Monthly Benefits Delivery at Discharge (BDD) and

Integrated Disability Evaluation System (IDES) Conference Call Notes

Compensation Service

BDD/IDES/Mil Pay Staff (212A)

November 13, 2018—2 PM ET

The Compensation Service BDD/IDES/Mil Pay Staff hosts this monthly conference call to announce updates and address issues and questions related to the BDD and IDES Programs. All Military Services Coordinators (MSCs), Disability Rating Activity Sites (DRAS), Regional Offices and other VA personnel supporting BDD and IDES are invited to participate.

The following call notes summarize, expand upon, and provide any needed clarification of the topics addressed on the call or on the corresponding read-ahead. This document is not a verbatim recitation of the call or read-ahead. If you have specific questions related to claims, please send them to the IDES Mailbox and the Pre-Discharge BDD Mailbox. A Compensation Service team member will contact you to gather the additional information needed to review and respond to your case. If a pattern is established, and we note several intake sites are having issues, a Compensation Service team member will discuss the topic on the following month’s call.

TMS #4486875 has been created to provide training credit for the November 2018 BDD/IDES Teleconference. To receive the credit, you must sign into TMS and self-assign the course. The evaluation must be completed to receive credit for today’s call.

Please sign–up for the [C&P Calendar Subscription Service](http://vbacodmoint1.vba.va.gov/bl/21/calendar/cal_Subscribe.asp) to receive notification that the read-ahead is available and for notification when the TMS number is active.

Call in numbers: 844-358-7954, 844-210-0201, 844-894-0415; Conference ID: 26520195

<https://meet.RTC.VA.GOV/andrew.reese/84K5ZZFM>

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Topics for Discussion

MSC Top 6 Error Categories from Quality Reviews



BDD and IDES MSC Information on MSC SharePoint Site

MSC Coaches/Supervisors are requested to keep their ROs BDD MSC List and IDES MSC List updated on the [MSC SP Site.](https://vaww.infoshare.va.gov/sites/212Procedures/212D_MSC_Info/SitePages/Home.aspx) For questions/assistance contact andew.reese@va.gov.

IDES Specific Topics

Holiday Leave and Servicemember Availability during the Claims Development and Examination Phases

As we approach the holidays, MSCs should inquire about approved leave (non-emergency) during the initial interview that could interfere with the IDES process. If the participant indicates he or she has approved leave that would prevent the timely completion of exams, the MSC should return the referral to the PEBLO as an improper referral. MSCs should confirm with the PEBLO that they are aware of the upcoming leave, and see if something can be worked out (ex: SM will attend exams while on leave, etc.). Do not accept a case or submit exam requests if you know the participant will not be available to report for exams.

Please note: DoD policy allows commanders to grant leave to IDES participants for the welfare or morale of the Servicemember (SM), provided that the leave does not prevent timely completion of IDES appointments. Approved holiday leave does not necessarily constitute an improper referral; however, leave occurring within the first days of the referral, and/or periods of leave lasting over two weeks, are likely to prevent the timely completion of IDES appointments, and should be returned to the PEBLO.

VA Form 21-0819 Date Stamp and EP 689 Date of Claim (DoC)

We have received some emails regarding the date stamp on the VA Form 21-0819 and the EP 689 DoC. The date stamp on the VA Form 21-0819 should be the date the form comes into the possession of the VA and the EP 689 DoC should be the same date.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **III.i.2.D.3.d****.  MSC Actions When Processing an IDES Referral Package** |  | The table below describes the actions MSCs must take when processing a referral package from a PEBLO.

| **Step** | **Action** |
| --- | --- |
| 1 | Establish end product (EP) 689, using the *Disability Evaluation System* claim label in VBMS.***Important***:* MSCs must select the
	+ PREDISCHARGE claim type indicator
	+ IDES Pre-Discharge claim type indictor, and
	+ MEB MTF as the Intake Site when establishing the EP.
* The date VA first received [*VA Form 21-0819*](http://www.vba.va.gov/pubs/forms/VBA-21-0819-ARE.pdf) from the PEBLO represents the date of claim for claims establishment purposes, *even if the MSC determined the initial referral was improper.*

***Note***:  The EP 689 remains pending until* the DRAS receives verification of the participant’s medical discharge, or
* the service department disenrolls the participant in VTA.

***Exception***:  If the service department disenrolls a participant for the sole purpose of adding new referred conditions and will immediately reenroll the participant in VTA, the EP 689 should remain for a period of 30 days to allow for the reenrollment. |

 |

DRAS’ Providing Rating Information Directly to Servicemembers

DRAS’/VSRs are reminded not to provide rating information directly to Servicemembers. We received information from an MSC that a VSR called a Servicemember to confirm/collect some information, and the VSR discussed the rating with the Servicemember. The Servicemember was told that traumatic brain injury (TBI) was included in the post-traumatic stress disorder evaluation without explaining why. The Servicemember is now very anxious and wants to request a reconsideration for TBI without seeing his rating. It is the PEBLO’s responsibility to provide the rating information to the Servicemember, and if there are questions/concerns, the Servicemember should contact his/her MSC, and the MSC will contact the DRAS, if needed.

Notification to DRAS of Seriously Injured/Very Seriously Injured (SI/VSI) IDES Participants

DRAS’ have requested that MSCs notify the DRAS when potential SI/VSI participants are referred into IDES to ensure the case is handled with appropriate attention. MSCs should direct this notice to the applicable DRAS Mailbox indicated below.

**AF Cases**: desaf.vbapro@va.gov

**Navy/USMC Cases**: des.vbapro@va.gov

**Army Cases** dras.vbasea@va.gov

VTA Reminders

MSC Pending Reports

With the new IDES goals/stage times, Coaches and MSCs are reminded of the importance of running Pending Reports regularly.

1. The Pending Claims Development (CD) Report: The CD goal is 5 days for active duty and 11 days for non-active duty. This report should be run twice per week; once by Regional Office and once by Medical Evaluation Board (MEB) Location. Running the report by MEB Location will show cases that have a Prepare Claim Start Date, but may not have an MSC Assigned/RO. These cases need to be assigned to an MSC and/or the MEB MTF contacted about the referral.
2. The Pending Medical Evaluation Stage Report: We are seeing an uptick in cases that are not being updated with exam returned and end dates.

Exit Interview Data Fields in VTA

MSCs are reminded that the Exit Interview data fields in VTA will not allow entry until the Final Disposition Date is entered by the PEBLO. The date of entry will show in the Exit Interview Start Date on the MSC Tab.

Number of Claimed Conditions in VTA

MSCs must enter the number of claimed conditions from the VA Form 21-526 into the Total Claimed Conditions field on the MSC Tab. Some MSCs are entering one (1) when there are multiple claimed conditions. Accurate data is important as it affects claim assignments and the analysis of the average number of contentions on IDES claims.

VTA v.2.4.1

VTA v.2.4.1 will be released November 18, 2018. The release information is in Appendix A.

VTA Training

VTA Training is November 27 (9:00 AM EDT) and 28, 2018 (1:00 PM EDT). Information is listed on the VTA Homepage under Calendar of Events.

BDD Specific Topics

BDD Manual Reference Updates

Updates to the BDD section of the manual were published on October 24,2018. Many of these changes were discussed during previous calls; however, we encourage all end users to review the updated information in these sections. Some of the major changes/updates include:

* Discontinuation of Rating Activity Site (RAS) language
* Responsibilities of the BDD Coordinator
* Requirements for paper document handling
* BDD excluded notification
* Discontinuation of the contract examination tracked item
* Scanning and shipping documents received
* Generating an automated VBMS STR request

Several other changes were also included in the recent update and should be reviewed carefully by supervisors and processors to ensure compliance and accurate processing.

*See updates (M21-1, Part III, Subpart i, Chapter 2,*[*Section A*](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014099/M21-1-Part-III-Subpart-i-Chapter-2-Section-A-General-Information-on-Pre-Discharge-Claims)*,*[*B*](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014101/M21-1-Part-III-Subpart-i-Chapter-2-Section-B-Division-of-Responsibilities-for-Processing-Benefits-Delivery-at-Discharge-BDD-and-BDD-Excluded-Claims)*, and* [*C*](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014102/M21-1-Part-III-Subpart-i-Chapter-2-Section-C-Ancillary-Benefits-and-Other-Issues-Involving-Pre-Discharge-Claims)*)*

Discontinuation of the DoD Point of Contact (POC) List

Updated functionality to VBMS has automated the delivery of contract SHA examination results to DoD. End users no longer need to create a customized tracked item in VBMS and list a DoD POC when requesting contract examinations. As a result of the recent update, the DoD POC list will be removed from the Pre-Discharge website. Please direct all DoD SHA POCs to the Servicemember’s electronic health record for contract exam results and JLV for VHA exam results.

BDD In-Service Rating Refresher Training

An update to the TMS BDD training is forthcoming. These updates will include the recent changes to the BDD procedures along with relevant case scenarios. This training will be instructor-led and should be provided to all VSRs and RVSRs.

Current Program Timeliness

As outreach specialists and VA’s frontline contact with Servicemembers and Veterans, it is vital that we are realistic in our communications regarding claims processing times. Below is the current program timeliness data as of November 6, 2018.

|  |  |
| --- | --- |
| **November 6, 2018** | **BDD** |
| **Completed FYTD** | 4,743 |
| **Receipts FYTD** | 5,757 |
| **Pending** | 6,433 |
| **% Pending >125 Days** | 17.9% |
| **# Pending >125 Days** | 1,149 |
| **Average Days Pending** | 73.2 |
| **Avg. Days to Complete FYTD** | 47.2 |

**Source:** PA&I Daily Output Reports, November 7, 2018

From the Pre-Discharge BDD Mailbox

**Question:** The recent update of M21-1,III.i.2.B.2.a and h specifically states that when establishing a BDD claim the segmented lane should be BDD National. What lane should be selected when establishing a BDD Excluded claim?

**Answer:** For BDD Excluded claims, you should select Core (National) per M21-1, III.ii.3.D.2.d. Note that lane assignment will not affect claims routing in the National Work Queue (NWQ).

Open Floor

**Is the M21-1 updated with the new IDES claims development goals (5 days for AD & 11 days for NAD)?**

Yes. [M21-1, III.i.2.D.1.j](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000033257/M21-1-Part-III-Subpart-i-Chapter-2-Section-D-Overview-of-the-Integrated-Disability-Evaluation-System-IDES-and-Initial-Claims-Development) was updated on November 15, 2018.

**Do you know if there is a size limit that JLV can handle?**

There is no set size that causes failure, but the larger the file is and the busier the network is, the more likely the download/upload will fail. We have seen an 80MB document from HAIMS work and we have seen it fail. Sometimes attempting the build very early or very late in the day can increase rates of success.

**Are there instructions for how to send encrypted emails between VA and DoD?**

Instructions were sent out to MSCs listed in the MSC SharePoint Site. Some locations reported those instructions did not work. One MSC Coach verified these steps worked at their location:

**Step #1:** Send a digitally signed document (VA employee sends a digitally signed email to DoD employee) (VA Employee)

**Step #2:** Add sender’s email to contacts (DoD employee adds contact (to their outlook contacts) (DoD Employee)

**Step #3:** Send a digitally signed document (DoD employee sends a digitally signed email to VA employee) (DoD Employee)

**Note:** Ensure the name is added from the contact list and not the autofill

**Step #4:** Add sender’s email to contacts (VA employee adds DoD contact to their outlook contacts) (VA Employee)

**Step #5:** VA employee sends a digitally signed and encrypted email to DoD employee (test email to see if DoD can read the encrypted email) (VA Employee)

**Are there any updates regarding the test to transfer service treatment records (STRs) from HAIMS to VBMS?**

The testing between HAIMS and VBMS is ongoing. Recent testing of this functionality revealed some latency and incomplete transfers, however, in some cases the STRs were transferring in 24 hours or less when the case was CEST’ed. MSCs should check the eFolder before requesting exams, and if the complete STRs have not transferred to the eFolder by that point, the MSC will need to download any missing STRs from JLV and upload those to the eFolder.

**Is there contact information for JLV?**

jlvteam@va.gov.

**How do you add someone to the Master Veteran Index (MVI)?**

If a Servicemember is not listed in the MVI, then access to the record is not supported by JLV and the user will receive an error message. The VBA approved procedure to add the individual to the MVI is to add the Servicemember as a new patient in CAPRI (it is not necessary to enter an exam request). Once the individual is added to CAPRI, their records will be accessible in JLV. For more information, see the [June 2015](https://vbaw.vba.va.gov/VBADOD/docs/IDES/call1506.docx) IDES Conference Call Notes.

**IDES MSCs are receiving errors for failure to develop before the MSC has completed development. MSCs have 5 (AD) and 11 (NAD) days to complete development, why are errors being called?**

When employees handle a claim, they are expected to take the most full and complete action possible on a claim every time – including development, rating, and promulgation actions – to move a claim forward to accurate completion in the claims process. Every effort must be made to move the claim to the next processing cycle each time it is handled.

**What effect will using the paper copy have on the new goals?**

There is one goal (the transfer method is irrelevant), but using paper will impact the ability to meet new goals. If paper is used, the case must be processed in accordance with [M21-1, III.i.2.D.3.c.](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000033257/M21-1-Part-III-Subpart-i-Chapter-2-Section-D-Overview-of-the-Integrated-Disability-Evaluation-System-IDES-and-Initial-Claims-Development) which requires that paper STRs be sent to scanning, and are available in the VBMS eFolder, *before* exams are ordered. MSCs are encouraged to work with their PEBLO to use an electronic method of transferring documents.

Next Teleconference

The next call is scheduled for Tuesday, December 11, 2018 at 2PM ET. Please submit IDES questions and proposed topics for discussion to the IDES Mailbox and BDD questions and proposed topics for discussion to the Pre-Discharge BDD Mailbox no later than COB, Thursday, November 29, 2018.

Appendix A:

VTA v.2.4.1 Release Info

**CR773689:** Add business rules to enforce proper entry of Medical Exam Dates.

To improve the accuracy of data, the Medical Evaluation End Date will now be read-only until the SHA Exam Requested Date, SHA Exam Returned Date, and Exam Date have been entered. In addition, if the Other Exam Requested Date has been entered, the Other Exam Returned Date must also be entered before the Medical Evaluation End Date will be enabled.

**CR800874:** Add business rules to enforce proper entry of the VA Proposed Rating data elements. To improve the accuracy of data, the VA Proposed Rating Completed on Date, VA Proposed Rating Completed By, and the VA Proposed Rating End Date will now be read-only until the VA Proposed Rating Start Date has been entered.

**CR810419:** Modify the auto-disenrollment process to handle Cases where a VA Rating Reconsideration is requested but ultimately denied.

Auto-disenrollment will now automatically dis-enroll Cases when a VA Rating Reconsideration is requested but ultimately denied.

**CR819721:** Modify the column order on the Exam Provider Timeliness Completed Report.

The columns on the Exam Provider Timeliness Completed Report have been reordered.

**CR821133:** Add Coast Guardsmen to VTA Home Page verbiage.

The VTA Homepage has been modified to include Coast Guardsmen.

**CR827443:** Update VTA Homepage Links.

The links on the VTA Homepage for Navy Safe Harbor, US Army Physical Disability Agency, and US Army Wounded Warrior Program have been updated. The link for Hooah 4 Life has been removed.

**CR828433:** Update definition for the ‘SM Filing VA Claim’ data element.

The definition for ‘SM Filing for VA Claim’ has been changed to: Did SM elect to file VA Claim? Yes is the default. If the participant elects not to file a VA Claim, change to “No”

**CR834344:** Allow more than one active PEB for a given MEB.

The ‘Add New Case’ page has been modified to show only the current PEB assigned to a MEB in the ‘PEB Location’ dropdown. The PEBLO tab will continue to show the current PEB Location for the given MEB and the PEB Location currently assigned to the Case.

**CR835870:** Pending Exam Review Corrections Report. The Pending Exam Review Corrections Report, generated from the MSC menu, has been aligned with the same report on the DRAS menu.

**CR848944:** Modify Filters for Operational Reports.

The ‘Service’ and ‘Component’ filters on the MEB Pending and MEB Completed reports have been modified to allow multiple selections instead of just one or all.