

Monthly Compensation Service Pre-Discharge Programs (219)
Benefits Delivery at Discharge (BDD) and Integrated Disability Evaluation System (IDES)
Conference Call Read Ahead
September 12, 2023, 2PM ET

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 from the July 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](#)
[+1 872-701-0185: 63193284#](#)

The Read Ahead is sent out via a Calendar Invite update.
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](#) 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.

4. Pre-approval by our staff is required before any person provides guidance/updates/other info that is related to BDD or IDES.
5. Do not forward the invite to or invite non-VA employees.

Separation Health Assessment (SHA), Part A Self - Assessment Update

This is a reminder from the July Call. Transitioning Service members (SM), filing claims through either the Benefits Delivery at Discharge (BDD) or Integrated Disability Evaluation System (IDES) programs, must complete the SHA - Part A Self-Assessment form prior to requesting VA examinations.

If Part A is not included in an IDES referral, do NOT return the referral, but develop for it. If a SM refuses to sign Part A, accept the form as they are not required to sign it. If the SM refuses to complete/provide Part A please notify the [IDES Mailbox](#).

If Part A is not included in a BDD packet, follow the instructions in the [June 2023 Read Ahead](#). If the SM refuses to complete/provide Part A please notify the [BDD Mailbox](#).

BDD Reminders

BDD Examinations Reminders

MSCs are reminded that exams must be completed within five calendar days once development actions are completed per [M21-1MR.X.6.C.1](#). Substantially complete STRs for the “current period of service” and the SHA are required prior to examination requests per [M21-1MR.X.6.B.1.a](#)

BDD Electronic Service Treatment Records (eSTRs) 120-Day Ramp Up

Starting September 5, 2023, the Department of Defense (DoD) will begin electronically transferring Service members' service treatment records (eSTRs) within 15 days of the establishment of BDD end product (EP) 336. eSTRs are the digital portion of SMs' STRs from the Armed Forces Health Longitudinal Technology Application (AHLTA) Web Print (AWP) and Military Health System (MHS) GENESIS STRs. September 5, 2023, also marks the start of VA's 120-day eSTR ramp-up. During the ramp-up, VA will be working closely with DoD to ensure eSTR transfers are successful and timely, then determine when to remove the requirement for BDD claimants to provide copies of their current period STRs.

This process will remove the burden of SMs having to obtain and submit their STRs will be removed. MSCs and Public Contact VSRs should encourage BDD claims submissions and inform SMs that this process:

- Saves time and eliminates unnecessary record gathering and
- Allows VA to use the eSTRs to initiate the BDD claim and order the VA examinations, including the comprehensive Separation Health Assessment (SHA)

SMs can still submit their STRs with their BDD claim. If your intake site has an agreement with the local military treatment facility (MTF) to provide STRs, this process may still be used during this ramp up period.

Note: Interim guidance is pending concurrence.

IDES Reminders

X.i.6.F.3.j. Failure of an IDES Participant to Report for Examination

MSCs are reminded to follow this guidance when an IDES participant/SM contacts the MSC about re-scheduling/changing an exam. All requests by the SM to reschedule an exam **MUST** be approved by the PEBLO with evidence (email, 0820, other). Once the evidence is uploaded to VBMS, add a note to VTA and order/re-schedule the exam(s). We are reminding you of this guidance as we are getting a lot of complaints by the Services about the PEBLO and chain of commands not knowing about changes to exams.

Referrals from PEBLOs

We have gotten word from DoD that some MSCs are calling a referral incomplete if it is sent after a certain time. This is not a reason to reject a claim. We recommend you come to an agreement with your MTF on a cut-off time for referrals and exams, but again, a referral received after a certain time with no other issues will not be rejected.

MSC IDES Development Checklist

Attached is the latest version of the checklist that all MSCs should use when developing an IDES case.



IDES Development
Checklist (Sept 2023)

Veterans Tracking Application (VTA) Reminders

VTA move to Salesforce

VTA is moving to Salesforce (SF) with a projected Go-Live date of November 6 pending testing. Over the last year or so the Pre-Discharge Staff, DoD and SF programmers have been conducting weekly meetings, writing requirements, re-programming and testing to ensure a smooth transition. All data to include user profiles (enabled and disabled) will be transferred to SF. Re-registration will not be required and users will continue to sign-in with PIV/CAC.

Accounts: Users should try and have an enabled account on September 18th to assist in account transfer. Accounts stay active for 35 days, so if users sign in anytime between Sept 1st and the 18th, account transfer should be good (this will give us a buffer). This is not critical for everyday users. This is mainly for users that sign in every so often. An enabled account will make for a smoother transition to SF. Again, users should try and have an enabled account on September 18th. Accounts created or enabled after September 18th and disabled accounts will also be migrated to Salesforce.

Updating MSC Assigned in Active Cases

MSCs and MSC Coaches are reminded that when an MSC departs, their cases should be updated to show a new MSC Assigned if the case is active, and an Exit Interview has not been conducted. Updating this data field provides everyone with the current MSC for contact purposes.

Upcoming Conference Calls

The next BDD/IDES Call is scheduled for **Tuesday, October 10, 2023**, at 2PM ET. Please submit IDES questions and proposed topics for discussion to the [IDES Mailbox](#), and BDD questions and proposed topics for discussion to the [BDD Mailbox](#) no later than close of business (COB), Monday, September 18, 2023.

Open Floor

Appendix 1: Call Notes from the July 2023 BDD/IDES Conference Call

Question: Does the DD Form 2807 require the signature of a medical provider?

Answer: Signature is not required to accept the 2807-2. We are only looking for it to be filled out and do not require it to be signed. Keep in mind this a new document and will only be seen for SMs just entering service. MSCs should continue to follow normal procedures regarding entrance exams.

Question: Will the Pre-Discharge team be coming up with a special EP instead of a 336, to allow for easier tracking for cases awaiting the SHA?

Answer: We are looking at getting a new claim label and are aware of the issue.

Question: Regarding conducting the enterprise search, does having the file documented as enterprise search completed, take effect immediately or will there be a grace period.

Answer: The checklist has been published and is in QMS. Since this is a huge change for the VSR's as well, there will be an adjustment period specifically for enterprise search. The guidance is that any transactions completed before September 20, September 1st will not be called critical error.

Question: If I contact a SM requesting for them to return the SHA Part A to me, and they neglect to do so, would this be considered a refusal without them stating they refuse to return the SHA?

Answer: For BDD, we would develop until day 89. Please email the SM's name to the [BDD Mailbox](#). For IDDES cases send VTA case # and summary of refusal to the [IDES Mailbox](#).