

## Why is accurate handling of the Date of Claim important?

- Saves staff time by preventing re-work
- Ensures that the staff and station is properly credited for the work they are doing
- Safeguards staff and station timeliness measures
- Helps avoid quality assurance errors
- Protects the Veteran's access to benefits
- Protects due process in handling claims

Date of claim can be found in 3 locations

- BDN – M35 screen – Open date of Applicant status
- PIF User and/or WIPP – 719 establishment date (if properly set using AutoGED or Authorizer enters on BDN 101 screen following authorization of GED on 501 screen)
- Corporate WINRS – claim history tab



Remember, attention to detail is key – please take the time at CEST or when reviewing a claim to ensure that the date of claim is correct!

## Re-Opening a Claim? Remember the M35 !!

**Why is this important?** An incorrect date of reapplication/reopened claim in Applicant status will result in an incorrect date (usually MUCH older) used in calculating timeliness from date of claim to PCLR or Disallowance of EP 719

### What Do I need to Do?

1. Ensure that both the BDN and CWINRS records are in your station before GED processing and 719 creation
2. Make sure to reopen the claim through the CWINRS AutoGED. This will ensure that old data is properly closed and the station is given credit for the new work. Do NOT use BDN to place the case in an open status.

### What Screens Should I Check in BDN and CWINRS?

1. In BDN: Use BINQ/Loc inquiry to determine CER folder location and use MINQ/M35 to ensure CER location matches Ch. 31 Master Record
2. In CWINRS: double-check the BDN M35 screen and the CWINRS Personal Tab (folder location)

**Yikes! The M35 is wrong! How do I fix it?** Once you have processed the AutoGED - Use CAST directly in BDN and update the 320 (M35) screen by closing the case from Discontinued or Rehabilitated using Reason Code 88, and moving to Applicant with the correct date of claim.

## Date of Claim and 719 Timeliness Is Important For Everyone!

Who	Action (What)
Program Specialist	<ul style="list-style-type: none"> <li>• Verify whether claim is formal or informal</li> <li>• Verify whether claim is Original or Reopened/Reapplication</li> <li>• Verify that Corporate 095/295 has been cleared if claim is Memo Rating type</li> <li>• Verify whether CER location is in same Regional Office</li> <li>• Accurate Entry of Date of Claim in AutoGED or 101 screen during CEST</li> </ul>
Authorizer	<ul style="list-style-type: none"> <li>• Verify whether CER location is in same Regional Office (return to Program Specialist for corrections)</li> <li>• Review claim document and verify Date of Claim source</li> <li>• Verify Date of Claim was correctly entered in AutoGED (on User Entered tab)</li> <li>• Accurate Entry of Date of Claim on 101 screen following 501 screen – when processing GED directly in BDN</li> </ul>
Vocational Rehabilitation Counselor	<ul style="list-style-type: none"> <li>• Verify Date of Claim on CWINRS History Tab</li> <li>• Verify Date of Claim on BDN (MINQ/M35)</li> <li>• Verify the closed date of a Reopened/Reapplication claim = Open Applicant date, and that the Reason Code is 88</li> </ul>
VR&E Officer	<ul style="list-style-type: none"> <li>• Resolve questions or problems in processing claims</li> <li>• Monitor pending and completed work for compliance with procedures</li> </ul>

## Another Common Problem With Date of Claim and 719 Timeliness

Issue	Example	How to Avoid This	
Typos	typing 2013 instead of 2014 when the claim was actually received in 2014 – this automatically makes the claim 1+ year(s) old!	Program Specialists	Authorizers
		check AutoGED (Add Record screen)  check 101 screen when CEST'ing an 095 or 295	check AutoGED (User Entered screen)  check 101 screen that follows the 501 screen when setting up 719 – change the default (current date) to actual date of claim.

**M28R**

**Receipt of Applications** [M28R, Part IV, Section A, Chapter 2, Paragraph 2.05] The date of claim for claims establishment is the *earliest date* a VA facility actually received the claim.

### Date Stamp the Application:

All Applications must be date stamped *immediately* upon receipt. A date stamp must be used to record the date of the receipt. A handwritten date stamp *must not* be used. Applications received by other business lines in VA must be forwarded directly to the VR&E Division.

The *effective date* of the Applicant (APP) status is the *original date stamp* when the application was *first received* in VA, regardless of the office location.

**38 CFR**

**Date of Receipt [38 CFR § 3.1(r)]** " Date of receipt" means the date on which a claim, information or evidence was received in the Department of Veterans Affairs.

## Date of Claim Guide

Format/Type of Claim	Proper Date of Claim	Avoid these common errors!
Claim received on <b>VA Form 119 or CWINRS note</b> (see Informal Claim CFR 21.31)	<u>Date of contact</u> – the date VA employee spoke with the Veteran	<i>Do not use</i> the date shown by a <i>physical date stamp</i> , if one has been applied!
Claim received on <b>VONAPP</b>	Electronically generated <u>submission date</u> shown at the top of the printout	<i>Do not use</i> the date shown by a <i>physical date stamp</i> , if one has been applied!
<b>Memo Rating Claim</b>	Use the <u>earliest date</u> that the claim was received by any VA facility (including VAMC or another RO)	<i>Do not use the most recent date stamp or the date that the document was received in VR&amp;E (if later than RO)</i>
Claim document with <b>Multiple Date Stamps</b>	Use the <u>earliest date</u> that the document was <u>received by any VA facility</u> (incl VAMC or another RO)	<i>Do not use the most recent date stamp or the date that the document was received in VR&amp;E.</i>
<b>Reapplication from Discontinued (If &lt;12 months, see Reopened from Disc)</b>	CFR 21.198(c) provisions must be met for authorization to reenter Ch. 31 services. Use the earliest date of receipt of claim.	<i>Make sure the Open Applicant date in BDN (M35 screen) correctly reflects the date of <b>new</b> claim. Consult w/VR&amp;EO if ??</i>
<b>Reopened from Discontinued</b>	<u>Informal</u> : Date of Contact with the Veteran (phone, e-mail) <u>Formal</u> : Date of Receipt in VA Mail Room	<i>Informal: Employee who has contact w/Veteran should complete VAF 119 or CWINRS note. Consult w/VR&amp;EO if there are ??</i>
<b>Reapplication From Rehabilitated</b>	CFR 21.196(c), 21.284(a), and M28R, Part IV, Sec A, Ch. 2 Parg 2.06.d	<i>Make sure to monitor claim, as it must be initially processed out of system. GED reopens claim.</i>