



STATE OF TENNESSEE
DEPARTMENT OF VETERANS SERVICES

TOMMY BAKER
COMMISSIONER

BILL LEE
GOVERNOR

March 4, 2025

[Mayor Name]
[Title]
[Office Address]
[City, State, Zip]

Subject: Modernizing Veterans Services: New Claims Management System Implementation

Dear County Mayor Frank,

Following our May 2024 announcement regarding the Request for Proposals for a new Claims Management System, I am pleased to inform you that the Tennessee Department of Veterans Services (TDVS) has finalized a contract with Tyler Technologies to replace our outdated VetraSpec platform. This selection resulted from a thorough review process that began in April 2022, which involved input from State and County Veteran Service Officers.

Key Benefits for Your County

The new CMS will deliver substantial improvements to your County Veteran Service Office operations:

- Streamlined claims filing including e-signature capability, offering more convenience to Veterans
- Enhanced data visibility through monthly performance reports
- Reduced administrative burden, allowing more focus on direct Veteran service
- User-friendly interface simplifying navigation and claim tracking
- Reduced County Expenses for licensing

Implementation Approach

To ensure minimal disruption, we have designed a two-phase implementation:

❖ **Phase 1: Initial System Launch (May 10-16, 2025)**

- Core system implementation with immediate improvements to claims management
- Opportunity for your team to become familiar with the platform

❖ **Phase 2: Tennessee-Specific Enhancements (October 2025)**

- Customizations based on direct feedback from county users
- Refinements addressing Tennessee-specific needs and workflows

Support and Training

TDVS is fully committed to supporting your team through this transition:

- **March 2025:** Lunch and Learn session providing system demonstrations

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- **April 1-15:** Regional-based training for all CVSOs
- **April 16-30:** Individualized training for each county office
- **October 2025:** Additional training on Tennessee-specific enhancements

As promised, TDVS will cover all costs associated with implementation and licensing.

Next Steps

In the coming weeks, you will receive:

- A Memorandum of Understanding outlining state commitment to covering all system costs, roles and responsibilities, and our framework for collaboration
- Details about the March Lunch and Learn session
- Comprehensive training schedules
- Invitations to informational sessions

I understand that system transitions require adjustment. The insights from your County Service Officers have been instrumental in shaping our approach. As a veteran, I recognize that our collective success depends on strong partnerships between state and county offices. I am confident that this new system will enhance our ability to serve Tennessee's veterans with the excellence they deserve.

Should you have any questions or concerns, please contact me directly.

Sincerely,

A handwritten signature in black ink, reading "Tommy H. Baker", is positioned below the word "Sincerely,".

Tommy Baker
Major General, U.S. Army (Retired)
Commissioner
Tennessee Department of Veterans Services

CC: [County Name] County Veteran Service Office

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