Automated VA Form 20-0999 Training

FY25-Q1

Agenda

- Introduction
- Automated VA Form 20-0999 Overview
- Live demonstration of the automated platform
- Questions

References

- Automated VA Form 20-0999 Job Aid
- Automated VA Form 20-0999 Standard Operating Procedure (SOP)
- [Automated VA Form 20-0999 Platform](#)

- As part of the higher-level review (HLR) process, Decision Review Officers (DRO) determine if issues need to be returned for further development as a:
  - Duty to Assist Error (DTA)
  - Difference of Opinion (DoO)

- DROs utilize the VA Form 20-0999, *Higher-Level Review Return*, documenting the development needed on each issue.

- OAR is committed to improving user experience during the decision review process and enhancing automation opportunities.

- Automation of the VA Form 20-0999 is an initial step for examination automation in the future for HLR returns and overall efficiency.

VA Form 20-0999 Automation

- The automated VA Form 20-0999 is available on a platform outside of VBMS for DROs to complete.

- Automated updates to the form include:
  - Pre-populated dropdowns
  - Pre-populated Veteran or claimant information
  - DTA and DoO selection for each contention
  - Pre-populated contentions for selection
  - Attachment for medical opinion descriptions or additional comments

- After a DRO completes the VA Form 20-0999 on the platform it will automatically upload the document to the VBMS eFolder.
  - Copies will remain on the platform for future edits or changes that may be needed.
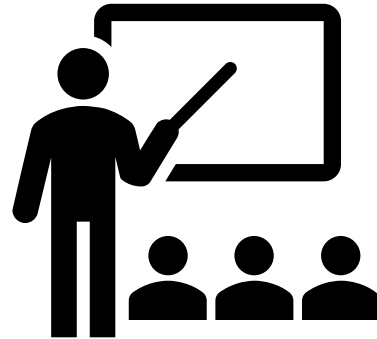 - The platform will not delete or replace prior versions.

Impact on Decision Review Operation Centers

- The Decision Review Operation Centers (DROCs) will begin utilizing the automated VA Form 20-0999 in FY25-Q1.

  - User acceptance testing (UAT) began in April 2024 and DROs and SVSRs from the three DROC locations participated.

Automated VA Form 20-0999 Platform

Questions

If there are additional questions about the VA Form 20-0999 automation, please send them to OAR Program Administration at:

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