

INTAKE

FOR COMPENSATION & PENSION



DIGITAL SERVICE at VA

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Intake Caseflow

Caseflow Intake (Intake) is a web-based application designed to support the Appeals Modernization Act (AMA). It will process AMA appeals for Veterans who have chosen the new Supplemental Claim (SC) or Higher-Level Review (HLR) options as well as those who have chosen to appeal directly to the Board through a Notice of Disagreement (NOD). Intake will serve as the single data input system for this process, providing a source of truth for AMA statutory metrics. Across the board, Intake performs numerous issue-level validations, matching, and error checking, to capture the best possible data and reduce processing overhead.

Forms compatible with Caseflow Intake:

- VA Form 20-0996 Request for Higher Level Review
- VA Form 20-0995 Supplemental Claim Application
- VA Form 10182 Notice of Disagreement
- VA Form 21-4183 Statement In Support of Claim (RAMP)
- RAMP Opt-In Election Form

INTAKE ACCESS





Browser preference

Latest version of Google Chrome
and Internet Explorer are
recommended for Caseflow Intake

Requesting Access to Caseflow Intake

If you or your team needs access to Caseflow Intake, please contact Martina Jones: martina.jones@va.gov

Access to Caseflow Intake

- Connect to the VA network
- Open your web browser
- Enter the URL <https://appeals.cf.ds.va.gov/intake>
- Sign in using your VA credentials
- You will then be taken to the Caseflow Intake Welcome page

INTAKING A FORM

Select Form



Step 1: Select Form

After you receive the AMA form or Notice of Disagreement, the first step in the intake process is to Select Form. Select the desired form from the “Which form are you processing?” dropdown menu.

Step 1: Select Form

The screenshot displays the Caseflow Intake interface. At the top left, the Caseflow logo is followed by the text 'Caseflow > Intake'. On the top right, there is a search bar with the text 'Search cases' and a dropdown menu showing 'BVAOFRANECKI (VACO)'. Below the header, a progress bar indicates five steps: '1. Select Form', '2. Search', '3. Review', '4. Add Issues', and '5. Confirmation'. The '1. Select Form' step is currently active and highlighted. The main content area features a heading 'Welcome to Caseflow Intake!' and a question 'Which form are you processing?'. Below this is a text input field with the placeholder text 'Enter or select form'. The right side of this input field is a dropdown menu, which is circled in red. Below the input field is a 'Continue to search' button. At the bottom of the page, there is a footer with the text 'Built with ❤️ by the Digital Service at VA' on the left and 'Track Caseflow Status | Send feedback' on the right.

INTAKING A FORM

Search



Step 2: Search

- Type in the Veteran ID or SSN of the Veteran.
- Even if the claimant is someone other than the Veteran, please search for the Veteran whose benefits are under appeal.

Department of Veterans Affairs

DECISION REVIEW REQUEST: SUPPLEMENTAL CLAIM

INSTRUCTIONS: PLEASE READ THE PRIVACY ACT NOTICE AND RESPONDENT BURDEN INFORMATION ON PAGE 2 BEFORE COMPLETING THIS FORM.

PART I - CLAIMANT'S IDENTIFYING INFORMATION

NOTE: You can either complete the form online or by hand. If completed by hand, print the information requested in form.

1. VETERAN'S NAME (First, Middle Initial, Last)

2. VETERAN'S SOCIAL SECURITY NUMBER

3. VA FILE NUMBER (If applicable)

4. VETERAN'S SERVICE NUMBER (If applicable)

5. INSURANCE POLICY NUMBER (If applicable)

6. CLAIMANT'S NAME (First, Middle Initial, Last) (If other than veteran)

7. CLAIMANT TYPE:

VETERAN VETERAN'S SPOUSE VETERAN'S CHILD VETERAN'S PARENT

8. CURRENT MAILING ADDRESS (Number, street or rural route, City or P.O. Box, State and ZIP Code and Country)

Caseflow > Intake

1. Select Form 2. Search 3. Review

Search for Veteran by ID

Enter the Veteran's ID or SSN

Veteran ID Errors

There are several errors which you may encounter while searching.

Examples:

- **Invalid file number: Veteran ID not found.** Please enter a valid Veteran ID and try again.
- **Veteran not accessible: You don't have permission to view this Veteran's information.** It looks like you do not have the necessary level of access to view this information. Please alert your manager for further action.
- **Veteran not valid:** The Veteran's profile has missing or invalid information required to perform intake.
- **Duplicate intake in progress: Already started processing this form.** Another user has begun intake on this file. Please confirm they will complete this intake, then move on to the next mail item.
- **Something went wrong. Please try again.** This is a system error. If the problem persists, please contact Caseflow support.

INTAKING A FORM

Review



Step 3: Review

12. BENEFIT TYPE: **PLEASE CHECK ONLY ONE** (If you would like to file for multiple benefit types, you must complete a separate request form for each benefit type.)

COMPENSATION PENSION/SURVIVORS BENEFITS FIDUCIARY EDUCATION VETERANS HEALTH ADMINISTRATION
 VOCATIONAL REHABILITATION AND EMPLOYMENT LOAN GUARANTY INSURANCE NATIONAL CEMETERY ADMINISTRATION

PART II - HIGHER-LEVEL REVIEW OPTIONS

13. IF YOU WOULD LIKE THE SAME OFFICE THAT ISSUED YOUR PRIOR DECISION TO CONDUCT THE REVIEW, YOU CAN MAKE THAT REQUEST BY CHECKING THE BOX BELOW. IF YOU DO NOT CHECK THE BOX, VA WILL TAKE THAT AS A REQUEST TO HAVE A DIFFERENT OFFICE CONDUCT THE REVIEW. (Please note VA may be unable to grant your request.)

If available, I would like **HIGHER-LEVEL REVIEW** conducted at the same office within the agency of original jurisdiction.

14. IN ADDITION, YOU OR YOUR AUTHORIZED REPRESENTATIVE MAY REQUEST AN INFORMAL CONFERENCE WITH THE HIGHER-LEVEL REVIEWER. (This is a telephonic communication with the higher level reviewer for the sole purpose of pointing out errors of fact or law in the prior decision. VA will only conduct one informal conference associated with this request for higher-level review. Check the box below to request an informal conference.)

I, or my representative, would like an **informal conference**. (VA will make up to two attempts to call you between 8:00a.m. and 4:30p.m. Eastern Standard Time at the telephone number and time period you select below to schedule your informal conference. Please select up to two time periods you are available to receive a phone call.)

8:00a.m. - 11:00a.m. 10:00a.m. - 12:30p.m. 12:30p.m. - 2:00p.m. 2:00p.m. - 4:30p.m.

If you would like for VA to contact your representative, please provide your representative's name and telephone number where he or she can be reached at the above checked time.

VA FORM 20-0996 XXXX

Page 3

PART III - ISSUES FOR HIGHER-LEVEL REVIEW

15. YOU MUST INDICATE BELOW EACH ISSUE DECIDED BY VA FOR WHICH YOU ARE REQUESTING A HIGHER-LEVEL REVIEW. Please refer to your decision notice(s) for a list of adjudicated issues. For each issue, please identify the date of VA's decision. You may attach additional sheets, if necessary. Please include your name and file number on each additional sheet.

Check this box if any issue listed below is being withdrawn from the legacy appeals process. **OPT-IN from SOC/SSOC**

1. Select Form 2. Search 3. Review

Review Anne King's Decision Review Request: Higher-Level

What is the Benefit Type?

Compensation
 Pension & Survivor's Benefits
 Fiduciary
 Insurance
 Education
 Vocational Rehab. & Employment
 Loan Guaranty
 Veterans Health Administration
 National Cemetery Association

What is the Receipt Date of this form?

mm/dd/yyyy

Was an informal conference requested?

No
 Yes

Was an interview by the same office requested?

No
 Yes

Is the claimant someone other than the Veteran?

No
 Yes

Did they agree to withdraw their issues from the legacy system?

No
 Yes

Step 3: Review – Headings Explained

- **Benefit type** (Comp, Pension or Non-Pension non-comp - 8 options total). The intake process for compensation, pension and non-pension non-compensation lines of business is very similar.
- **Receipt Date** - The new AMA lanes have specific timelines for appeals' adjudications. The date of the intake is important and should be as accurate as possible. We use the receipt date as the date the review was received.
- **Claimant** - The claimant can be the veteran or not, we use the Veteran ID to identify all cases associated with the veteran. Social security number of the veteran is another way to identify the case.
- **Claimant not in Database** - If the claimant is not the veteran and we don't have the claimant in our database, you can do the following:
 - If you have access to VBMS - you can add the claimant's information to VBMS and refresh this page to select claimant's name.
 - Ask someone on your team with access to VBMS to add the claimant

Step 3: Input primary form information

- **What is the Benefit Type?** Choose the benefit type against which the appeal is being made.
- **What is the Receipt Date of this form?** Enter the date the form is received. This date is critical for the collection of statutory metrics and should be as accurate as possible.
- **Is the claimant someone other than the Veteran?** If the Claimant is someone other than the Veteran, select Yes. If the person who is claiming the benefit *does not appear* in the list, that person *must be added to the Corporate Database*. Please follow the instructions on the screen to contact the appropriate stakeholder.

Is the claimant someone other than the Veteran?

No

Yes

Please select the claimant listed on the form. If you do not see the claimant in the options below, add them in VBMS, then refresh this page.

Bob Vance, Spouse

Cathy Smith, Child

Did Claimant Agree to Withdraw from Legacy System?

PART III - ISSUES FOR HIGHER-LEVEL REVIEW

15. YOU MUST INDICATE BELOW EACH ISSUE DECIDED BY VA FOR WHICH YOU ARE REQUESTING A HIGHER-LEVEL REVIEW. *Please refer to your decision notice(s) for a list of adjudicated issues. for each issue, please identify the date of VA's decision. You may attach additional sheets, if necessary. Please include your name and file number on each additional sheet.*

Check this box if any issue listed below is being withdrawn from the legacy appeals process. OPT-IN from SOC/SSOC

Important Note: If the claimant did not check this box, then any legacy issues in their appeal will be ineligible.

Did they agree to withdraw their issues from the legacy system?

No

Yes

INTAKING A FORM

Add Issues



Step 4: Add Issues

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add / Remove Issues

Form	Decision Review Request: Higher-Level Review — VA Form 20-0996
Veteran	Martin Merica (231439628)
Receipt date of this form	08/31/2018
Benefit type	Voc Rehab
Informal conference request	No
Same office request	No
Requested issues	+ Add issue

[Cancel intake](#) [Establish Higher-Level Review](#)

0 issues

Step 4: Issues

- Issues are the atomic unit of the Appeals Modernization Act. Many statutory metrics will be tracked at the Issue level.
- As such, it is critically important to record each issue exactly as the Veteran describes it in the form.

Step 4: Review intake and add issues

- Confirm that the primary review information (Name, Receipt Date, File Number, etc.) is correct.
- Begin adding issues from the form, exactly as the Veteran has described them.
- If you make a mistake adding an issue, click the Remove icon to delete the issue.
- Add all issues before finishing intake. Even if issues are unmatched, ineligible, or otherwise difficult to understand, please intake them exactly as the Veteran has described them.

First, click Add Issue

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add / Remove Issues

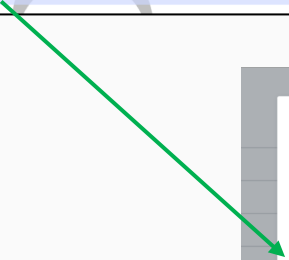
Form	Decision Review Request: Higher-Level Review — VA Form 20-0996
Veteran	Martin Merica (231439628)
Receipt date of this form	08/31/2018
Benefit type	Voc Rehab
Informal conference request	No
Same office request	No
Requested issues	+ Add issue

[Cancel intake](#) [Establish Higher-Level Review](#)

0 issues

Next, select the known issue that the Veteran is describing

A. Specific Issue(s)	B. Date of Decision
Emphysema effective date should be 10/10/2009	12/19/2018



Add issue 1

Does issue 1 match any of these issues from past descriptions?

Tip: sometimes applicants list desired outcome, not what the past decision was -- so select the best matching decision.

Past decisions from 12/19/2018

- Service connection for Emphysema is granted with an evaluation of 100 percent effective June 1, 2013.
- Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017.

Notes *Optional*

Cancel adding this issue [None of these match, see more options](#)

Next, select the known issue that the Veteran is describing

- When adding issues in Caseflow, we first show all rating issues the veteran has.
- You can see previous decisions and their dates, select a previous issue if it is the same issue claimant has indicted in their form.
- You can only add one issue at a time.
- If you don't see the issue then select "None of these match, see more options."

Next, select the issue category from the dropdown

Caseflow > Intake | Merica, Martin (231439628) Search cases BVASCASPER1 (VACO)

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add issue

Does issue 1 match any of these issue categories?

Issue category
Select or enter... ▼

Decision date
mm/dd/yyyy

Issue description

Cancel adding this issue **None of these match, see more options** Add this issue

0 issues

Caseflow > Intake | Merica, Martin (231439628) Search cases BVASCASPER1 (VACO)

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add issue

Does issue 1 match any of these issue categories?

Issue category
Select or enter... ▼

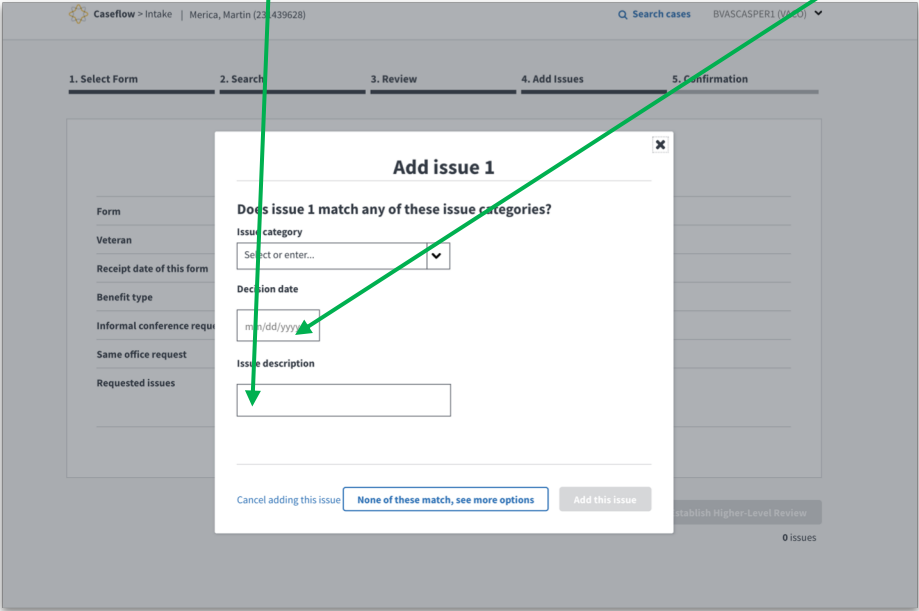
- Apportionment
- Incarceration Adjustments
- Audit Error Worksheet (DFAS)
- Active Duty Adjustments
- Drill Pay Adjustments

Cancel adding this issue **None of these match, see more options** Add this issue

0 issues

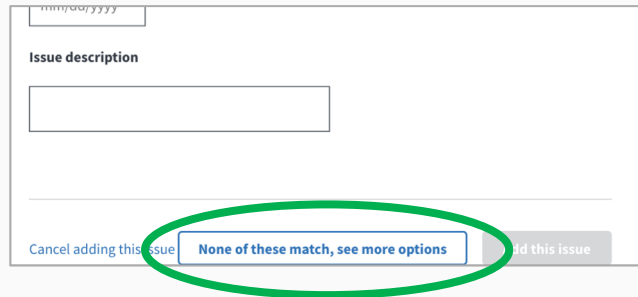
Next, enter the decision date and issue description

A. Specific Issue(s)	B. Date of Decision
Education effective date should be 10/12/2011	10/11/2018



Issues that cannot be categorized

If the issue identified by the Veteran cannot be categorized, is difficult to understand, or has other problems, click “None of these match, see more options”



The image shows a screenshot of a web form for adding an issue. At the top, there is a small input field containing the text "mm/dd/yyyy". Below this is a section titled "Issue description" with a larger text input field. At the bottom of the form, there are three buttons: "Cancel adding this issue" on the left, "None of these match, see more options" in the center, and "Add this issue" on the right. The "None of these match, see more options" button is circled in green.

Transcribe the issue as best as possible.

A. Specific Issue(s)	B. Date of Decision
This is something that needs to be looked at	

The screenshot shows a modal dialog box titled "Add issue 2" with a close button (X) in the top right corner. The dialog contains the following text and fields:

- Describe the issue to mark it as needing further review.**
- Transcribe the issue as it's written on the form
- A text input field where the text "This is something that needs to be looked at" is transcribed.
- Notes** *Optional*
- A text input field for notes.
- Buttons at the bottom: "Cancel adding this issue" and "Add this issue".

A green arrow points from the text in the table above to the transcription input field in the dialog box.

Transcribe the issue as best as possible.

If you can't intake issues based on the category options, write down what veteran wrote and add any notes you see pertinent.

Step 4: Review and submit the appeal

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add / Remove Issues

Form	Decision Review Request: Higher-Level Review – VA Form 20-0996
Veteran	Martin Merica (231439628)
Receipt date of this form	08/31/2018
Benefit type	Voc Rehab
Informal conference request	No
Same office request	No
Requested issues	1. Incarceration Adjustments - This is an issue Decision date: 08/31/2018 Remove
	2. Unidentified issue: no issue matched for "What the Veteran wrote" <i>Notes: any supportive information</i> Remove

[+ Add issue](#)

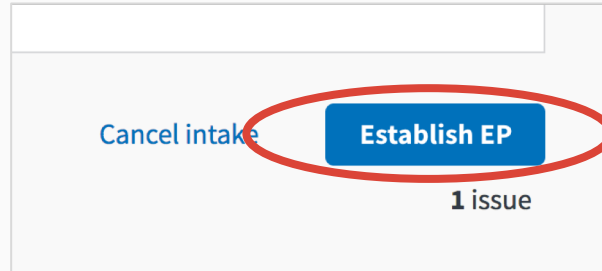
[Cancel intake](#) [Establish Higher-Level Review](#)

2 issues

Review the Appeal – Things to Consider

- ✓ Before submitting the intake, **make sure the number of issues are the same in the intake as the number of issues written on the form**
- ✓ Check that the dates are correct
- ✓ Check that each issue reflects the text stated by the claimant
- ✓ Make sure that you include any notes that might help the next person work the appeal
- ✓ It is possible that an issue will be highlighted as ineligible. This is expected for some issues. It is important to record all the issues indicated by the Veteran, regardless of their eligibility.

Submit the appeal



A screenshot of a web form interface. At the top, there is a white input field. Below it, the text "Cancel intake" is visible. To the right of this text is a blue button with the text "Establish EP" in white. A red oval is drawn around the "Establish EP" button. Below the button, the text "1 issue" is displayed.

INTAKING A FORM

Confirmation



1. Select Form

2. Search

3. Review

4. Add Issues

5. Confirmation

Intake completed

Martin Merica's (ID #231439628) Request for Decision Review Request: Higher-Level Review — VA Form 20-0996 has been processed. If you need to edit this, go to VBMS claim details and click the "Edit in Caseflow" button.

Edit the notice letter to reflect the status of requested issues.

✓ A Higher-Level Review Rating EP is being established:

Contention: Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017.

Begin next intake

Confirmations

Every time an intake is completed, you will see a confirmation page. From this page, you can start a new intake, as well as review the information of the previous intake.

ADDING ISSUES



Sometimes adding an issue to your intake might take a bit more work – here are some special cases we have identified.

Important Note

This information applies to decisions made after February 18, 2019.

Decisions made before that must be appealed under the legacy appeals process.

ADDING ISSUES

Unidentified Issues



Unidentified issues

Issues where we don't (currently) know what decision the appellant is contesting.

Example:

Sometimes the Veteran will write something that requires a little more expertise to interpret.

Example:

A. Specific Issue(s)	B. Date of Decision
Everything in my previous appeal	10/11/2018

Add issue 1

Describe the issue to mark it as needing further review.

Transcribe the issue as it's written on the form

Everything in my previous appeal

Notes *Optional*

I have no idea what the veteran means by this

Cancel adding this issue **Add this issue**

These unidentified issues can be resolved downstream, by editing the request issues on the decision review.

VBMS Search Work Queue Intake Unassociated Documents LCM Unassociated Scorecards Admin My History TEST ONE

Fri Nov 09 2018 06:39:39PM EST, Version 16.0-20181106-1552, ID 600179342

JULIE UNDERWOOD File #: 123458300 Veteran Claims Documents Rated Issues Notes

033 - Higher-Level Review Rating

[Go to Work Item](#) | Days Pending: 31 | Date of Claim: 10/10/2018 | Status: RFD | Suspend Date: 12/09/2018 | App Form: N/A | Team

Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions List Development Letters Tracked Items Exams Claim Notes

Add Contention **Edit in Caseflow**

+ UNIDENTIFIED ISSUE - Please click "Edit in Caseflow" button to fix

Veteran Summary

Veteran Information

SSN: 123458300
EDIPI: Unavailable
Gender: Male
Birth Date: 01/01/1970
Death Date:
General POA:
SC: 30

Pending Claims

Military Service

Rated Issues

Veteran Flashes

- Unidentified issues should be resolved before making a decision on them.
- Unidentified issues that are never resolved will be considered to have been ineligible.

ADDING ISSUES

Ineligible Issues



- Users may encounter issues that are *ineligible*.
- Ineligible issues are identified on the Add/ Review Issue page and Confirmation page.
- Follow SOP to notify the Veteran/ Claimant of ineligible issues.

As the Veteran/ Claimant navigates the appeal process, some lanes selections have different policy requirements for future decision appeals.

An appeal is ineligible:

- If the request is an HLR and same issue was last processed as an HLR
- If the request is a Board Appeal and the same issue was last processed as a Board Appeal
- If the request is a HLR and same issue was last processed as a Board Appeal

For all identified issues, we have some automated eligibility checks.

An issue gets selected

Caseflow > Intake Abraham Lincoln

Add issue 1

Does issue 1 match any of these issues from past decisions?
Tip: sometimes applicants list desired outcome, not what the past decision was – so select the best matching past decision.

Past decisions from 4/04/2018

- Service connection for Emphysema is granted with an evaluation of 100 percent effective June 1, 2013.
- Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017.

Past decisions from 6/04/2018

- Basic eligibility to Dependents' Educational Assistance is established from May 1, 2013.
- Service connection for tinnitus is denied.

Past decisions from 7/19/2017

- Evaluation of posttraumatic stress disorder (PTSD) which is currently 50 percent disabling, is increased to 70 percent effective 07/19/2016.

Notes *Optional*

Cancel adding this issue

Review page shows ineligibility

Caseflow > Intake Abraham Lincoln

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add/Remove Issues

Form	Higher-level review (VA Form 20-0988)
Veteran	Ulysses Grant (ID #888451290)
Form receipt date	09/01/2018
Benefit type	Compensation
Claimant	Julia Grant (payee code ###)
Requested issues	<p>1. Ineligible due to same issue already under review as a Supplemental Claim: Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017. Decision date 04/04/2018. Remove</p> <input type="button" value="+ Add issue"/>

Cancel intake

An issue is ineligible

...if the request is an HLR and same issue was last processed as an HLR

OR

...if the request is a Board Appeal and the same issue was last processed as a Board Appeal.

Displayed Copy:

[Issue selected] is ineligible because it was last processed as a [HLR/Appeal] and this can't be done twice in a row.

...if the request is a SC/ HLR/ Board Appeal and the same issue is being processed in another lane

Displayed Copy:

[Issue selected] is ineligible because it's already under review as a [SC/HLR/Appeal].

...if the request is a Higher-Level Review and same issue was last processed as a Board Appeal

Displayed Copy:

[Issue selected] is ineligible because it was last processed as a Board Appeal which can't be followed by a Higher-Level Review.

...if Timeliness not exempted

If the issue has a decision date older than 1 year and the Veteran/ Claimant didn't request an "exemption to the date requirements."

Displayed Copy:

[Issue selected] is ineligible because it has a prior decision date that's older than 1 year.

Past decision

Caseflow > Intake Abraham Lincoln

Add issue 3

Does issue 3 match any of these issues from past decisions?

Tip: sometimes applicants list desired outcome, not what the past decision was – so select the best matching past decision.

Past decisions from 4/04/2018

- Service connection for Emphysema is granted with an evaluation of 100 percent effective June 1, 2013. (already selected for issue 2)
- Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017. (already selected for issue 1)

Past decisions from 6/04/2018

- Basic eligibility to Dependents' Educational Assistance is established from May 1, 2013.
- Service connection for tinnitus is denied.

Past decisions from 7/19/2017

- Evaluation of posttraumatic stress disorder (PTSD) which is currently 50 percent disabling, is increased to 70 percent effective 07/19/2016.

Notes Optional

[Cancel adding this issue](#) [None of these match, see more options](#) [Add this issue](#)

Request exemption

Caseflow > Intake Abraham Lincoln

Issue 3 is an Untimely Issue

Requested issue: Evaluation of posttraumatic stress disorder (PTSD) which is currently 50 percent disabling, is increased to 70 percent effective 07/19/2016.

The issue requested isn't usually eligible because it's decision date is older than what's allowed.

Did the applicant request an exemption to the date requirements?

- Yes
- No

Notes Optional

[Cancel adding this issue](#) [Add this issue](#)

If the requested issue has a decision date older than 1 year but applicant included a request to override.

Caseflow > Intake Abraham Lincoln ▾

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add/Remove Issues

Form	Higher-level review (VA Form 20-0988)
Veteran	Ulysses Grant (ID #888451290)
Form receipt date	09/01/2018
Benefit type	Compensation
Claimant	Julia Grant (payee code ###)
Requested issues	<p>1. Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017 is ineligible because this issue is already under review as Supplemental Claim. Remove</p> <p>2. Service connection for Emphysema is granted with an evaluation of 100 percent effective June 1, 2013 is ineligible because this issue was last processed as a Higher-Level Review and this can't be done twice in a row. Remove</p> <p>3. Evaluation of posttraumatic stress disorder (PTSD) which is currently 50 percent disabling, is increased to 70 percent effective 07/19/2016. Remove</p>

[+ Add issue](#)

[Cancel intake](#) [Complete intake](#)

If the requested issue has a decision date older than 1 year and applicant didn't include a request to override.

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Add/Remove Issues

Form	Higher-level review (VA Form 20-0988)
Veteran	Ulysses Grant (ID #888451290)
Form receipt date	09/01/2018
Benefit type	Compensation
Claimant	Julia Grant (payee code ###)

Requested issues

1. Basic eligibility to Dependents' Educational Assistance is established from October 1, 2017 is ineligible because this issue is already under review as Supplemental Claim. [Remove](#)

2. Service connection for Emphysema is granted with an evaluation of 100 percent effective June 1, 2013 is ineligible because this issue was last processed as a Higher-Level Review and this can't be done twice in a row. [Remove](#)

3. Evaluation of posttraumatic stress disorder (PTSD) which is currently 50 percent disabling, is increased to 70 percent effective 07/19/2016 is ineligible because it has a prior decision date that's older than 1 year. [Remove](#)

[+ Add issue](#)

[Cancel intake](#)

[Complete intake](#)

1. Select Form 2. Search 3. Review 4. Finish 5. Confirmation

Intake completed

Ulysses Grant's (ID #888451290) Request for Higher-level review (VA Form 20-0988) has been processed. Edit the notice letter to reflect status of requested issues.

* Ineligible

Service connection for tinnitus is ineligible because the same issue is under review as a Legacy Appeal but the claimant didn't choose to withdraw their issue from the legacy system.

[Begin next intake](#)

Ineligible issues will be saved to the Caseflow database, and appear on the Add/Review issues page.

They will not be developed or decided on.

Do not delete ineligible issues; they are critical for developing statutory metrics.

EDITING ISSUES

From VBMS

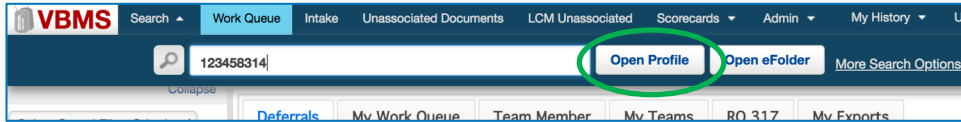


Issues must be edited in Caseflow

To edit an issue:

1. Search for the file number with the EP you want to edit in VBMS
2. Click the EP with the issue you want to edit
3. Click the Edit in Caseflow button

This will take you to the Add/ Remove Issues page for that EP in Caseflow.



1. Search for the file number

Veteran Claims Documents Rated Issues Notes

Filter Results: Include Inactive: Show/Hide Columns

	Date of Claim	EP Code - Claim Label	Status	Benefit Type	Payee Code
+	02/06/2019	040 - Supplemental Claim Rating	OPEN	CPL	00 - Veteran
+	02/06/2019	034 - Board Grant Rating	RFD	CPL	00 - Veteran
+	01/23/2019	033 - Board Grant Non-Rating	RW	CPL	00 - Veteran

2. Click the EP to be edited

040 - Supplemental Claim Rating

Go to Work Item | Days Pending: 21 | Date of Claim: 02/06/2019 | Status: OPEN | Suspend Date: 02/17/2019 | App Form: N/A | Team Assigned to: N/A

Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions List Development Letters Tracked Items Exams Claim Notes

Add Contention Edit in Caseflow

+ ⚠ Service connection for Service connection for Back is denied. is granted with an evaluation of 50 percent effective January 1, 2019.

+ ⚠ Service connection for Back is denied.

3. Click Edit in Caseflow

Add / Remove Issues

Form	Decision Review Request: Supplemental Claim — VA Form 20-0995
Veteran	Elly Gish (123458314)
Receipt date of this form	02/06/2019
Benefit type	Compensation
Claimant	Elly Gish
Requested issues	<p>1. Service connection for Back is denied. Decision date: 07/29/2018</p> <p>2. Service connection for Service connection for Back is denied. is granted with an evaluation of 50 percent effective January 1, 2019. Decision date: 01/03/2019</p>

[+ Add issue](#)

4. Edit the EP.

Note: In order to edit specific parts of any given issue/ contention, you may need to *remove* that issue and re-add it.



See the *Adding Issues* section for instructions on adding issues.

Cancel

Save

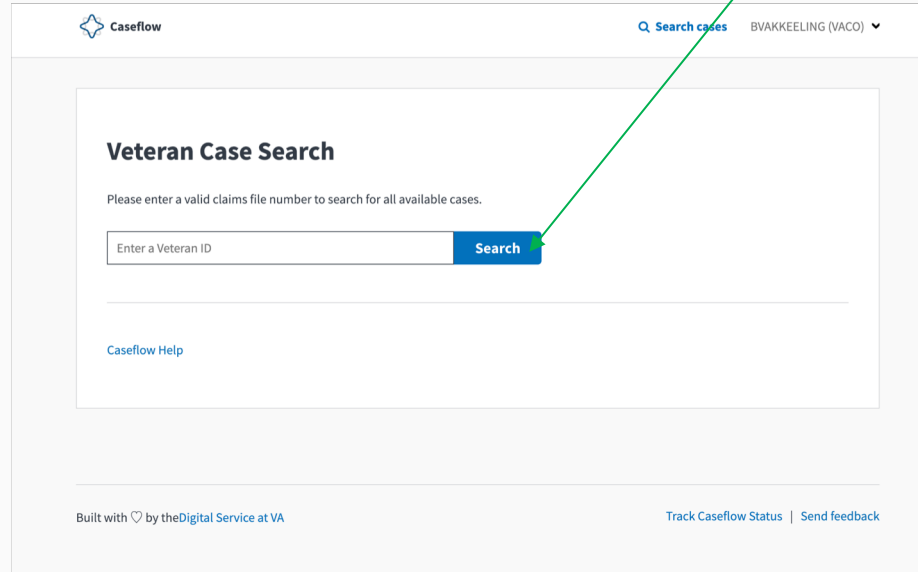
1 issue

5. Click the Save button.

SEARCH FOR ISSUES



If an intake is completed and you need to review the appeal information, you can access the case via **Search**



The screenshot shows the Caseflow interface. At the top left is the Caseflow logo. At the top right, there is a search icon, the text "Search cases", and a dropdown menu labeled "BVA/KKEELING (VACO)". The main content area is titled "Veteran Case Search" and contains the instruction "Please enter a valid claims file number to search for all available cases." Below this is a text input field with the placeholder "Enter a Veteran ID" and a blue "Search" button. A green arrow points from the word "Search" in the main text above to the "Search" button. Below the input field is a horizontal line and a link for "Caseflow Help". At the bottom of the page, there is a footer with the text "Built with ❤️ by the Digital Service at VA" on the left and "Track Caseflow Status | Send feedback" on the right.

This page can show EPs as they are being created. You can see if there was an error with the creation of the EP, and check the status of an intake.

Veteran Case Search

Please enter a valid claims file number to search for all available cases.

872958715

2 cases found for "Elda Z Quigley (872958715)"

Appeals

Docket	Appellant Name	Status	Type(s)	Decision Date	Assigned To
7705707	Elda Z Quigley	Remand	AOD, Original	10/22/18	98
1	This is a paper case	Advance			

Higher Level Reviews & Supplemental Claims

Appellant Name	Review Type	EP Code(s)	EP Status
Anne King	Higher Level Review	null null	Processing
Anne King	Higher Level Review	null null	Cleared
Anne King	Higher Level Review	No EPs created	

From the search results page, you can access the Case Detail page for Board appeals.

The screenshot shows the Caseflow interface for a case detail page. At the top left is the Caseflow logo. At the top right, there is a search bar with the text "Search cases" and a dropdown menu showing "BVAKKEELING (VACO)".

The main content area features the name "Elda Z Quigley" and the "Veteran ID: 872958715" with a dropdown arrow. A link "View all cases" is positioned to the right of the Veteran ID.

Below this, there are four columns of information:

- DOCKET:** 7703707
- VETERAN DOCUMENTS:** View 19 docs (NEW)
- TYPE:** AOD, Original
- DECISION DOCUMENT ID:** 172482059.747

Underneath these columns is a section titled "Currently active tasks" which states "No active tasks".

At the bottom, there is a sidebar on the left with a list of links: "Issues", "Power of Attorney", "About the Veteran", and "Case Timeline", each with a right-pointing chevron. The main content area on the right is titled "Issues" and contains the following details:

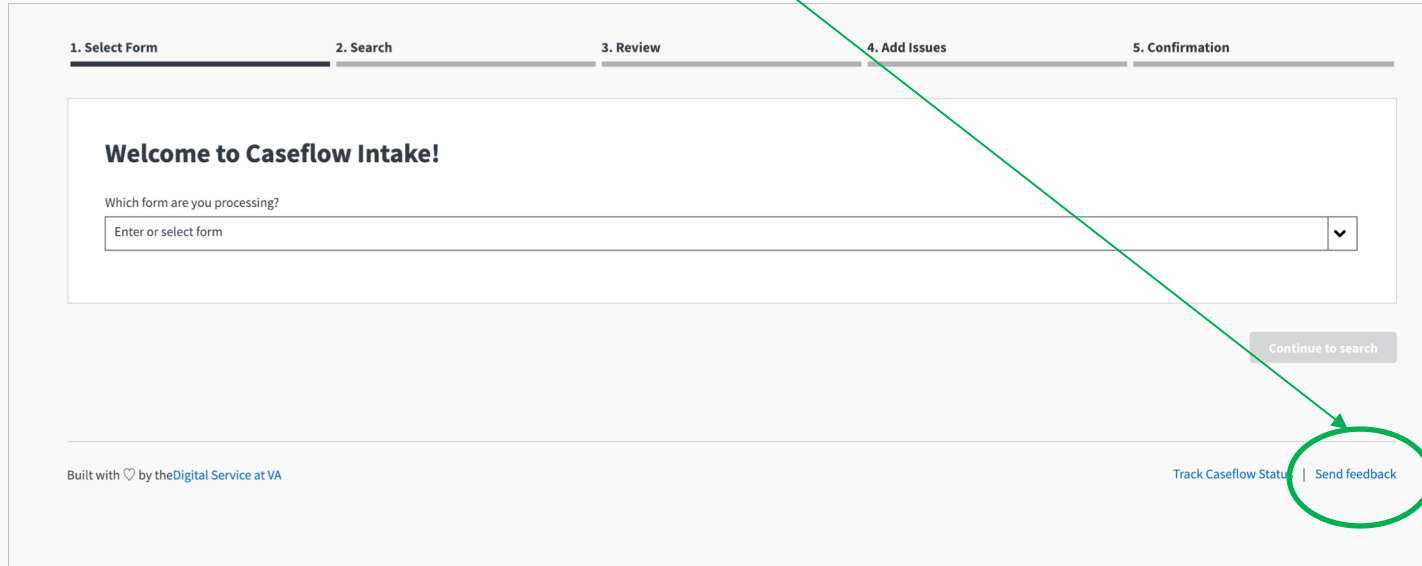
- Issue 1**
- PROGRAM: Compensation
- ISSUE: Service connection
- All Others
- CODE: 7347 - Pancreatitis
- NOTE: *Itaque adipisci aut ullam voluptas recusandae possimus facilis.*

SEND US FEEDBACK



Send us feedback

If you run into a problem or have comments or requests, **please let us know!**



The screenshot shows a web interface for 'Caseflow Intake'. At the top, there is a progress bar with five steps: 1. Select Form, 2. Search, 3. Review, 4. Add Issues, and 5. Confirmation. The main content area is titled 'Welcome to Caseflow Intake!' and contains a form with the question 'Which form are you processing?'. Below this is a text input field with the placeholder 'Enter or select form' and a dropdown arrow. A 'Continue to search' button is located to the right of the input field. At the bottom of the page, there is a footer with the text 'Built with ❤️ by theDigital Service at VA' on the left and 'Track Caseflow Status | Send feedback' on the right. A green arrow points from the text 'please let us know!' to the 'Send feedback' link, which is circled in green.

1. Select Form 2. Search 3. Review 4. Add Issues 5. Confirmation

Welcome to Caseflow Intake!

Which form are you processing?

Enter or select form

Continue to search

Built with ❤️ by theDigital Service at VA Track Caseflow Status | Send feedback

THANK YOU



DIGITAL SERVICE at VA
