Compensation Service Pre-Discharge Staff 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.

Call Notes for the February 2023 Call are in Appendix 1. The TMS # for this month’s call will be provided during the call and will be active about a week after the call. 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 will be attached to the Teams Chat.

Remember to mute your microphone and turn off your camera.

To ask a question after the call begins, please raise your hand (click the hand icon), or type it in the Teams Chat—**do not unmute to ask a question, comment, or respond to questions until called upon**. Once your question/comment is addressed, lower your hand (click the hand icon again). Scenario/Case Specific questions will not be answered on the call. Send an email with details to the appropriate staff email box. Ask questions about 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

**Call Rules and Expectations**

1. This call is provided by Compensation Service Pre-Discharge Programs to provide updates, address issues and field questions relevant to BDD and IDES policy and procedures. The Pre-Discharge Staff is committed to ensure MSCs and other field personnel have accurate and up-to-date information regarding BDD and IDES policy and procedures.
2. The call is being recording and transcribed for training purposes and will be posted in TMS.
3. You are expected to conduct yourself in a professional courteous manner to include refraining from inappropriate language and comments.

**Emails to Pre-Discharge Mailboxes (BDD and IDES) and Subject Lines**

**Reminder:** The Pre-Discharge mailboxes are for BDD and IDES policy and procedure inquires. When sending emails to the Pre-Discharge (BDD and IDES) mailboxes (To or Cc), the first word and punctuation in the Subject line should be ***BDD:*** or ***IDES:***, followed by verbiage regarding the topic/subject of the email.

Ex: **BDD:** Exam Delay or **IDES:** Claim 29 Palms

The body of the email should be specific and contain as much info needed for the staff to understand the issue/question to reply.

We are working to consolidate to one mailbox, users will be notified of the start date.

**Reminder on Vendors for BDD and IDES Exams**

* All BDD/IDES exams will be ordered thru QTC, LHI or VES unless an exam meets a Contract Examination Exclusion listed below, and then the exam(s) can be ordered through VHA
* EMS will assign the vendor and MSCs **Will Not** change it (other than VHA exclusions rule and exception noted below)
* MSCs will also not cancel exams with one vendor and re-order with another during the exam stage due to delays or other issues unless you receive communication from a vendor, MDEO or this office to do so
  + If you have significant delays or other issues with a vendor/exam do not contact MDEO until your exam liaison has tried to resolve the issue

Note: Exception to the rule on not changing vendors in EMS:

* If you must piecemeal exam input (some today, some tomorrow; however, you should try to complete them all at same time) or if additional exams are needed after the initial request (initial request is still in Open Status), use the same vendor to avoid splitting of exams.

Contract Examination Exclusions

Circumstances under which contract examinations must not be requested include, but are not limited to the following:

• Former Prisoner of War (FPOW) Protocol Examination is required

• Examination requires hospitalization or surgical evaluation, such as colonoscopy or laparoscopy

• Veteran is an inpatient at a Veterans Health Administration (VHA) facility, nursing home, extended care facility, or domiciliary (including state-operated Veterans' homes)

Contact [VAVBAWAS/CO/Contract Examination Inquiries](mailto:VAVBAWAS/CO/Contract%20Examination%20Inquiries%20%3cContractExam.VBAVACO@va.gov%3e) (and cc the [IDES Mailbox](mailto:VAVBAWAS/CO/IDES%20%3cIDES.VBACO@VA.GOV%3e) or [BDD Mailbox](mailto:VAVBAWAS/CO/PREDISCHARGE%20%3cPredischarge.VBACO@va.gov%3e)) for exam related questions.

**BDD Examinations for Pregnant Service members**

Effective March 13, 2023, pregnant SMs may now submit a BDD claim. Request all the required VA examinations and the medical provider will determine which examinations the SM cannot complete until after the pregnancy. The vendor will request that these examinations be removed from the examination request. Edits to M21-1, IV.i.2.E.4.d, X.i.6.B.1.b and X.i.6.D.5 have been submitted to allow pregnant SMs to submit a BDD claim.

**New Separation Health Assessment (SHA) DBQ Form**

Updating the SHA to a common form has been a long-standing collaborative effort between VA and DoD to reduce duplication of examinations between agencies. The new SHA DBQ will improve the quality of the separation examination by providing the examiners a more comprehensive health history. The new SHA Part A questionnaire will be linked to our internal and external websites. Service members will be able to download, complete, and submit the document with their application.

Here are some additional benefits of the SHA:

* Documents the SMs medical concerns identified during their military career
* Assesses the SMs current health and medical history
* Provides early detection of illnesses/diseases attributable to occupational exposures and hazards in military workplaces and identification of potential VA presumptive conditions
* Provides information to focus future Veteran outreach efforts
* VA/DoD share examination results to avoid duplication

**Effective April 1, 2023,** all Service members will need to complete and provide a *Separation Health Assessment - Part A Self-Assessment* to participate in either BDD or IDES programs. On April 1, 2023, the *Separation Health Assessment - Part A Self-Assessment* will be made available on the [Public Disability Benefits Questionnaires (DBQs)](https://www.benefits.va.gov/compensation/dbq_publicdbqs.asp) library. The VA’s revised SHA has two different parts:

* **Part A** - Self-Assessment. This is an identification and medical questionnaire. Part A will eventually replace the current [DD Form 2807-1, Report of Medical History](https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2807-1.pdf) for separation purposes
* **Part B** - Clinical Assessment. This is where the examiner conducts a focused review of Part A and Service member’s Service Treatment Records (STRs) and is similar to the current [DD Form 2808, Report of Medical Examination](https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2808.pdf)

In addition to Part A & Part B, there will also be a third part for DoD use only.

On May 1, 2023, all VA examiners will start utilizing the new SHA DBQ and incorporate Part A results into Part B. The new SHA addresses legislative mandates such as, providing a common form, create a better overall assessment of Service members and to include improved mental health, environmental, and occupational screenings. By obtaining the Part A starting on April 1st it will ensure examiners can properly complete the Part B starting on May 1st. Any completed SHA DBQ will continue to be returned to DoD via the Healthcare Artifact Image Management Solution (HAIMS) transfer

Part A is like a DD Form 2807-1. The need for a separation DD Form 2807-1 has been a long-standing requirement for both the BDD and IDES programs. For example:

**BDD** -M21-1, [X.i.6.B.3.d](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000177950/M21-1-Part-X-Subpart-i-Chapter-6-Section-B-Benefits-Delivery-at-Discharge-BDD-and-Initial-Processing#3d) instructs:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| | **Step** | **Action** | | --- | --- | | 5 | Obtain the service member’s STRs (including *DD Form 2807-1,* *Report of Medical History*) for the current period of service. | |

**IDES** -M21-1, [X.i.6.E.2.a](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000177953/M21-1-Part-X-Subpart-i-Chapter-6-Section-E-Integrated-Disability-Evaluation-System-IDES-Referrals-and-Initial-Processing?query=2807#2a) instructs:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| | **Stage** | **Description** | | --- | --- | | 4 | The PEBLO obtains copies of the individual’s medical records, to include   * all paper records maintained in the service treatment record (STR) jacket * *DD Form 2807-1, Report of Medical History* * TRICARE referrals and treatment reports from TRICARE providers * Armed Forces Health Longitudinal Technology Application records * Composite Health Care System records * entrance examination record * mental health records, and * dental records if a dental condition is a *referred* condition. | |

**Actions to take if Part A is Received**

Claims processors will be responsible for making sure Part A is present in the eFolder prior to requesting the SHA examination.

| **If Claim is BDD and...** | | **Then the claims processor must ...** |
| --- | --- | --- |
| * the *Separation Health Assessment - Part A Self-Assessment* is present | | * ensure the document is indexed per M21-1, [II.ii.2.A.1.d](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000174866/M21-1-Part-II-Subpart-ii-Chapter-2-Section-A-Folder-Maintenance?query=Document%20Category%20-%20Type:#1d) and denote “SHA Part A” in the Subject field and use “Medical Records: Disability Benefits Questionnaire (DBQ) - Veteran Provided” for the Document Category - Type:      * identify form as relevant evidence for the examiner’s review per M21-1, [IV.i.2.A.8.d](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.knowva.ebenefits.va.gov%2Fsystem%2Ftemplates%2Fselfservice%2Fva_ssnew%2Fhelp%2Fcustomer%2Flocale%2Fen-US%2Fportal%2F554400000001018%2Fcontent%2F554400000180498%2FM21-1-Part-IV-Subpart-i-Chapter-2-Section-A-Examination-Requests-Overview%3Fquery%3Dbookmark%238d&data=05%7C01%7C%7C4bbb63bb000a42bc4ca608db0b7a327d%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638116391674638484%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ObWMEze9zDpWaZCZolDMELqsxMQmUqMSiY9u29m1jo0%3D&reserved=0). * make an entry of “SHA Part A is in eFolder” within the “Additional Information” section of the first contention when creating the Exam Scheduling Request. | |

| **If Claim is IDES and...** | **Then the claims processor must ...** |
| --- | --- |
| * the *Separation Health Assessment - Part A Self-Assessment* is present in the IDES referral packet | * ensure the document is indexed per M21-1, [II.ii.2.A.1.d](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000174866/M21-1-Part-II-Subpart-ii-Chapter-2-Section-A-Folder-Maintenance?query=Document%20Category%20-%20Type:#1d) and denote “SHA Part A” in the Subject field and use “Medical Records: Disability Benefits Questionnaire (DBQ) - Veteran Provided” for the Document Category - Type:      * identify form as relevant evidence for the examiner’s review per M21-1, [IV.i.2.A.8.d](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.knowva.ebenefits.va.gov%2Fsystem%2Ftemplates%2Fselfservice%2Fva_ssnew%2Fhelp%2Fcustomer%2Flocale%2Fen-US%2Fportal%2F554400000001018%2Fcontent%2F554400000180498%2FM21-1-Part-IV-Subpart-i-Chapter-2-Section-A-Examination-Requests-Overview%3Fquery%3Dbookmark%238d&data=05%7C01%7C%7C4bbb63bb000a42bc4ca608db0b7a327d%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638116391674638484%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ObWMEze9zDpWaZCZolDMELqsxMQmUqMSiY9u29m1jo0%3D&reserved=0). * make an entry of “SHA Part A is in eFolder” within the “Additional Information” section of the first contention when creating the Exam Scheduling Request. |

**Actions to take if Part A is Missing**

Previously, a missing DD Form 2807-1 would not make STRs substantially incomplete, and examiners still completed SHAs if it was lacking. However, this will not be the case for Part A. The Part A must be of record prior to submitting a BDD/IDES Exam Scheduling Request (ESR). Examiners will not be able to properly complete their Clinical Assessment without this document. Therefore, follow these steps:

| **If Claim is BDD and...** | **Then the claims processor must ...** |
| --- | --- |
| * the *Separation Health Assessment - Part A Self-Assessment* is not present | * apply the actions for substantially incomplete STRs per M21-1, [X.i.6.B.3.k](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000177950/M21-1-Part-X-Subpart-i-Chapter-6-Section-B-Benefits-Delivery-at-Discharge-BDD-and-Initial-Processing?query=substantially#3k), to include: * claims processors will contact the Service member by telephone, e-mail, or letter (if telephone and e-mail development is not successful), and instruct Service member to download the *Separation Health Assessment - Part A Self-Assessment* from the [Public Disability Benefits Questionnaires (DBQs)](https://www.benefits.va.gov/compensation/dbq_publicdbqs.asp) library, complete and submit Part A with their BDD claim, preferably using VA.gov. |

| **If Claim is IDES and...** | **Then the claims processor must ...** |
| --- | --- |
| * the *Separation Health Assessment - Part A Self-Assessment* is not present in the IDES referral packet | * handle the case as an improper referral in accordance with M21-1, [X.i.6.E.3.g](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000177953/M21-1,-Part-X,-Subpart-i,-Chapter-6,-Section-E---Integrated-Disability-Evaluation-System-(IDES),-Referrals,-and-Initial-Processing). * annotate improper referral occurrence and steps taken in Veterans Benefits Management System (VBMS) and Veterans Tracking Application.   **Note:** the referring PEBLO can be instructed to have Service member download the *Separation Health Assessment - Part A Self-Assessment* from the [Public Disability Benefits Questionnaires (DBQs)](https://www.benefits.va.gov/compensation/dbq_publicdbqs.asp) library, complete and submit to PEBLO. |

Here are some of the actions our office has taken to accomplish and socialize this new interim process:

* M21-1 is scheduled to be updated no later than April 1 and interim guidance will be provided if needed
* Updated VAF 21-526EZ, *Application for Disability Compensation and Related Compensation Benefits,* will be published
* Updated VAF 21-0819, *DoD Referral to Integrated Disability Evaluation System (IDES),* will be published
* VA electronic claims submission systems are being updated
* The new SHA will be presented on the March 2023 VSCM call and posted in the Compensation Service Bulletin
* IDES Development Checklist, BDD and SHA Fact Sheets are being updated and will be distributed

**SHA M21-1 Changes**

Below are the seven M21-1 changes that have been submitted to the M21-1 staff and are due to be published no later than April 1, 2023.

1. M21-1 III.ii.2.A.1.f SHA Part A must be part of PDP STRs to be substantially complete

2. M21-1 IV.i.2.E.3.b SHA Part A must be part of the record prior to exams

3. M21-1 IV.i.2.E.3.c SHA Part A must be part of the record prior to exams

4. M21-1 X.i.6.B.3.d SHA Part A must be of record prior to ordering exams

5. M21-1 X.i.6.C.1.b SHA Part A must be of record prior to ordering exams

6. M21-1 X.i.6.F.2.e Submitting Examination Requests for IDES Participants

7. M21-1 X.i.6.F.2.o SHA Part A must be of record prior to ordering C&P exams

Updated MSC Quality Checklist

On April 3, 2023, a new MSC IQR checklist will be available for use in QMS. The new Checklist was updated to ensure the IQR checklist is synchronized with the current procedures used to process pre-discharge claims, updates the checklist to the current language used in the Manual and in our systems, and removes ambiguity and redundancy by specifying tasks unique to the BDD and IDES. It also addresses the differences in BDD and IDES claims processing and consolidates similar tasks.

The updated MSC Quality Checklist provides a fairer assessment of MSC work, will promote consistency between Authorization Quality Review Specialists, and publishing the checklist will afford more transparency to MSCs regarding how their quality is evaluated.

Also, effective on April 1, 2023, QMS will no longer pull IQR samples for Pre-Discharge claims at claims establishment (CEST), allowing the MSCs the allotted time to complete their development transitions before being routed for a quality review.



Upcoming Conference Calls

There is no April Call. *The FY23 MSC Symposium will be held virtually April 18 – 20, 2023 from 12:30 – 4:00 PM. Specific details will be provided ASAP.*

The next BDD/IDES Call is scheduled for Tuesday, May 9, 2023, at 2PM ET. Please submit IDES questions and proposed topics for discussion to the [IDES Mailbox](mailto:VAVBAWAS/CO/IDES%20%3cIDES.VBACO@VA.GOV%3e), and BDD questions and proposed topics for discussion to the [BDD Mailbox](mailto:VAVBAWAS/CO/PREDISCHARGE%20%3cPredischarge.VBACO@va.gov%3e) no later than close of business (COB), Monday, April 24, 2023.

Open Floor

**Appendix 1: Call Notes from the February 2023 BDD/IDES Conference Call (AR)**

**Question:** Based on the information you provided on the new SHA form you said the SM will fill out these documents during our briefing with the SM. Would that be the best time to have the SM complete these documents?

**Answer:** There will be more guidance coming out about the basic form. You are correct, we want to make sure Part A is available for the SM to complete. This way we will get a complete and much more accurate picture of the SM’s health assessment.

**Question:** On the IDES side is the PEBLO going to be required to give us 2807-1 with the referring condition or the 0819 since we cannot request exams without the new form? Secondly, on the BDD side when the SMs are filing claims online, are we now excluding them since most of them do not have the required records let alone a new form, we are now requiring from them?

**Answer:** On the IDES side the 2807-1 is already supposed to be in the referral package and it is a required document the SM must complete. For the BDD claimants, we are looking at posting Part A on va.gov. If Part A still does not come in, we are in the process of updating all sections of the M-21. Part A will be part of the criteria to make the STR substantially complete and if Part A isn’t in the package, then we are going to apply our regular steps.

**Question:** Regarding 2807-01 and 2808; if you have a SM complete the form, how does the SM understand what sections of the form he/she should complete? Recommended that command have PEBLO send the form out with their package, and this would help reduce any errors made by the SM.

**Answer:** You are correct and upon full implementation of these forms, we will cover some of these things you just covered.

**Question:** The SHA DBQ is going to be replaced by this new document?

**Answer:** Yes.

**Question:** How will this work?

**Answer:** The 526 EZ will be reviewed and then the examiners will blend in the party, treating it like it's a 2807-1 and bouncing off the actual claimed issues. There are some specific things which are in Part A now which are mandated, those items must be addressed in a clinical assessment.

**Question:** It be great if instructions were given on the Pre-Discharge page on what to do when the PACT Act does not apply. What actions do we take if any?

**Answer:** The training curriculum is trying to address a lot of these issues as well as some of the SOPs.

**Question:** Why are VSR's taking claims which are not marked as anything to do with PACT? They've been in five years? No prior service, DBQ's are all done one, VSR makes it RFD, goes to another VSR, they take it out of RFD saying there was no TERA or ILER done for it and then they are not putting it back into RFD.

**Answer:** Please send that to the pre-discharge email box for review.

**Question:** HAIMS automation process. The documents come in multiple separate documents. Why does it not upload like ALTA, HAIMS, and paper records? How are we able to identify missing documents in the mist of the multiple separate documents’ uploads?

**Answer:** You're not going to receive the documentation in one collated package, you will receive these documents separately. The PEBLO is responsible for making sure for any of the records do not include your package, are uploaded with the proper document type. Any other documents coming from other sites will come over as piece mail and you will be responsible for uploading those documents.

**Question:** With the automatic upload, when the PEBLOS send the files over, the file sizes are outrageous, which in turn causes issues with uploading the documents. Is there some sort of training we can provide our PEBLOS to help them reduce the file size of the documents when they send them to us for review?

**Answer:** We have the size limitation PDF. We will get additional information from the DoD. It is DoD’s responsibility to provide the training to the PEBLO.

**Question:** On missed and re-scheduling exams if the PEBLO is unavailable, can the SM notify us then I notify the PEBLO?

**Answer:** This is a judgement call you're going to have to make.

**Question:** Regarding the exit interview request, where should we update the post separation mailing address?

**Answer:** You should update the address om a 0820 or 4130, you would update the address also with the date the new address will become effective because at the time you meet with the SM, the SM still may be in active-duty status.

**Question:** What’s the national average on the BDD?

**Answer:** Do not have that information and asked for the question to be placed in the chat to be addressed later.

**Question:** About missed and no-show appointments. If that no-show is for a referred IDES contention, we cannot move forward with the case?

**Answer:** Yes you are correct, they cannot move forward with the case.

**Question:** SM missed an appointment, and the appointment was made because of a referred condition. He made a request to have it resubmitted and he was told he had to have all of them returned to him first and/or either wait for LHI to cancel all his exams and then he had to wait for them to release everything. Is this how these situations are going to be handled going forward? He received an email from LHR or VS stating they are the ones who make the decisions on whether an exam should be rescheduled. Do we have to wait until all the exams are done to reschedule?

**Answer:** You cannot reschedule an exam until the exam is released. It’s a system limitation on both ends. It is also the vendor's decision if they will release the exam or not, per our contract with them. Some of our vendors do us a favor and operate outside of the contract parameters and other vendors do not.

**Question:** When an exam from a vendor is returned seeking clarification from the MSC, the suspense reason is inaccurate causing the MSC not to get the proper notification from the vendor who has made a request for additional information and the request sit and not get addressed by the MSC.

**Answer:** This is VBMS issue to address. Please entera VBMS help ticket.

**Question:** Regarding the exit interview request, where should we update the post separation mailing address?

**Answer:** You should update the address in 0820 or in 4130, you would update the address also with the date the new address will become effective because at the time you meet with the SM, the SM still may be in active-duty status.

**Question:** Who is going to be providing the MSC Symposium training in April?

**Answer:** There are a lot of trainers. The trainer listing has not yet been finalized. An agenda will be sent to all once this process is complete.

**Question:** When this training is conducted will there be a poll included that the MSC’s can respond to identifying some of the issues they feel they need to be trained on? Will they have AQRS incorporated in this training? With them identifying critical error vs non-critical errors.

**Answer:** Yes, we probably will have someone from Quality in the training to address some of the quality review issues. As far as the poll, this was addressed earlier on in this meeting advising everyone to send anything they would like to be trained on to their email boxes by this Friday, February 17, 2023, and they will review all the requests and try to get all the requested topics included in the training.

**Question:** How are we supposed to handle the cases where the SMs don’t have 2808 and 2808-1? In a lot of cases, they do not have them because their exams have not yet been scheduled.

**Answer:** We are going to be reviewing this issue and the final guidance will be sent out on this issue.

**Question:** Is there a place we can go to and see the blocks that must be completed on the 2808-1?

**Answer: An MSC** responded, if they don't have the actual maps entrance exam or any documentation in mission when you look on the back of the document, it will say with or without, he or she is going to have to check the second block and then what they're going to have to do is put the date, the time and what system they checked in both blocks and then what they we have to make sure the second block is checked on both of them. The top and the bottom one underneath it, and they're going to put it actually, everything they did, what system they check, when they did it, date and time and then make sure you put in your notes in VBMS as well as in VTA that the 2801 and the I mean the 2807-1 and the 2808 they was unable to locate the maps and exam because what you don't want to happen is if they have an injury which is an aggravated injury and you have to order that exam. If it’s on the 2808, if I'm correct and you don't order, you will get an error. So, make sure you know this because sometimes SMs may have flat feet before they join the military and it's noted on 2808 and box #35 and they might say on the 526 that they had foot pains or foot injuries. You must make sure you check that aggravated opinion because if you don't you will get an error.

**Question:** Is there anywhere where we can find in writing what blocks need to be completed on the 0819 because I am having a little pushback with PEBLOS when I do say hey, you know you need to provide clarification of why or what you've done to try to get that entrance exam.

**Answer: F**ields 1 – 19, 22 and 23. If field 19 is marked “with exception” fields 20 and 21 should be filled in. Field 24 if needed.

**Question:** I get a 2808 for SMs who's been in for 20 plus years and then he's doing this assessment. He has flat feet; he puts on the assessment. No flat feet. What do I do? Medical opinion or no medical opinion.

**Answer:** You're going to look at the claimed issue on the 526 and then look for the entrance exam for that period of service. That's a different 2808-1 and 2808. What we were presenting this afternoon about the new part A, where we're going in the future state is going to be the self-assessment for that separate issue as they get out, not when they came in.