**Training Reminder - Recent M22-4 updates for Processing Applications**

**February 2017**

**Reference:** [**M22-4 Part 3, Ch 3 Processing Applications for Benefits**](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch03.htm)

After the M22-4 has been updated all processors are required to follow the changes/updates in the manual, regardless of when the claim was received. If there is an exception to this rule – The National Training Team or the Quality Assurance Team will release special notice of that instance

Paper 1990’s, and 5490’s must be signed by the claimant before an award can be processed. VCE’s must issue a conditional CoE with appellant rights and attach VA-Form 4138 requesting claimants signature.

If claimant is only eligible for a benefit found on a different application, the VCE should process the current application as a denial but develop for a new application and close the claim

The VCE has no legal authority to substitute another benefit for a claimant when that person requests a benefit for which he or she is eligible

The VCE may only accept written confirmation of an election (Letter, RNW, or VONAPP)

When a [VONAPP 1990](https://www.ebenefits.va.gov/ebenefits/vonapp) or [VONAPP 5490](https://www.ebenefits.va.gov/ebenefits/vonapp) is submitted electronically, the submission itself suffices for the claimant's signature.

Processing Applications

**3.09 VCE PROCEDURES TO REVIEW VA FORM 22-1990**

* **No Benefit Checked And Not Eligible For Any Benefits**
  + Deny each benefit to which the Veteran is not entitled; VCE must only deny for benefits in which the claimant would have had potential eligibility.
* **No Benefit Checked And Eligible For One Benefit**
  + Award the benefit for which the claimant is eligible - but do not formally disallow the other benefits
* **No Benefit Checked And Eligible For Multiple Benefits**
  + Development letter (RODEVSPOS) must be sent informing claimant of available options
* **Claimant Selects One Benefit But Is Not Eligible For That One But Is But Is Eligible For Two Or More Others**
  + the VCE should deny the benefit for which the claimant applied. Amend the PCGL/LTS letter to advise the claimant there is possible entitlement to other benefits and an election is required

**Example:**

Claimant applies for Chapter 1606 after review VCE determines claimant is not eligible for 1606 but they are eligible for Ch30 and Ch33, what action should the VCE take?

**Answer:**

The VCE should deny the benefit for which the claimant applied. Amend the PCGL/LTS letter to advise the claimant there is possible entitlement to other benefits and an election is required.