

DRC Quick Reference for PMC Claims Assistants

SETUP STAGE

- VSOs will submit ITFs (not applicable to PMCs at this time), 21-22s, and email your IPC coach to request paper claim folders as needed
- Process these as normal, making sure to update POA authorization and change of address correctly

IMPORTANT: these will not be identified as DRC related, so request any paper claim folders to be scanned if processing these

EVIDENCE SUBMISSION STAGE

- VSOs must submit evidence via Direct Upload portal.

DRC SUBMISSION

Your DRC PMC Centralized Mail Queue will contain a DRC Coversheet(s); VA Form 21P-534ez signed by the eligible beneficiary, the death certificate, and may contain optional evidence (such as Dependency Forms, etc.)

DRC Compensation and Pension EXCLUSIONS

VA Form 21P-534ez (if form is not signed by claimant)	Submissions received while another rating-claim is concurrently pending	<ul style="list-style-type: none"> • Individual Unemployability • Stand-alone special monthly compensation for DIC • Special Monthly Pension
Claims for conditions already at scheduler maximum <ul style="list-style-type: none"> • Tinnitus at 10% • any condition at 100% 	DRC conditions currently on appeal	<ul style="list-style-type: none"> • Pregnant • Pre-discharge • Foreign address • Incarcerated • Restricted access (RACC)
<ul style="list-style-type: none"> • Claims involving non-veteran and non-surviving spouse beneficiaries (helpless child, survivors' pension, etc. • Dependent child birth defect and spina bifida claims (Chapter 18) 	<ul style="list-style-type: none"> • Pension, • dual claim, • Burial Claims 	<ul style="list-style-type: none"> • In-Service Death, • Parents' DIC • Veterans survivors Pension

For a complete list of DRC Exclusions

(CPKM, M21-1, Part III, subpart iii.3.C.1.c)

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PROCESSING DRC EXCLUSIONS for Pension Service

If...	Then...
Claim is ready to proceed to the RVSR <ul style="list-style-type: none">All evidence is there	<ul style="list-style-type: none">Establish the EP140,Enter in the associated contentions,Add the “Decision Ready Claim” Special Issue to the claim,Set-tracked item suspense for 1 dayOpen and close a custom tracked item, labeled “DRC” to trigger the auto-RFD feature
Claim is not ready to proceed <ul style="list-style-type: none">Evidence is missingClaim is not ready to proceed to the RVSR	<ul style="list-style-type: none">Return the claim to the normal queue for processingSend “DRC exclusion letter” to the surviving spouse using PCGL

DRC CEST

1. Establish 140 – DRC DIC with DOC of receipt of VA Form 21P-534ez
2. **CRITICAL:** add “Decision Ready Claim” special issue to one contention
3. Create a custom tracked item labeled “DRC” with 1 day suspense and close the tracked item to route to RVSR

2. Select save button

The screenshot shows the 'EXPAND CLAIM DETAILS' interface. At the top, there are tabs for 'Contentions List', 'Development', 'Letters', 'Tracked Items', and 'Claim Notes'. Below the tabs is an 'Add Tracked Item' button. The main area contains a table with columns: 'Item Requested', 'Sent To', 'Requested', 'Suspense', 'Closed', 'Received', 'In Error', 'Follow Up 1', 'Follow Up 2', and 'Actions'. A row is visible with 'DRC' in the 'Item Requested' column, '04/18/2017' in the 'Requested' column, '04/19/2017' in the 'Suspense' column, and '04/18/2017' in the 'Closed' column. A red arrow points to the 'Closed' date field. Another red arrow points to the 'Save' button in the 'Actions' column.

1. Enter date into closed field

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IMPORTANT REMINDERS

- Ensure paper claim folders are requested for scanning ASAP
- Do not send 5103 letters
- Do not send RFA letters when evidence is submitted with a DRC Evidence Coversheet(s)
- Ensure all evidence in the mail package is of record
- Use the Decision Ready Claim special issue for EP 140
- Establish a 1-day tracked item suspense