

VBMS-Rating: Higher-Level Review Dispositions & Returns

This job aid contains fictitious Veteran information on various images for training purposes
Last updated February 5, 2019

Higher-Level Reviews

OVERVIEW

A claimant who is dissatisfied with a VA decision may file a request for a higher-level review (HLR), a de novo review by a reviewer with difference of opinion authority. (38 CFR § 3.2601)

HLRs have a closed evidentiary record. Evidence reviewed is limited to only evidence that was of record prior to the date VA issued notice of its prior decision.

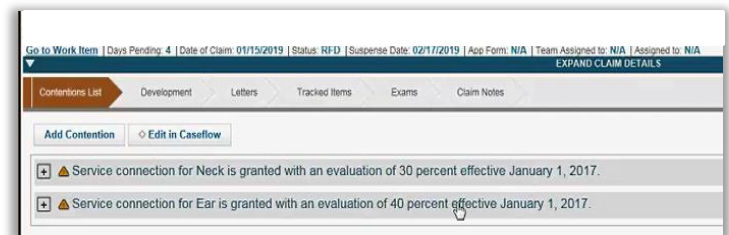
A decisionmaker may identify a duty to assist (DTA) error or based on a difference of opinion require additional development. Impacted issued must be returned for corrective action.

Additionally, to comply with reporting requirements under the Appeals Modernization Act, decisionmakers must document the disposition for each issue adjudicated under the Supplemental Claim process.

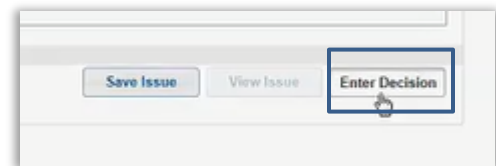
HLR Returns

To complete a HLR decision to return an issue to the lower level for corrective action, follow the steps below.

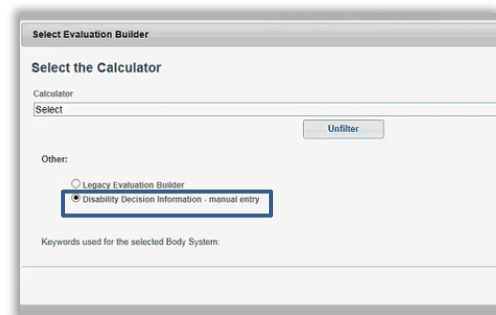
From the *Claims Details Screen*, confirm the contentions established within Caseflow are displayed.



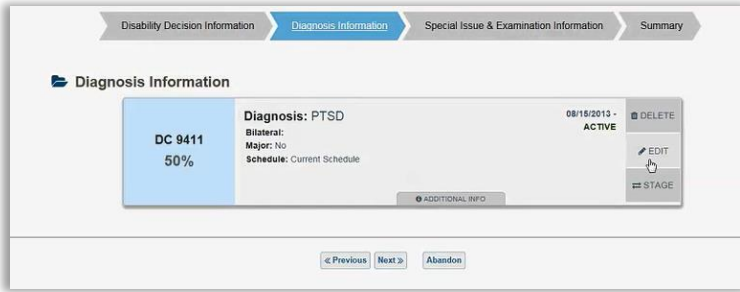
Step 1: On the *Issue Management Screen*, Add the *Contention* (map to Caseflow contention) and select *Enter Decision*



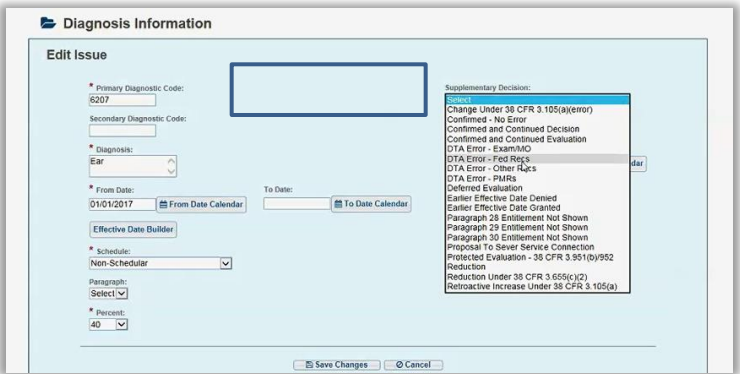
Step 2: Select *Disability Decision Information - manual entry* option.



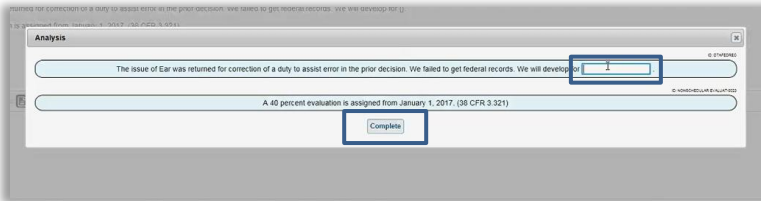
Step 3: From the Diagnosis Information Tab, select Edit on the Contention Block



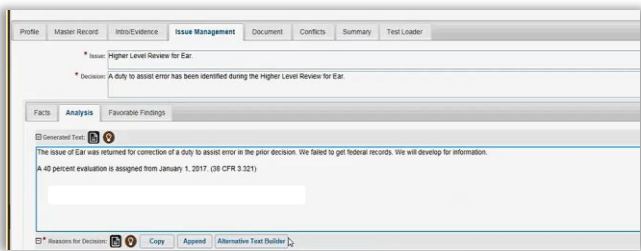
Step 4: Select the appropriate DTA selection from the Supplementary Decision drop-down menu.



Step 5: Enter the action needed to complete the DTA Error.

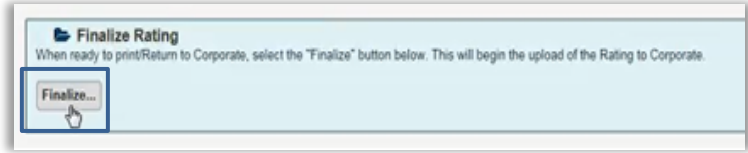


Step 6: Build the rating narrative on the Document Decision Screen, and select Save.



HLR Dispositions

Step 1: Complete a decision for all contentions using the Issue Management screen. From the Documents tab, preview the Narrative and Codesheet and select Finalize.



Step 2: Select the appropriate DTA Error from the Contention Disposition Information drop-down menu, and complete the rating by selecting Continue.

