

Office of Administrative Review

Novel Coronavirus (COVID-19) Date of Receipt Procedures



Purpose

This handout provides an example of a Claims Intake Center Novel Coronavirus (COVID-19) watermark.



Audience

All claims processors.



References

- Policy Letter 20-02: *Novel Coronavirus (COVID-19) Claims and Appeals Processing Guidance*, dated August 27, 2020
 - Training – VA 4557749, *Novel Coronavirus (COVID-19) Date of Receipt Procedures*
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Information

On August 27, 2020, VA provided public notice through the Federal Register of temporary exceptions to the date of receipt rule based on disruptions of correspondence caused by the COVID-19 pandemic. This notice specified that VA will consider any correspondence with no postmark or date stamp as received 10 calendar days prior to the document's scanning date at the centralized claims intake center. To assist claims processors, VA instructed the Claims Intake Center to add a COVID-19 designator, referred to as a "COVID-19 Watermark" to the scanning date stamp.



Example of Claims Intake Center COVID-19 Watermark

VA - Claims Intake Center - COVID - 10/01/2020

There are two separate processing requirements for impacted correspondence.

- If the correspondence has no postmark and bears a VA date stamp or Claims Intake Center COVID-19 watermark dated on or after March 1, 2020 but on or before August 26, 2020, consider it to have been received on February 29, 2020 - unless doing so results in a clearly erroneous date of receipt.
- If the correspondence has no postmark and bears a VA date stamp or Claims Intake Center COVID-19 watermark dated on or after August 27, 2020, consider it to have been received 10 calendar days prior to the date stamp or watermark - unless doing so results in a clearly erroneous date of receipt.