have a very strong medical nexus opinion for this case to be granted on a direct service connection theory.

Hypo – BWN and DIC

- Veteran was a Blue Water Navy vet that passed away from Ischemic Heart Disease in October 2010. The Veteran's surviving spouse comes to you after hearing that Blue Water Vets are now entitled to benefits for Agent Orange presumptive. The Veteran had never filed a claim before his death. Should you assist the surviving spouse with filing a claim for DIC?

Answer – BWN and DIC

- Yes. The surviving spouse is now entitled to DIC because the Veteran was a Blue Water Vet who passed away from a condition that is presumptively related to Agent Orange exposure.

Questions?



VetraSpec – Recent Updates

You've likely noticed several VetraSpec updates over the last few days. In response to several proposals by County partners, VetraSpec has made the following enhancements

VetraSpec – Recent Updates

- Increased Search Fields to Identify Veterans
 - Phone Number
 - VetraSpec User ID
- Increased Information on Search Results Screen to Identify Veterans
 - Phone Number
 - VetraSpec User ID
 - County or Office Assigned
- Made Visible VetraSpec User ID
 - Unique identifier used to identify veteran records without the need to share any personally identifiable information.
- My Task Tab
 - Listed tasks now include veteran's social security number.
 - Increased the number of tasks shown when users click "Show All" to go back one year.

VetraSpec – Recent Updates

Search for a Veteran

Enter all or part of any of the following:

LAST NAME:	<input type="text"/>
FIRST NAME:	<input type="text"/>
SSN:	<input type="text"/> (XXX-XX-XXXX)
VA CLAIM NUMBER:	<input type="text"/>
PHONE: (HOME, WORK OR CELL)	<input type="text"/>
VETRASPEC ID NUMBER:	<input type="text"/>

Percent sign = wildcard.
Examples:

A% in the last name field will return all vets whose last name begins with *A*.

And% in the last name field will return all vets whose last name starts with *And* (Andrews, Anderson...)

%1234 in the SSN field will return all SSN's that end in *1234*.

VetraSpec – Recent Updates

MY TASKS

ADD A TASK

TASK:

REVIEW BY:

Month ▾

Day ▾

2020 ▾

Add

TASKS DUE (SHOWING THE LAST 10 RECORDS ENTERED)

[SHOW ALL](#)

DUE DATE	VETERAN NAME / TASK	VETERAN SSN	MARK COMPLETED
May. 29, 2019			Mark Completed
May. 24, 2019			Mark Completed
May. 24, 2019			Mark Completed
May. 24, 2019			Mark Completed
May. 24, 2019			Mark Completed
May. 24, 2019			Mark Completed
May. 24, 2019			Mark Completed
May. 20, 2019			Mark Completed
May. 17, 2019			Mark Completed
May. 17, 2019			Mark Completed

COMPLETED TASKS: (SHOWING THE LAST 10 RECORDS)

[SHOW ALL](#)

DUE DATE	VETERAN NAME / TASK	VETERAN SSN	ACTION
May. 03, 2018			Delete
May. 01, 2018			Delete
May. 01, 2018			Delete
May. 01, 2018			Delete

VetraSpec - Open Database

- VetraSpec users now have access to all veterans in Tennessee's VetraSpec database.
- **REMINDER...Please remember to change the Office and CVSO information** to reflect the office (Region/Office/County) and individual (CSO) assisting the client in order to improve the accuracy of VetraSpec's report functions.

OFFICE AND CVSO INFORMATION	
REGION/OFFICE/COUNTY:	<input type="text" value="Nashville Field Office"/>
CSO:	<input type="text" value="Travis Murphy - TDVS"/>
CLAIM MANAGED BY:	<input type="text" value="Travis Murphy - TDVS"/>
RECORD LAST EDITED BY:	Travis Murphy (TDVS) on Dec. 02, 2019
RECORD ORIGINALLY ENTERED BY:	Travis Murphy (TDVS), on Jun. 27, 2019
IS THIS RECORD CONFIDENTIAL?	<input type="text" value="No"/>
<input type="button" value="Save"/>	

VetraSpec by DataSpec, Inc. | www.dataspecinc.com | 1-877-568-7732 | [Help](#)
Use constitutes agreement of the TOS

VetraSpec – Open Database

TN Department of Veterans Services **VETRA*SPEC** QUICK OVERVIEW OF THIS VETERAN RECORD Today is: Apr. 17, 2020
Logged in: Carol Swindon (cswindon2) | [Logout](#)

HOME	SEARCH	ADD	RESOURCES	DOCUMENTS	REPORTS	FORMS	CALENDAR	MY TASKS					
QUICK OVERVIEW	MORE DETAILS	MILITARY SERVICE	CURRENT RATINGS	PENDING ISSUES	FINANCIAL ASSISTANCE	PAYMENTS	DEPENDENTS	COMMUNICATION	RECORDS	FINANCIALS	PACKAGE A CLAIM	MY VETS	DIRECT SUBMIT

EDIT **DEMOGRAPHICS OVERVIEW**
No Photo Uploaded Yet

OFFICE AND CVSO INFORMATION

REGION/OFFICE/COUNTY:	TDVS	←
CSO:	Carol Swindon - TDVS - Claims Office	←
CLAIM MANAGED BY:	Claims Office person handling claim	
RECORD LAST EDITED BY:	Ronald Dvorsky JR (TDVS - Claims Office) on Feb. 27, 2020	
RECORD ORIGINALLY ENTERED BY:	Danny Scarborough (Crockett), on Apr. 07, 2015	
IS THIS RECORD CONFIDENTIAL?	No	▼

Save ←

VetraSpec – My Tasks

- The VetraSpec User Guide Covers This Function Well
 - Allows the user to track responsibilities and be reminded of them.
 - Two ways to establish a task:
 - Click on My Tasks while in the veterans file
 - Click on Pending Issues while in the veterans file

Training Resources can be found:

- <https://www.tn.gov/content/tn/veteran/about-us/learning---development-division/training-resources-underdevelopment.html>

VetraSpec – Disability Calculator

- Current Ratings allows you to calculate veteran's rating percentage.
 - The Current Ratings feature is valuable because it can be used to calculate future ratings in order to counsel veterans by adjusting disability percentages or adding additional disabilities.
 - Add Current Ratings
 - If you know ahead of time how many disabilities you are going to add, change the 1 in the drop down box after you have clicked on Add a New Rating in the Current Ratings Held tab.
 - Complete requested information to include Type, % Granted, Diagnostic Code, Effective Date, Is Bilateral, Etc. Select Add once all of the requested information is included.
 - The Combined Rating can be viewed from the Quick Overview tab or Current Ratings tab.

VetraSpec – Disability Calculator




QUICK OVERVIEW OF THIS VETERAN RECORD

Today is: Apr. 17, 2020
 Logged in: Carol Swindon (cswindon2) | [Logout](#)

[HOME](#)

[SEARCH](#)

[ADD](#)

[RESOURCES](#)

[DOCUMENTS](#)

[REPORTS](#)

[FORMS](#)

[CALENDAR](#)

[MY TASKS](#)

[QUICK OVERVIEW](#)

[MORE DETAILS](#)

[MILITARY SERVICE](#)

[CURRENT RATINGS](#)

[PENDING ISSUES](#)

[FINANCIAL ASSISTANCE](#)

[PAYMENTS](#)

[DEPENDENTS](#)

[COMMUNICATION](#)

[RECORDS](#)

[FINANCIALS](#)

[PACKAGE A CLAIM](#)

[MY VETS](#)

[DIRECT SUBMIT](#)

NAME: Mouse, Mickey **SSN:** 789-56-1234 **DOB:** Nov. 18, 1928 **VA CLAIM #:** **POA:** Tennessee Department of Veterans Services

[EDIT](#) **DEMOGRAPHICS OVERVIEW**

No Photo Uploaded Yet

ADDRESS: 105 Town Square
CITY: Disney Land
STATE: FL
ZIP: 32830
DAYTIME PHONE: (407) 939-5277
EVENING PHONE: (407) 939-5277
CELL: (407) 939-5277
EMAIL: micky.mouse@dw.com

MEDICAL INFORMATION:
NOTES: ****HOMELESS****

CSO: Danny Scarborough-Crockett
CLAIMS OFFICE PERSON:

LAST COMMUNICATION: Date: 05-22-2017
 Entered by: Travis Murphy
 edit...test of phone radial button

PENDING ISSUES OVERVIEW [ADD](#)

ISSUE:	PTSD
RECIPIENT:	Veteran EDIT
ORIGINAL OR REOPENED?	Original claim Claim filed on: Mar. 04, 2020
CLAIM STATUS:	In progress Claim filed on: Mar. 04, 2020
REVIEW BY:	
NOTES:	

ISSUE:	ISCHEMIC HEART DISEASE
RECIPIENT:	Veteran EDIT
ORIGINAL OR REOPENED?	Original claim Claim filed on: Mar. 04, 2020
CLAIM STATUS:	In progress Claim filed on: Mar. 04, 2020
REVIEW BY:	
NOTES:	

ISSUE:	DIABETES MELLITUS TYPE II TYPE II
RECIPIENT:	Veteran EDIT
ORIGINAL OR REOPENED?	Original claim Claim filed on: Mar. 04, 2020
CLAIM STATUS:	In progress Claim filed on: Mar. 04, 2020
REVIEW BY:	
NOTES:	

CURRENT RATINGS HELD OVERVIEW [ADD](#)

Combined rating: 90 % 

RECIPIENT:	Veteran EDIT	IS BILATERAL?	No
DIAG CODE:	6100		
% GRANTED:		TYPE:	Compensation - Direct

RECIPIENT:	Veteran EDIT	IS BILATERAL?	No
DIAG CODE:	6260		
% GRANTED:	10%	TYPE:	Compensation - Direct

RECIPIENT:	Veteran EDIT	IS BILATERAL?	No
DIAG CODE:	6847		
% GRANTED:	50%	TYPE:	Compensation - Direct

RECIPIENT:	Veteran EDIT	IS BILATERAL?	No
DIAG CODE:	8100		
% GRANTED:	30%	TYPE:	Compensation - Direct

RECIPIENT:	Veteran EDIT	IS BILATERAL?	No
DIAG CODE:	9411		
% GRANTED:	70%	TYPE:	Compensation - Direct

Electronic Filing – Digits to Digits (D2D)

- What is D2D?
 - D2D is an electronic claims transmission service between certain partners and VA.
 - TDVS along with the two veteran service organizations TDVS supports (The American Legion and Veterans of Foreign Wars) can file eligible forms using D2D.
- How does it work?
 - VetraSpec has worked with VA to develop electronic transmission capability. Like packaging a claim, select Appeals Division employees can elect to transmit claims meeting specific criteria directly to VA systems, i.e. VBMS.
 - For a successful transmission to occur, we must follow certain business rules.

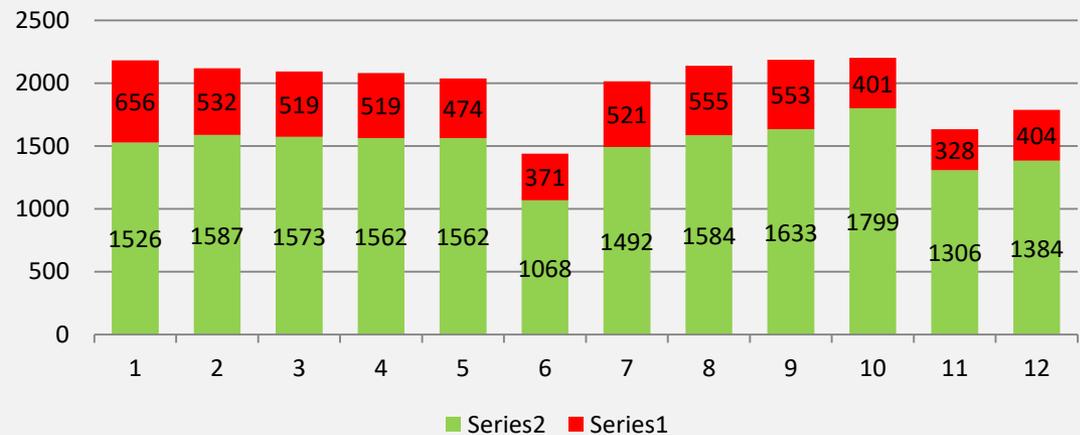
Electronic Filing

- Why D2D?
 - Fastest Filing Method – Client not waiting for VA to take action on a filing.
 - Establishes the claim along with individual contentions.
 - VA can then begin development much more quickly.
 - Forms and documents never leave VetraSpec during review and filing.

Percentage of 526EZ Successfully
Filed with D2D

January 2020 - 52.67%
February 2020 - 48.89%
March 2020 - 33.42%

TDVS Form Submission Totals CY 2019



Electronic Filing

- What are the basic requirements for successfully filing with D2D?
 - The 21-526EZ, 21-22 and 21-0966 are eligible for D2D filing.
 - The organization under which you are submitting must already hold POA, or a 21-22 must accompany the submission.
 - All forms must be completed inside VetraSpec, i.e. , you cannot scan in a completed 21-526EZ into Documents and send that over D2D.
 - All forms must be signed using a signature pad.
 - The Veterans date of birth must be completed in the veteran's profile prior to generating a form.

Electronic Filing

- How must forms be completed?
 - Most fields do not allow special characters. Use *only* letters and numbers in fields, unless VetraSpec's red text indicates otherwise. If a special character is needed, replace it with the word that describes the character. IE, write the word "percent" instead of using %. Do not use apostrophes.
 - All dates must be complete. IE, MM-DD-YYYY. Partial dates are not accepted in *any* field, including the treatment dates and military service fields on the 21-526EZ.
 - "Yes/No" (checkboxes) on the forms must be answered either Yes or No.
 - Direct deposit information is no longer required on the 526EZ if already established with VA.

Electronic Filing

18A. DID YOU SERVE UNDER ANOTHER NAME? <input type="checkbox"/> YES (If "Yes," complete Item 18B) <input type="checkbox"/> NO (If "No," skip to Item 19A)		18B. PLEASE LIST THE OTHER NAME(S) YOU SERVED UNDER <input type="text"/>																			
19A. BRANCH OF SERVICE (Check all that apply) You must check one. <input type="checkbox"/> ARMY <input checked="" type="checkbox"/> NAVY <input type="checkbox"/> MARINE CORPS <input type="checkbox"/> AIR FORCE <input type="checkbox"/> COAST GUARD		19B. COMPONENT (Check all that apply) You must check one. <input type="checkbox"/> ACTIVE <input type="checkbox"/> RESERVES <input type="checkbox"/> NATIONAL GUARD																			
20A. MOST RECENT ACTIVE SERVICE DATES (MM,DD,YYYY) Required. Month Day Year ENTRY DATE: September 4 1991 EXIT DATE: September 4 1994		20B. PLACE OF LAST OR ANTICIPATED SEPARATION Required. <input type="text"/> Norfolk VA																			
20C. DID YOU SERVE IN A COMBAT ZONE SINCE 9-11-2001? You must check one. <input type="checkbox"/> YES <input type="checkbox"/> NO		20D. ADDITIONAL PERIODS OF SERVICE (Indicate enlistment and discharge dates, if applicable) VETRASPEC INSTRUCTIONS: If you have more than one additional period of service, please use a 4138 to list them. <table border="1"> <thead> <tr> <th colspan="3">Enlistment Date(s)</th> <th colspan="3">Discharge Date(s)</th> </tr> <tr> <th>Month</th> <th>Day</th> <th>Year</th> <th>Month</th> <th>Day</th> <th>Year</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Enlistment Date(s)			Discharge Date(s)			Month	Day	Year	Month	Day	Year						
Enlistment Date(s)			Discharge Date(s)																		
Month	Day	Year	Month	Day	Year																
21A. ARE YOU CURRENTLY SERVING OR HAVE YOU EVER SERVED IN THE RESERVES OR NATIONAL GUARD? You must check one. <input type="checkbox"/> YES <input type="checkbox"/> NO (If "Yes," complete Items 21B thru 21F) (If "No," skip to Item 22A)		21B. COMPONENT <input type="checkbox"/> NATIONAL GUARD <input type="checkbox"/> RESERVES																			
21D. CURRENT OR LAST ASSIGNED NAME AND ADDRESS OF UNIT: <input type="text"/> Unit Name <input type="text"/> Address Name Address <input type="text"/> <input type="text"/> State <input type="text"/> ZIP City State ZIP		21E. CURRENT OR ASSIGNED PHONE NUMBER OF UNIT (Include Area Code) (<input type="text"/>) <input type="text"/>																			
21C. OBLIGATION TERM OF SERVICE Month Day Year From: <input type="text"/> <input type="text"/> <input type="text"/> Month Day Year To: <input type="text"/> <input type="text"/> <input type="text"/>		21F. ARE YOU CURRENTLY RECEIVING INACTIVE DUTY TRAINING PAY? You must check one. <input type="checkbox"/> YES <input type="checkbox"/> NO																			
22A. ARE YOU CURRENTLY ACTIVATED ON FEDERAL ORDERS WITHIN THE NATIONAL GUARD OR RESERVES? <input type="checkbox"/> YES <input type="checkbox"/> NO (If "Yes," complete Items 22B & 22C)		22B. DATE OF ACTIVATION: (MM,DD,YYYY) Month Day Year <input type="text"/> <input type="text"/> <input type="text"/>																			
22C. ANTICIPATED SEPARATION DATE: (MM,DD,YYYY) Month Day Year <input type="text"/> <input type="text"/> <input type="text"/>		23B. DATES OF CONFINEMENT (MM,DD,YYYY) From: To: Month Day Year Month Day Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>																			
23A. HAVE YOU EVER BEEN A PRISONER OF WAR? <input type="checkbox"/> YES (If "Yes," complete Item 23B) <input type="checkbox"/> NO																					

Electronic Filing – Common Issues

- **City, State, Zip Validation**

- D2D has implemented a city, state and zip code validation. For example, if USPS does not shorten the name of a city (for example Mt. Juliet vs. Mount Juliet), the form is not able to be successfully filed using D2D. A few practice tips that will reduce this error:
 - Spell out the entire city name in the VetraSpec database.
 - Always include a city, state and zip code in the VetraSpec database.
 - Use the Post Office to “look up a zip code” to validate city spelling and addresses.

VA response:808-Data Validation Error:

CurrentMailingAddress: City or State do not match Zip Code

Electronic Filing – Common Issues

- **Treatment Dates in the Future**

- If a veteran is continuing to receive treatment at a VA medical center, use the date you complete the 526EZ as the end treatment date in block 17 of the 526EZ.
- Treatment dates in the future or leaving the blocks empty prevents successful D2D filing.
 - Block 17B must be complete for successful D2D filing even though Block 17 of the current version of the 21-526EZ includes an option to check if you do not have treatment dates.

17. LIST VA MEDICAL CENTER(S) (VAMC) AND DEPARTMENT OF DEFENSE (DOD) MILITARY TREATMENT FACILITIES (MTF) WHERE YOU RECEIVED TREATMENT AFTER DISCHARGE FOR YOUR CLAIMED DISABILITY(IES) LISTED IN ITEM 16 AND PROVIDE TREATMENT DATES:

A. ENTER THE DISABILITY TREATED AND NAME/LOCATION OF THE TREATMENT FACILITY <i>If a treatment facility is listed here, you must enter complete treatment dates in B.</i>	B. DATE(S) OF TREATMENT
Alvin C. York VAMC	January 1 2017 TO December 31 2018
Memphis VAMC	January 1 2019 TO January 3 2020
	Month Day Year TO Month Day Year
	Month Day Year TO Month Day Year

Electronic Filing – Common Issues

- **Service Numbers**

- The veteran service number field only accepts numeric characters ie. 1, 2, 3, etc. Do not include letters when populating a service number either in the “Military Service” tab of VetraSpec or when completing forms. These prevent successful digital filing using D2D.

Electronic Filing – Common Issues

- **Military Service Information**

- Section V of the 21-526EZ requires information about a veteran's military service. Much of the information in blocks 18A. to 23B. is required in order to successfully file using D2D. Some digital filing tips related to military service include:
 - VetraSpec has annotated blocks 20C through 23B in red text in order to assist users in properly completing military service information.
 - The National Guard and Reserve addresses are limited to 20 characters.
 - Military Service information can be entered in the “Military Service” tab of VetraSpec in order to auto-populate 21-526Ezs. Select the “Military Service” button from VetraSpec's menu and either “Add New” or “Edit this Record” to add or edit a veteran's military service information.

Electronic Filing – Common Issues

TN Department of Veterans Services **VETRSPEC** **MILITARY SERVICE DETAIL** Today is: Feb. 04, 2020
Logged in: Travis Murphy (travis.j.murphy) | [Logout](#)

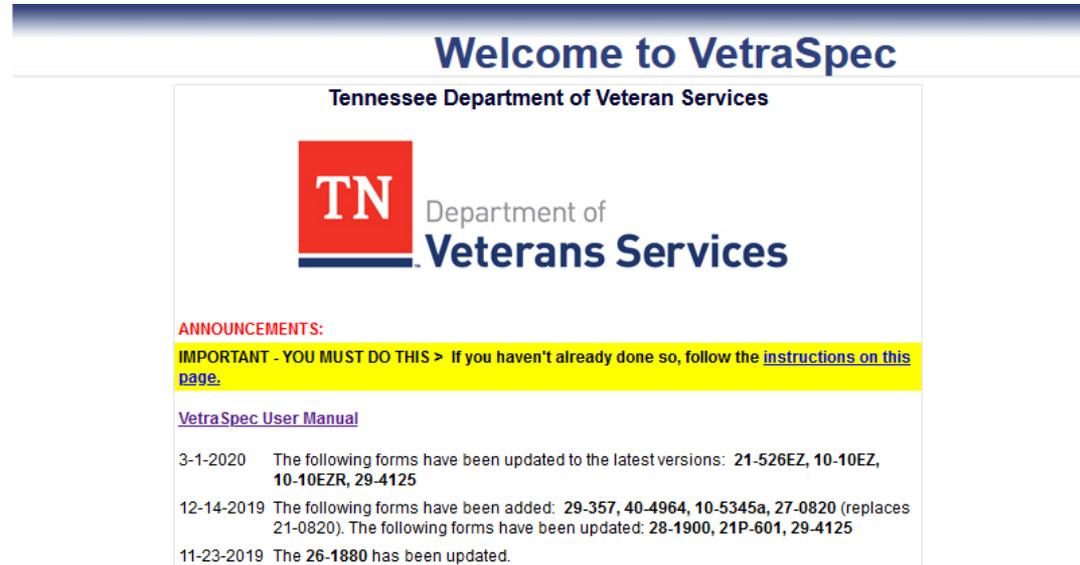
HOME SEARCH ADD RESOURCES DOCUMENTS REPORTS FORMS CALENDAR MY TASKS

QUICK OVERVIEW MORE DETAILS MILITARY SERVICE CURRENT RATINGS PENDING ISSUES FINANCIAL ASSISTANCE PAYMENTS DEPENDENTS COMMUNICATION RECORDS FINANCIALS PACKAGE A CLAIM MY VETS DIRECT SUBMIT

VA response:808-Data validation error(s): (1)
ReserveInformation:currentOrLastAssignedNameOfUnit required (2)
CurrentOrLastAssignedAddressOfUnit:addressLine1 is greater than 20 characters

Conclusion

- Tools and Resources
 - VetraSpec User Manual
 - VSO Tools
 - TDVS Fact Sheets
 - TDVS Benefit Bulletins



The screenshot shows the top portion of the VetraSpec website. At the top, it says "Welcome to VetraSpec" in a blue serif font. Below that, it says "Tennessee Department of Veteran Services" in a smaller blue sans-serif font. The logo for the Tennessee Department of Veterans Services is displayed, featuring a red square with "TN" in white, followed by the text "Department of Veterans Services" in blue. Below the logo, there is a red "ANNOUNCEMENTS:" header. A yellow banner contains the text "IMPORTANT - YOU MUST DO THIS > If you haven't already done so, follow the [instructions on this page](#)." Below the banner, there is a link for "Vetra Spec User Manual". A list of updates follows, with dates and descriptions of form changes.

Welcome to VetraSpec

Tennessee Department of Veteran Services

TN Department of Veterans Services

ANNOUNCEMENTS:

IMPORTANT - YOU MUST DO THIS > If you haven't already done so, follow the [instructions on this page](#).

[Vetra Spec User Manual](#)

3-1-2020 The following forms have been updated to the latest versions: 21-526EZ, 10-10EZ, 10-10EZR, 29-4125

12-14-2019 The following forms have been added: 29-357, 40-4964, 10-5345a, 27-0820 (replaces 21-0820). The following forms have been updated: 28-1900, 21P-601, 29-4125

11-23-2019 The 26-1880 has been updated.

Questions?

