

## DRC Quick Reference for Claims Assistants

### SETUP STAGE

- VSOs will submit ITFs, 21-22s, and email your IPC coach to request paper claim folders as required
- 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 might submit evidence via Direct Upload prior to either a DRC exam request or DRC submission
- **IMPORTANT:** If DRC is mentioned or a DRC Evidence Coversheet exists, do not send an RFA letter or establish an EP. This is for a future claim and update systems as normal.

### DRC EXAM REQUEST

- VSOs will submit a DRC Evidence Coversheet, 21-4138, and other evidence as a packet via Direct Upload. Ensure proper POA system updates and request paper claim folder if it hasn't been done.
- Establish an EP 400 – DRC Exam Request (or 401, 402, if needed) using Express Lane and DOC of receipt of 21-4138
- **IMPORTANT:**
  - a. Do not use EP 400 – Correspondence
  - b. Do not clear EP 400 – DRC Exam Request at this time
  - c. Add Special Issue – Decision Ready Claim

EXPAND CLAIM DETAILS

Contentions List Development Letters Tracked Items Exams Claim Notes

Add Contention

- New Contention

\* Contention: DRC Exam Conditions

\* Classification: Administrative Issue

\* Date of Contention: 05/09/2017

Verified: Yes

Type: New

Medical: Yes

Special Issue:

Decision Ready Claim

**\*Only one contention is needed**

**1. "DRC Exam Conditions" only**

**2. Administrative Issue**

**3. Type = New**

**4. Medical = Yes**

**5. Decision Ready Claim (no others needed)**

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### DRC SUBMISSION

Your DRC Centralized Mail Queue will contain a DRC Coversheet, 21-526ez signed by Veteran, DBQs for each contention (or just medical evidence for Paragraph 29/30 claims), and optional evidence (like medical evidence, 21-686c, etc.)

### DRC EXCLUSIONS

21-526ez not signed by claimant (only VSO)	Claims with a pending disability claim (not EP 400)	<ul style="list-style-type: none"> <li>• Individual Unemployability</li> <li>• Stand-alone special monthly compensation (only 21-526ez and 21-2680)</li> </ul>
Claims for conditions already at scheduler maximum <ul style="list-style-type: none"> <li>• Tinnitus at 10%</li> <li>• any condition at 100%</li> </ul>	DRC conditions currently on appeal	<ul style="list-style-type: none"> <li>• Pregnant</li> <li>• Pre-discharge</li> <li>• Foreign address</li> <li>• Incarcerated</li> <li>• Restricted access (RACC)</li> </ul>
Dependent child birth defect and spina bifida claims (Chapter 18)	Pension, dual claim, and special monthly pension	In-Service Death, Parent DIC, DIC claims involving accrued benefits (claim or appeal pending at time of death)

### PROCESSING DRC EXCLUSIONS

If...	Then...
If there is not a pending rating EP or appeal for the DRC issues claimed	<ul style="list-style-type: none"> <li>• Establish the appropriate EP,</li> <li>• Enter in the associated contentions,</li> <li>• Add the “Decision Ready Claim” Special Issue to the claim,</li> <li>• Open and close a custom tracked item, labeled “DRC” to trigger the auto-RFD feature, and</li> <li>• PCLR the EP 400 used to control the DRC contract exam request (if pending)</li> </ul>
If there is not a pending rating EP or appeal for the DRC issues claimed AND the submission is on the exclusion list	<ul style="list-style-type: none"> <li>• Return the claim to the normal queue for processing</li> <li>• Send “DRC exclusion letter” to the Veteran using the letter creator tool, citing “one or more claimed conditions is on the DRC exclusion list” as the exclusion reason</li> </ul>

## DRC Quick Reference for Claims Assistants

### DRC CEST

1. Establish 020 – Increase with DOC of receipt of 21-526ez
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 with the 'Tracked Items' tab selected. The table below has the following data:

Item Requested	Sent To	Requested	Suspense	Closed	Received	In Error	Follow Up 1	Follow Up 2	Actions
DRC		04/18/2017	04/19/2017	04/18/2017					Save, X

### 1. Enter date into closed field

### 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
- Establish EP 400 – DRC Exam Request, not EP 400 - Correspondence
- Use the Decision Ready Claim special issue for EP 400 and EP 020