Lost Folders / 24-Hour Searches / Claims Folder Number Reconciliation and Cancellation

**Answer Key**

**Table of Contents**

[Practical Exercise 2](#_Toc443401506)

Practical Exercise

**The instructor is to review the scenarios with the trainees and provide the answers to the associated questions.**

***Scenario 1:*** A Veteran submits a reopen claim into the Regional Office for an increase for his Diabetes Mellitus Type II and a new claim for his Peripheral Neuropathy upper and lower. It is discovered that the paper claim file cannot be located in the designated filing location.

What is your next course of action? The CA or VSR should have performed a general search to include review payment of benefits by another Regional Office, if so, contact that Regional Office to determine whether or not the folder is located there. The RO that has the mail should report the folder missing. Create End Product with 60 day suspense. At the end of the 60 day suspense, create the rebuilt claims folder to process the claim. Continue any incomplete search efforts to find the original folder.

***Scenario 2:*** A Veteran submits a reopen claim into the Regional Office for and increase for his hearing loss. The Veteran has a rebuilt paper folder on file. The original file is discovered prior to being rated by the RVSR.

What is your next course of action? Consolidate the documents that were obtained from the original folder into the rebuilt **efolder**. Remove the rebuilt indicator in BIRLS. Remove the Rebuilt Folder corporate flash. If the lost folder was a claims folder belonging to a living or deceased Veteran, notify the RMC that the original folder has been found.

OR

**Paper files** – combine the rebuilt folder and the original folder. Remove the rebuilt folder indicator in BIRLS. Forward the folder to the controlling operational element for review. If the lost folder was a claims folder belonging to a living or deceased Veteran, notify the RMC that the original folder has been found.

***Result – the RMC removes the missing folder charge card from its files***

***Scenario 3:*** A Veteran submits a claim for Amyotrophic Lateral Sclerosis (ALS). You do a folder search, and discover the paper folder is located at another Regional Office.

What is your next course of action? Request the Veteran’s folder from the RO where the file is located via 24-hour search request as follows:

1. Compose an email that
2. Provides the:
3. Veteran’s name
4. Claims folder number
5. Type of mail that necessitates the search, and
6. Name, address and RO of the employees to whom the folder should be sent, and
7. Clearly requests:
8. A physical check for the folder in the file banks, and
9. A response within 24-hours
10. Send the email to the VSCM of the:
11. RO that BIRLS shows has custody of the folder, and
12. RO where it is reasonable to believe the folder is located (if different that the RO shown in BIRLS).

Upon receipt of negative responses from all the ROs that received requests in Step 2, prepare a rebuilt folder.