

**Claim Accuracy Request (CAR) Pilot
TDVS Fact Sheet V2
November 2024**

[Benefits Bulletin 21-5](#) highlighted the launch of the Claim Accuracy Request (CAR) pilot program to allow representatives opportunities to quickly identify significantly flawed decisions, and for VBA to expeditiously review and redetermine them. VA has launched Phase IV of the pilot and released this updated [Job Aid for Representatives](#) that outlines how you can participate.

When should I seek a Claim Accuracy Request?

You can seek a Claim Accuracy Request or CAR when a compensation or pension related decision contains an “obvious error of fact or law” that requires a new decision. Examples include:

- Erroneous Removal of Dependents
- Incorrect Withholdings
- Missed Issues

A Claim Accuracy Request is not for use when you disagree with the judgment of VA or weight assigned certain evidence.

You must submit a CAR within 30 days of the Veterans’ decision notification letter.

How Do I seek a Claim Accuracy Request?

Follow the Claim Accuracy Request or CAR instructions in [Job Aid for Representatives – 10.01.2024 v2](#).

- File a CAR on VA Form 20-0996 with the phrase “Claim Accuracy Request or CAR prominently noted within the application.

The image shows the front of VA Form 20-0996, titled "DECISION REVIEW REQUEST: HIGHER-LEVEL REVIEW". Above the form, there are two red-outlined boxes labeled "Claim Accuracy Request" and "CAR". The form itself has a header with the VA logo and "Department of Veterans Affairs". Below the header, there are instructions for completing the form. To the right of the instructions is a box for the "VA DATE STAMP" with the instruction "DO NOT WRITE IN THIS SPACE". Below the instructions, there is a section titled "SECTION 1 - VETERAN'S IDENTIFICATION INFORMATION" which includes a note about completing the form and a line for the veteran's name (First, Middle Initial, Last).

- Package or file the VA Form 20-0996 with the phrase "Claim Accuracy Request prominently noted within the application just like you would any other form or document using Vetra Spec's Package A Claim function or Direct Submit.

How Should I Document VetraSpec?

TDVS wants to track both participation and the success of this program. To do so, please document VetraSpec in the following manner when packaging or filing a Claim Accuracy Request.

- Create a New Communication
- Select "Other"
- Include Text - "Filing Claim Accuracy Request or CAR"

NEW COMMUNICATION

DATE: December 8 2021 TIME: 10 33 a.m.

TYPE:

- ☐ Office visit
- ☐ VA communication
- ☐ VSO communication
- ☐ Phone
- ☐ Incoming mail
- ☐ Email
- ☒ Other
- ☐ Outgoing mail
- ☐ Home visit

B I U ABC

Filing Claim Accuracy Request or CAR

Path: p

Who can I contact if I have questions or concerns?

Please contact either Training Officer Ron Dvorsky at 615-630-0246 or Ronald.dvorsky@tn.gov or Quality and Appeals Specialist Lisa Ware at 615-351-5067 or lisa.ware@tn.gov.