

TDVS Fact Sheet

Board of Veterans’ Appeals – Virtual Hearings & TDVS’ Hearing Network

April 2024

TDVS is committed to holding as many Board of Veterans’ Appeals (BVA) hearings as possible to support appeal resolution and timeliness.

Why it matters: The BVA has over 74,000 appeals waiting on a hearing. Approximately 1,500 of these are Tennessee Veterans.

Tennessee has been successful in ensuring Veterans take advantage of every hearing opportunity BVA offers because of your partnership. 🏆 Your work in providing customer focused virtual hearing options was recognized with the prestigious Abraham Lincoln Pillars of Excellence Award. Check out [Commissioner Baker’s message](#).

BVA Scheduling Approximately 90 – 120 Days Out

The Board of Veterans’ Appeals schedules the Veteran or Appellant for a virtual hearing and notifies the Veteran via a “[BVA hearing scheduled letter](#)”.

Scheduled hearings, including the date and time, will be posted in Caseflow in the Board Hearing Schedule area. Hearings will be labeled “virtual”, and the virtual hearing link will be posted with the hearing information.

1	Mickey Mouse 123456789	Virtual	Virtual Hearing Link 	Regional Office Nashville regional office
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TDVS Making First Contact Approximately 45 Days Out

A TDVS Appeals Advocate will contact the Veteran or Appellant to discuss options, including in-person locations, for the virtual hearing. If a local office is the Veteran’s best option, the Appeals Advocate will contact that office via email to determine if the office is able to host the veteran’s virtual hearing. The hearing link is made available in VetraSpec for use on the day of the hearing.

TYPE	COMMUNICATION DETAILS
Board Hearing	April 17, 2024, BVA hearing link: https://vc.va.gov/bva-app/?conference=BVA0113626@vc.va.gov&pin=3501318864&callType=video

TDVS Making Further Contact Before Hearing

The TDVS Appeals Advocate that will represent the Veteran at the hearing will make contact 7-10 days prior to the hearing to discuss the issue(s) under appeal, recommend additional evidence and prepare for the hearing.

Best practices:

- Federal law (38 C.F.R. 20.704) provides hearings can be postponed **only for good cause**.
 - Examples of good cause include illness, difficulty in obtaining records, or unavailability of a witness. TDVS must provide a written motion for a Judge to approve to postpone a hearing.
 - The BVA sets the hearing date and time, and TDVS cannot adjust. All TDVS can do is attempt to obtain a postponement.
- **Annotate VetraSpec...Annotate VetraSpec...Annotate VetraSpec**
 - Update / Validate the Veteran's contact information (address, phone, email) at every encounter.
 - Add Communication Notes – For example, if you discuss hosting a virtual hearing with the Veteran before a TDVS Appeals Advocate engages, please add a communication note.

The Day of the Hearing

The TDVS Appeals Team will ask the veteran to arrive 30 minutes prior to the hearing to ensure adequate time for logging onto the virtual hearing. The assigned Appeals Advocate will usually log onto the call 5 – 10 minutes prior to the hearing start time, or as time allows after their last hearing.

Best practices:

- The Veteran Service Officer (VSO) or County Service Officer (CSO) should ensure a desktop or laptop computer is available in a location that will provide a private location for the Veteran to attend the virtual hearing. The device must have both a camera and microphone.
- The VSO/CSO will assist the veteran with logging onto the hearing using the hearing link available in either Caseflow or VetraSpec and confirm that the Appeals Advocate is present at the hearing start time.

- The VSO/CSO does not need to remain with the veteran during the hearing unless they are interested in attending.

If you have questions or concerns, contact the assigned Appeals Advocate or any member of the [TDVS's Appeals Division](#) for assistance and support.

Tools and Resources That Support BVA Virtual Hearings

Here are several additional tools and resources available to accredited service officers across the state to support complex claims:

- [TDVS Knowledge Library](#)
 - [VSO Caseflow Quick Reference Guide \(June 2022\)](#)
 - [Installing and Accessing VA Systems](#)
- [TDVS Training](#)
 - [December 2021 Lunch & Learn: Caseflow](#)
- [Other Resources](#)
 - [VA Fact Sheet: BVA Virtual Hearing Option](#)

Need Help with Caseflow / Haven't Hosted a BVA Virtual Hearing in Your Office - TDVS Can Help

If you have questions or need assistance with a BVA Virtual Hearing, TDVS can help. Please feel free to contact [TDVS's Appeals Division](#) for assistance and support.