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

INTAKING A FORM

Search

Step 2: Search

- Type in the Veteran ID or SSN of the Veteran.

- Even if the claimant in someone other than the Veteran, please search for the Veteran whose benefits are under appeal.

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.

Step 3: Review

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 clamant is not the veteran and we don't have the claimant in our database, you can do the following:
  o If you have access to VBMS - you can add the claimant's information to VBMS and refresh this page to select claimant's name.
  o 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

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

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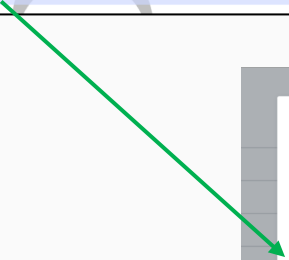
Form	Decision Review Request: Higher-Level Review — VA Form 20-0996
Veteran	Martin Merica (231439628)
Receipt date of this form	08/31/2018
Benefit type	Voc Rehab
Informal conference request	No
Same office request	No
Requested issues	

+ Add issue

Cancel intake   Establish Higher-Level Review

0 issues

Add Issues

24

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 | Add this issue

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

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
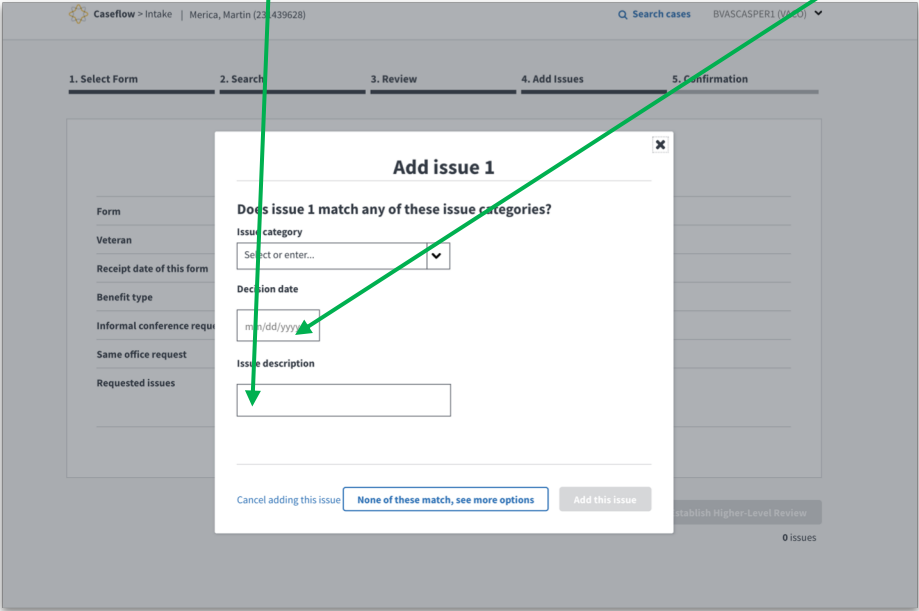
Issues that cannot be categorized

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"

Transcribe the issue as best as possible.

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

Add issue 2

Describe the issue to mark it as needing further review.

Transcribe the issue as it's written on the form

Notes *Optional*

Cancel adding this issue   Add this issue

ate of this form

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conference reque

ce request

d issues

Remo

Cancel intake   Establish Higher-I

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

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" *Notes: any supportive information* 🗑 Remove

+ Add issue
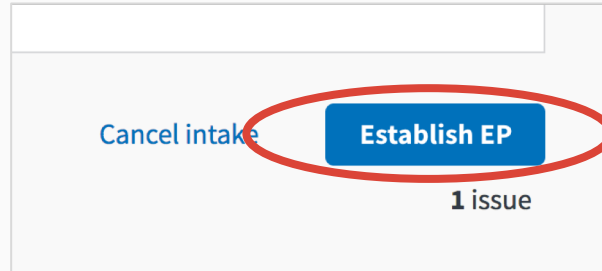
Cancel intake   **Establish Higher-Level Review**

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

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

Built with ♡ by the Digital Service at VA

Track Caseflow Status | Send feedback

Confirmation

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

Veteran

Receipt date of tl

Benefit type

Informal confere

Same office requ

Claimant

Requested issue:

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

Establish EP

0 issues

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

- 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

Review page shows ineligibility

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

Request exemption

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

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

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**

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

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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.
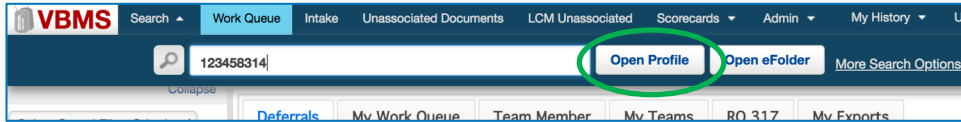
Issues must be edited in Caseflow

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

2. Click the EP to be edited

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	1. Service connection for Back is denied. Decision date: 07/29/2018 🗑 Remove
	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 🗑 Remove

+ 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**
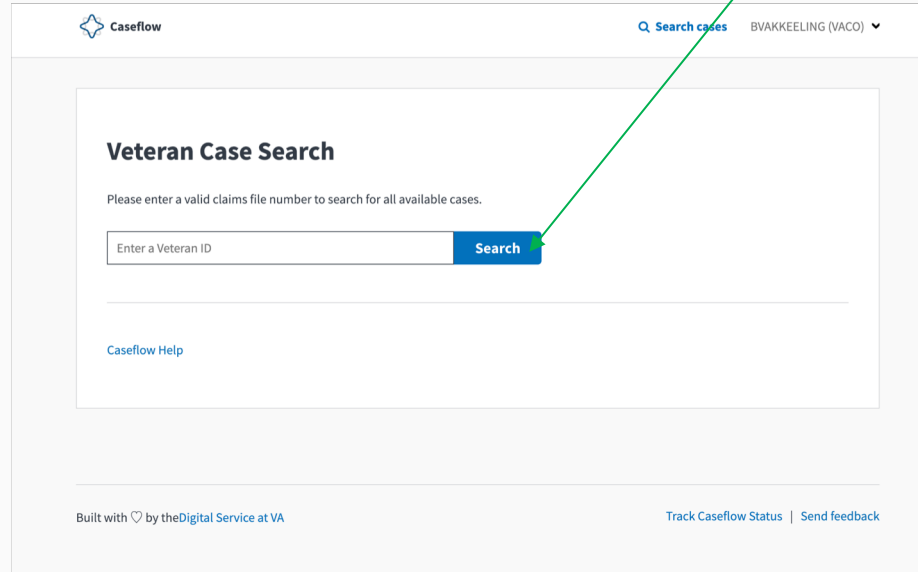
1 issue

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**

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.

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

SEND US FEEDBACK

Send us feedback

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

THANK YOU

DIGITAL SERVICE at VA