

AMA Approved Text for PCGL Letters

Last updated February 12, 2019

Claims adjudicators will continue to use PCGL to generate required notification letters when use of the VBMS-Award automated decision letter is not available. VSRs must amend the “What You Should Do If You Disagree With Our Decision” section to ensure the notice properly addresses the new notice requirements for improved decision notices under the Appeals Modernization Act. In addition, VSRs must ensure they use **VA Form 20-0998, *Your Rights To Seek Further Review Of Our Decision***, as an enclosure in lieu of the VA Form 4107.

Important: VA will no longer use the VA Form 4107 or VA Form 21-0958, Notice of Disagreement as of February 19, 2019.

REQUIRED UPDATES

Replace all of the generated text under the section **What You Should Do If You Disagree With Our Decision** with the following:

If you do not agree with our decision, you have one year from the date of this letter to select a review option in order to protect your initial filing date for effective date purposes. You must file your request on the required application form for the review option desired. The table below represents the review options and their respective required application form.

Review Option	Required Application Form
Supplemental Claim	VA Form 20-0995, Decision Review Request: Supplemental Claim
Higher-Level Review	VA Form 20-0996, Decision Review Request: Higher-Level Review
Appeal to the Board of Veterans' Appeals	VA Form 10182, Decision Review Request: Board Appeal (Notice of Disagreement)

Please note: You may not request a higher-level review of a higher-level review decision issued by VA.

The enclosed VA Form 20-0998, "*Your Rights To Seek Further Review Of Our Decision*", explains your options in greater detail and provides instructions on how to request further review. You may download a copy of any of the required application forms noted above by visiting www.va.gov/vaforms/ or you may contact us by telephone at 1-800-827-1000 and we will mail you any form you need.

You can visit va.gov/decision-reviews to learn more about how the decision review process works.

If you would like to obtain or access evidence used in making this decision, please contact us by telephone, email, or letter as noted below letting us know what you would like to obtain. Some evidence may be obtained online by visiting VA.gov.



Continue to refer to the latest regulations and guidance provided by your Regional Office in the performance of work activities



U.S. Department of Veterans Affairs