



Veterans Benefits Administration VSO Mail Call

November 18, 2024

Agenda

- Mail Intake
- Mail Automation

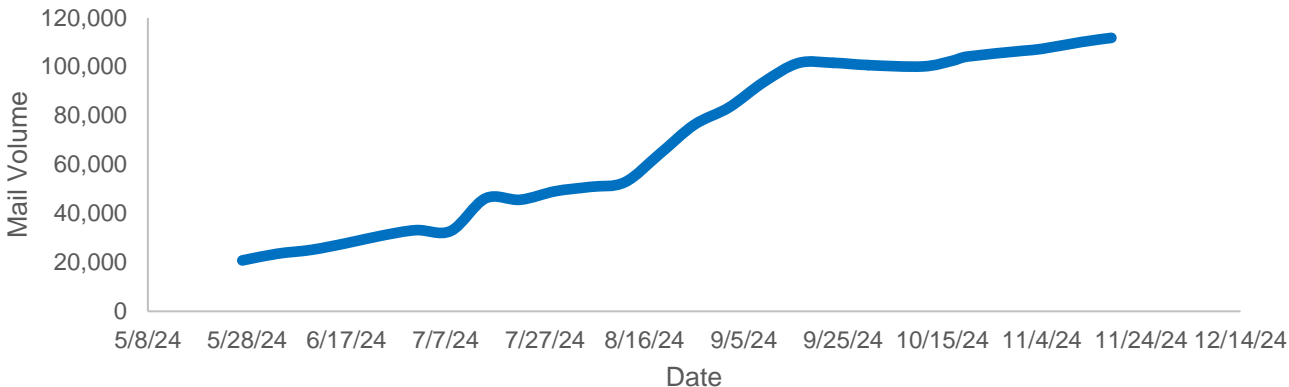


Mail Intake

Actions Completed

- Continued overtime for mail packet processors and increasing staffing
- Reviewing process around failed submissions for process improvement
- Reviewing mail intake to improve service delivery

Total C&P Volume



C&P Mail Packet Inventory

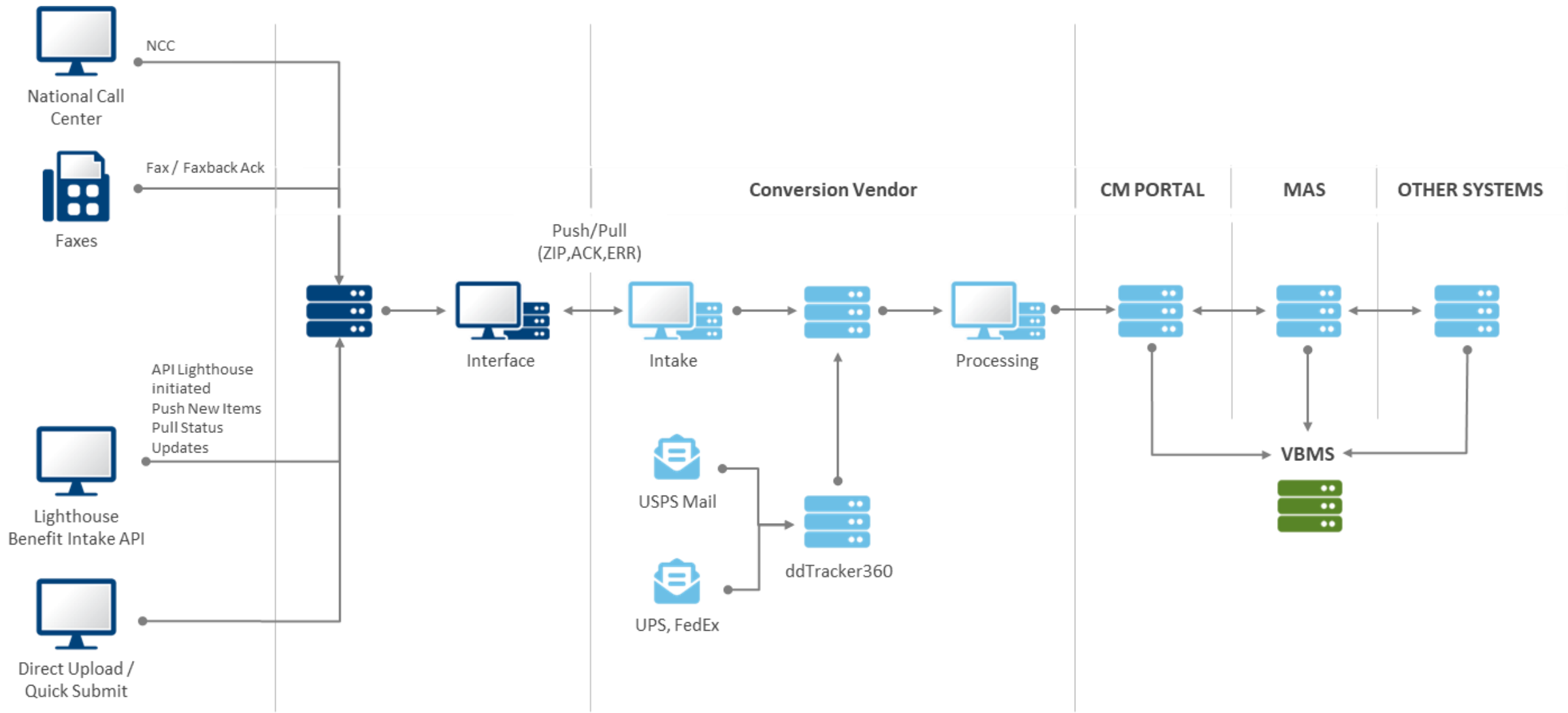
| Date | Inventory | Weekly Change |
|------------|-----------|---------------|
| 11/18/2024 | 111,850 | 1,678 |
| 11/12/2024 | 110,172 | 2,820 |
| 11/04/2024 | 107,352 | 955 |
| 10/27/2024 | 106,397 | 2,198 |
| 10/20/2024 | 104,199 | 4,853 |
| 10/11/2024 | 99,346 | -1,351 |

| QuickSubmit STATUS | DAYS |
|------------------------------|--------------|
| Upload Started | >1 day |
| Sent to Vendor | >1 day |
| Vendor Processing | >1 day |
| Submission Failed - Resubmit | Resubmit |
| Available in Mail Portal | >40 days |
| Complete | Final Status |



Email: vcip.vbaco@va.gov

Evidence Intake Process Flow



Mail Automation

Top Documents Offramped - October 2024

- VA Form 21-4138, Statement in Support of Claim (7.42%)
- Correspondence (5.61%)
- Certificate of Discharge From Active Duty (5.40%)
- VA Form 20-0995, Supplemental Claim (5.20%)
- Returned Mail (4.80%)
- Medical Treatment Record –Government (4.75%)
- Medical Treatment Record – Non-Government (7.89%)
- VA Form 27-0820, Report of General Information (4.51%)

Top Offramp Reasons – October 2024

- Document in packet not eligible for automation (27.5%)
 - Mainly forms for business lines outside of Compensation and Pension, i.e. VR&E, BVA
- VBMS File number missing (10.7%)
- Packet contains docs for multiple Veterans (9.4%)
- Form layout not found (6.7%)
 - e.g. outdated, altered forms, missing pages
- Form incomplete (2.7%)
- No matched Veteran found (2.3%)

Improvements/Required fields

- Ensure Veteran and file number/SSN present and match the Veteran
 - If name change needed utilize 4138
- If submitting evidence only, include Veterans full file number/SSN
- If form is for Veteran, leave claimant section blank
- Keep contentions specific to issue being claimed, for additional context utilize 4138
- Ensure forms are complete and legible
- Do not submit duplicate documents
- Veteran first and last name
- Veteran file number/SSN
- Signature in signature field(s)
- Signature date in signature date field(s)
- Current form
- Release date, last period and branch of service for BDD claims



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Mail Automation – Vet Profile Establishment

Summary: When a packet is received for a Veteran that does not have a VBMS profile MAS will create a new profile if specific documents are in the packet and specific documents are NOT in the packet.

MAS will create a new profile if the packet contains ≥1 of the following documents:

- 526EZ
 - Only those where field “Have you ever filed a claim with VA” is checked “NO”
 - Veteran must be born on or after 10/01/1956
- 21-22
 - Section 2 cannot be filled out
 - Required: first name, last name, DOB, SSN
 - Veteran must be born on or after 10/01/1956
- 21-22a
 - Section 2 cannot be filled out
 - Required: first name, last name, DOB, SSN
 - Veteran must be born on or after 10/01/1956

MAS will NOT create a new profile if any of these documents are also in the packet:

- Returned Mail
- 0995
- 0996
- 0538
- 0537
- 527, 527EZ
- 534, 534EZ
- 530
- 10182



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Discussion and Questions