

AMA Approved Text for PCGL Letters for Board Grant

Last updated March 22, 2019

Claims adjudicators will continue to use PCGL to generate required notification letters when use of the VBMS-Award Automated Decision Letter is not available. VSRs must amend the “What You Should Do If You Disagree With Our Decision” section to ensure the notice properly addresses the new notice requirements for improved decision notices under the Appeals Modernization Act. In addition, VSRs must ensure they do **not** attach **VA Form 20-0998, *Your Rights To Seek Further Review Of Our Decision***, as an enclosure when notifying the Claimant of a grant issued by the Board of Veterans’ Appeals (Board) that does not involve any additional determinations issued from the Veterans’ Benefits Administration (VBA).

REQUIRED UPDATES

If you are issuing a notice and no downstream issues are within the scope of the appeal issue(s), insert the following information:

If you are satisfied with the outcome of your appeal, you do not need to do anything. However, if you are not satisfied with the decision of the Board of Veterans’ Appeals, please refer to it for detailed information on seeking additional review.

If you are issuing a decision that includes downstream issues or ancillary benefits within the scope of appeal, replace all of the generated text under the section “What You Should Do If You Disagree With Our Decision” with the following:

If you do not agree with our decision, you have one year from the date of this letter to select a review option in order to protect your initial filing date for effective date purposes. You must file your request on the required application form for the review option desired. The table below represents the review options and their respective required application form.

| Review Option | Required Application Form |
|--|---|
| Supplemental Claim | VA Form 20-0995, Decision Review Request: Supplemental Claim |
| Higher-Level Review | VA Form 20-0996, Decision Review Request: Higher-Level Review |
| Appeal to the Board of Veterans’ Appeals | VA Form 10182, Decision Review Request: Board Appeal (Notice of Disagreement) |



Continue to refer to the latest regulations and guidance provided by your Regional Office in the performance of work activities



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Please note: Options for further review differ between VBA decisions and the Board of Veterans' Appeals decisions. If you are not satisfied with the Board's decision, please refer to it for detailed information on how to seek additional review. This letter addresses options for further review of VBA decisions.

You can visit va.gov/decision-reviews to learn more about how the decision review process works.

If you would like to obtain or access evidence used in making this decision, please contact us by telephone, email, or letter as noted below letting us know what you would like to obtain. Some evidence may be obtained online by visiting VA.gov.



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