Compensation Service Pre-Discharge host this call to announce updates, address issues, and field questions related to Pre-Discharge Programs (BDD/IDES). All Military Services Coordinators (MSCs), Disability Rating Activity Sites (DRAS), Regional Offices and other VA personnel supporting Pre-Discharge Programs are invited to participate.

This Read-Ahead (R/A) is provided to facilitate discussion during the conference call.

The Call Notes for the January 2022 Call are located in Appendix 1. The TMS # for this month’s call will be provided during the call and will be active within a week of the call’s completion. A Calendar Blast will notify the field when the TMS # is active.

**Call-in Information**

Microsoft Teams meeting

[Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGQ3YzU1N2EtMWJiOC00NzA4LWJmYmYtYTc3ZjhlYjFmNWY5%40thread.v2/0?context=%7b%22Tid%22%3a%22e95f1b23-abaf-45ee-821d-b7ab251ab3bf%22%2c%22Oid%22%3a%22a0338b5c-0526-4e13-9809-5d0ecc8cdeb8%22%7d)

[+1 872-701-0185: 63193284#](tel:+18727010185,,63193284# )

The R/A and slides will be attached to the Teams Chat. They are also located on the [BDD](https://vbaw.vba.va.gov/vbadod/predischarge.asp) and [IDES](https://vbaw.vba.va.gov/vbadod/IDES.asp) Homepages.

Note: The slides will not be available on the homepages until about noon of call day.

After the call begins, please ask any questions you may have in the Teams Chat—do not unmute to make comments or respond to questions.

Remember to mute your microphone and turn off your camera.

Raise your Hand to ask a question over the phone, and you will be called upon for your question/comment. Once your question/comment is addressed, lower your hand (click the hand again). **Please do not talk/blurt out your question/comments unless called upon.** Scenario/Case Specific questions will not be answered on the call. Send an email with details to the appropriate staff email box. Ask questions in reference to the topic(s) being discussed, all other questions should be asked during Open Floor.

Please sign–up for the [C&P Calendar Subscription Service](http://vbacodmoint1.vba.va.gov/bl/21/calendar/cal_Subscribe.asp) to receive notification that the R/A is available and for notification when the TMS number is active.

General Topic for Discussion

**Cancelation of Examination Scheduling Requests Beginning January 1, 2022**

The Medical Disability Examination Office will provide info on updated guidance on Vendors no longer holding non-actionable Examination Scheduling Requests (ESRs) for Veterans/Service members (SM) who are unwilling or unable to attend an examination due to COVID-19 concerns, or who do not attend a scheduled examination.



**VA Form 21-526EZ Direct Deposit Requirements**

Compensation Service’s (CS) Quality Review Team (QRT) has stated that no critical errors should be cited on the failure to attach a voided check or deposit slip when proper information to establish direct deposit is otherwise included on the September 2019 [VA Form 21-526EZ](https://www.vba.va.gov/pubs/forms/VBA-21-526EZ-ARE.pdf).This aligns with the guidance presented during the [February 2021 Veteran Service Center Managers (VSCM) Call](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvaww.vrm.km.va.gov%2Fsystem%2Ftemplates%2Fselfservice%2Fva_kanew%2Fhelp%2Fagent%2Flocale%2Fen-US%2Fportal%2F554400000001034%2Fcontent%2F554400000167146%2FCSB-2021-02-February%3FarticleViewContext%3Darticle_view_browse_tree%26isFeatured%3Dundefined%26topic%3Dundefined&data=04%7C01%7C%7Cd902e4a0513f44c1f58f08d9daa4c837%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C637781223527710467%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=WHdiC7eWbthSAp2uBCBAVIVJqawxdntmd34U6RXGnP8%3D&reserved=0) (see Takeaway #2) and the [March 2021 Compensation Service Quality Call](http://vbaw.vba.va.gov/bl/21/star/calls/agenda/fy2021/March%202021%20Quality%20Call%20Bulletin.docx) (see page 10-11). Please refer to these references, as well as our [Direct Deposit guidance](https://vbaw.vba.va.gov/VBADOD/docs/predischarge/DirectDepositGuidanceJan2022.pdf) located on either of our intranet webpages under “What’s New.”

**BDD Specific Topics**

**Current BDD Program Timeliness**

As VA’s frontline contact with SMs and Veterans, it is vital that we are transparent in our communications regarding claims processing times. Below is the current program timeliness data as of February 2, 2022.

|  |  |  |
| --- | --- | --- |
| **BDD Timeliness Data** | | |
| **Data Points** | **Goal** | **February 2, 2022** |
| **Completed FYTD** |  | **15,402** |
| **Receipts FYTD** |  | **11,633** |
| **Pending** |  | **5,935** |
| **# Completed w/in 30 Days of Discharge** |  | **6,155** |
| **% Completed w/in 30 Days of Discharge** | **100%** | **41.5%** |
| **Avg. Days to Complete FYTD** | **30** | **73.5** |

***Source:*** *Tableau BDD History Report, February 2, 2022*

IDES Specific Topics

**Updated IDES Development Checklist**

The [IDES Development Checklist](https://vbaw.vba.va.gov/VBADOD/docs/IDES/IDESDevelopmentChecklist.pdf), which is now available on the [IDES Homepage](https://vbaw.vba.va.gov/vbadod/IDES.asp) has been updated to reflect recent program changes.

MSCs are reminded that use of the checklist is required per [M21-1 X.i.6.E.3.a.](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000177953/M21-1-Part-X-Subpart-i-Chapter-6-Section-E-Integrated-Disability-Evaluation-System-IDES-Referrals-and-Initial-Processing?query=checklist#3a) MSCs will use the current version dated February 2022.

**HAIMS/VBMS/STR/DBQ Update**

The IDES Program Office, in coordination with DoD, continues to track the HAIMS/VBMS/STRS/DBQ procedures implemented over a year ago, February 1, 2021.

* The staff continues to work with VBMS, DAS and HAIMS to resolve any challenges identified.
  + Missing DBQs in HAIMS
  + STR HAIMS/VBMS Transfer Fails due to PEBLO upload errors
* Ensure you are running the Pending CEST Report daily.
* If MTFs are having issues with uploading or not aware of the HAIMS/VBMS/DBQ transfer process, send details including VTA Case ID (if applicable) to the [IDES Mailbox](mailto:VAVBAWAS/CO/IDES%20%3cIDES.VBACO@VA.GOV%3e)

Current IDES Program Timeliness

As outreach specialists and VA’s frontline contact with SMs and Veterans, it is vital that we are realistic in our communications regarding claims processing times. Current program timeliness data (ADC) for January 2022.

|  |  |  |
| --- | --- | --- |
| **Stage/Phase** | **IDES Goal (AD/NAD)** | **January 2022 (AD/NAD)** |
| **Claim Dev** | **5/11** | **6/10** |
| **Medical Stage** | **32** | **57/57** |
| **Proposed Ratings** | **20** | **8/15** |
| **Recon Ratings** | **4** | **10/14** |
| **Exit Interviews** | **14** | **7/7** |
| **Final Ratings** | **20/na** | **21/na** |

***Source:*** *VTA Completed Reports (Days to Complete Including Deferment) February 1, 2022 (10ET).*

***Note:*** *VA using the goals from the 230-day process.*

VTA Specific Topics

VTA Release 2.4.13

As part of VTA 2.4.13 (January 29), VTA will now send a system-generated email to the SM when the Final Disposition Date is entered informing them about the need for an Exit Interview. See attached document for specifics on all updates/changes.



Upcoming MSC Training Event

**March 2022 National Military Services Coordinator (MSC) Training Event**

The Compensation Service, Pre-Discharge Staff will be hosting a National MSC Training Event in place of the Monthly MSC call. The National MSC Training Event is being held on **March 8, 2022, from 1 to 4:00 PM EST**. This 3 hour Training Event will provide instruction to improve the quality of service provided by BDD and IDES MSCs. Additionally, the Training Event will address program and policy updates, and other valuable information necessary to support the MSCs in their service to transitioning SMs, Veterans, and their families. The Training Event will be recorded and a Talent Management System (TMS) number will be provided for training credit. Please direct any questions to [Predischarge.VBACO@va.gov](mailto:Predischarge.VBACO@va.gov%20) or [IDES.VBACO@VA.GOV](mailto:IDES.VBACO@VA.GOV)

Open Floor

**Appendix 1: Call Notes from the January 2022 BDD/IDES Conference Call**

**Question:** For SMs in IDES or BDD, what document can we use to show the SM will be service-connected and meets the requirements for VHA’s Prosthetic and Sensory Aids Service?

**Answer:** The SM must be enrolled with VHA. VHA’s enrollment office will record SCD and Non SCD.

**Question:** If you remove the separation reason from an unverified period of service prior to discharge when the “Verified” field is showing “Verified via VADS”, then that period of service is still unverified, correct? The separation reason is required in order to show a verified period of service, correct?

**Answer:** Yes, that is correct per [M21-1, III.i.1.B.3.b](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000181425/M21-1-Part-III-Subpart-i-Chapter-1-Section-B-Service-Requirements-and-Verification-of-Eligibility#3b), the separation reason must show “SAT” meaning satisfactory in Share in order to show a period of verified service.