



STATE OF TENNESSEE  
DEPARTMENT OF VETERANS SERVICES

TOMMY BAKER  
COMMISSIONER

BILL LEE  
GOVERNOR

March 4, 2025

Subject: TDVS Claims Management System Implementation – Status Report

Dear «Title» «Last\_Name»,

Your support for Tennessee's Veterans has greatly enhanced our service capabilities. I am pleased to report that the Tennessee Department of Veterans Services (TDVS) has finalized a contract with Tyler Technologies to modernize our claims management infrastructure, directly fulfilling the intent of your appropriation.

This system replacement comes at a critical juncture. Our existing VetraSpec platform is increasingly inadequate for the volume and complexity of Veteran claims in our county's process. With your secured funding, TDVS will absorb all licensing costs for this new system, relieving financial pressure on our county partners. This resource allocation allows counties to focus on their primary mission – serving Veterans – rather than navigating budget constraints.

The implementation will occur in two phases, demonstrating military precision in execution:

- **May 10-16, 2025:** Initial system deployment providing immediate operational improvements in claims processing speed and data visibility.
- **October 2025:** Enhancements tailored for Tennessee, informed by input from County Veteran Service Officers serving your constituents.

This approach enables rapid deployment while integrating frontline feedback, a strategy I have found effective throughout my career. This translates into tangible benefits for your constituents. Veterans in your districts will enjoy a streamlined claims submission process and more convenient service delivery. County leaders will receive monthly performance metrics, ensuring clear accountability for your allocated resources.

Having served in uniform and now leading this department, I recognize that mission success depends on strategic direction from leadership and sufficient resources. Your legislative support has offered both, and my team is ready to implement this modernization with the discipline and effectiveness that Tennessee's Veterans deserve.

I am available to discuss the specific impacts on Veterans in your district or to answer any questions regarding implementation.

Sincerely,

Tommy Baker  
Commissioner  
Tennessee Department of Veterans Services

COMMISSIONER'S OFFICE