DRC Quick Reference for Claims Assistants

SETUP STAGE

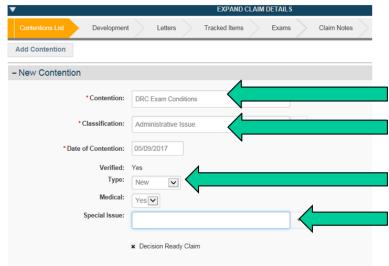
- VSOs will submit ITFs, 21-22s, and email your IPC coach to request paper claim folders as required
- Process these as normal, making sure to update POA authorization and change of address correctly
- **IMPORTANT**: these will not be identified as DRC related, so request any paper claim folders to be 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



*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)	 Individual Unemployability Stand-alone special monthly compensation (only 21-526ez and 21- 2680)
 Claims for conditions already at scheduler maximum Tinnitus at 10% any condition at 100% 	DRC conditions currently on appeal	 Pregnant Pre-discharge Foreign address Incarcerated Restricted access (RACC)
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)

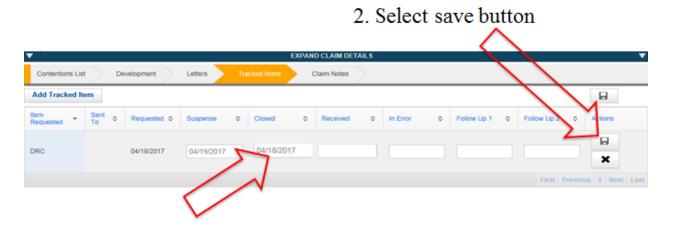
PROCESSING DRC EXCLUSIONS

If	Then
If there is not a pending rating EP or appeal for the DRC issues claimed	 Establish the appropriate EP, Enter in the associated contentions, Add the "Decision Ready Claim" Special Issue to the claim, Open and close a custom tracked item, labeled "DRC" to trigger the auto-RFD feature, and PCLR the EP 400 used to control the DRC contract exam request (if pending)
If there is not a pending rating EP or appeal for the DRC issues claimed AND the submission is on the exclusion list	 Return the claim to the normal queue for processing 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

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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



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