

Monthly Compensation Service Pre-Discharge Programs (219)
Benefits Delivery at Discharge (BDD) and Integrated Disability Evaluation System (IDES)
Conference Call Read Ahead
March 12, 2024, 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 February 2024 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 (New beginning Feb 24)

Microsoft Teams meeting

[Click here to join the meeting](#)

Meeting ID: 228 636 845 446

Passcode: oJhBDy

Or call in (audio only)

[+1 872-701-0185,,205533754#](#)

Phone Conference ID: 205 533 754#

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 [Calendar Subscriptions \(va.gov\)](#) to receive notification that the R/A is available and for notification when the TMS number is active.

General Topics 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.

Contacting the Pre-Discharge Staff

IDES Mailbox: For IDES or VTA policy/procedural questions.

BDD Mailbox: For BDD policy/procedural questions.

VTA Mailbox: For VTA technical issues.

Note: As stated above, all VTA technical issues should be sent to the VTA Mailbox. Do not call or submit a ticket thru the National Service Desk.

SAVE THE DATE: April/May 2024 Military Services Coordinator (MSC) Symposiums

The Compensation Service, Pre-Discharge Staff will host two FY24 MSC Symposium sessions. Currently, the MSC Symposium sessions are planned as in-person events for MSCs and MSC Supervisors.

The symposium will be an opportunity for Central Office leadership, CS Pre-Discharge Staff, MSCs and MSC Supervisors to exchange ideas, share best practices and allow face-to-face interaction between all stakeholders from various locations. The Office of Field Operations (OFO) will coordinate with District and Regional Offices to arrange MSC and MSC Supervisor attendance. MSCs and MSC Supervisors should receive notification and further information via those channels.

The first symposium session is tentatively scheduled for **April 23-25, 2024, travel days are April 22 and 26, 2024**. The second symposium session is tentatively scheduled for **May 7-9, 2024, travel days are May 6 and 10, 2024**. MSCs and MSCs supervisors will only be required to attend one session. The location is to be determined.

The symposium planning is tentative based on the Continuing Resolution (CR). All details are subject to change.

Military Sexual Trauma (MST) Guidance Update

After clarification with several staffs and leadership, MSCs should follow the guidance sent forth to the Districts by OFO on February 20, 2024, reference TMS course VA 4655107.

BLUF: The Office of Field Operations – Operations Compliance (OFO-OC) collaborated with Compensation Service Training, Pre-Determination, Quality Review teams, and subject matter experts in the field to create a new Military Sexual Trauma (MST) training course in the Talent Management System (TMS) specifically designed for Military Services Coordinators (MSCs).

Note: We continue to review the process for BDD claims and the possible delay of them going to San Juan and will have updated guidance ASAP.

For IDES cases the Special Issue is required and the DRAS will follow MST procedures.

Veterans Tracking Application (VTA)

VTAs Transition to Salesforce (SF)

We continue to work through issues/concerns with VTA 2.0. Users are encouraged to report any technical issues they encounter to the [VTA Mailbox](#). Please provide details (screenshots, case #, the tab/data field that is causing the issue, other).

VTA Notes

VTA users are reminded of the importance of adding notes, especially in instances when dates are out of sequence or circumstances that can't be gleaned from data fields. In the screenshot below you can see an instance with out of sequence dates on the MSC Tab, and there are no notes explaining why. Notes provide others the info they may need to better understand the data and why dates are out of sequence.

Prepare Claim Start Date ⓘ	6/2/2023
Claims Establishment (CEST) Start Date ⓘ	3/10/2023
MSC/Service member Interview Date ⓘ	6/5/2023

CEST Date 3 months before PCSD & Interview

Note: After entering any note and saving, you must refresh the browser to see the new note.

Medical Evaluation Start Date not Auto-populating

MSCs are reminded that if they still have cases where the Medical Evaluation Start Date is not auto-populating with the SHA Exam Requested Date, take the following actions:

1. Remove the SHA Exam Requested Date and save
2. Re-enter it and save.

The Medical Evaluation Start Date should auto-populate. If it does not, email the [VTA Mailbox](#).

No New Exams Needed checkbox on MSC Tab

When working correctly and this box is checked, the Medical Evaluation Start Date, SHA Exam Requested Date, SHA Exam Returned Date, Exam End Date and Medical Evaluation End Date will auto-populate with the date the box is checked.

Unfortunately, this function is not currently working. Until corrected and you have a case that meets this requirement, leave the box unchecked and manually enter the dates noted above, minus the Medical Evaluation Start Date. Once complete, select save, and the Medical Evaluation Start Date will auto-populate. Manually entered dates will be the same and will reflect the date the MSC determines no new exams are needed (date will be greater than or equal to the Prepare Claim Start Date and less than or equal to the VA Form 21-526EZ Received Date). Previous closed exam dates will not be displayed. Add a note that previous exams were used.

Example: Previous exams were completed on Dec 1, 2023. MSC determines no new exams are needed on Jan 1, 2024. The manually entered dates mentioned above will be Jan 1, 2024, not Dec 1, 2023.

Upcoming Conference Calls

The next BDD/IDES Call is scheduled for **Tuesday, April 9, 2024**, 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), Wednesday March 27, 2024.

Open Floor

Appendix 1: Call Notes from the February 2024 BDD/IDES Conference Call

Question: What are the Direct Deposit procedures for Pre-Discharge claims (IDES and BDD)?

Answer: See [M21-1, Part II, Subpart iii, Chapter 3, Section B - System Updates at Intake \(va.gov\)](#)

Question: On day 89 if you don't have the STRs or SHA Part A for a BDD claim, is this claim excluded?

Answer: Yes, this would be a BDD excluded claim.

Question: If the SM completes SHA Part A and lists twenty items, but on the 21-526 EZ they only list ten items they are claiming compensation for, then the MSC is only required to do those ten items that are claimed on the 21-526 EZ, correct?

Answer: Correct, the SHA Part A is a self-assessment completed by the SM. The 21-526 EZ remains the proper claim form for any conditions the SM is claiming with VA.

Question: Do Pre-Discharge claims (IDES and BDD) require the MST Special Issue?

Answer: MSCs will follow the most recent Military Sexual Trauma (MST) training for MSCs. The Office of Field Operations – Operations Compliance (OFO-OC) has collaborated with the Compensation Service Training, Pre-Determination, Quality Review, and subject matter experts in the field to create a new MST training course in the Talent Management System (TMS) specifically designed for MSCs, VA 4655107. This training instructs MSCs to add the MST special issue to all Pre-Discharge claims (IDES and BDD)

Question: Are Entrance Exams in MHS Genesis?

Answer: Per DoD: On the day of the entrance exam, a note is generated entitled MEPS exam note. This note has all the information that was previously on the old DD Form 2808. The DD Form 2807-2 should be converted into an electronic file and uploaded into MH Genesis and labeled MEPS PS Form. PEBLOs should be aware of this change, the MEPS exam note and MEPS Form, together should serve as the entrance exam.

Question: What should MSC do if a contract provider cannot conduct exams?

Answer: MSCs should reach out to MDEO. These are unique situations that typically happen in remote locations. Send inquiry including all details to the Medical Disability Examination Office (MDEO) [VAVBAWAS/CO/Contract Examination Inquiries](#)

Question: Why is there a delay of exam timeliness with LHI? At my location exams are delayed 60, 90 days out.

Answer: Per MDEO: Vendor timeliness is measured on a quarterly basis, not on a case-by-case basis. Send inquiries including all details to the Medical Disability Examination Office (MDEO) [VAVBAWAS/CO/Contract Examination Inquiries](#)

Question: Can MSC change the exam vendor due to delays at other vendors?

Answer: Per MDEO: MSC should accept the vendor that is assigned in EMS, direct guidance states vendor selection is not permitted.