

# Office of Administrative Review

## Establishing an AMA Claim in VBMS



### Purpose

This Job Aid provides step-by-step instructions for establishing Appeals Modernization Act (AMA) claims in VBMS, including issue selection and applying eligibility rules.



### Audience

- Claim processors

### References

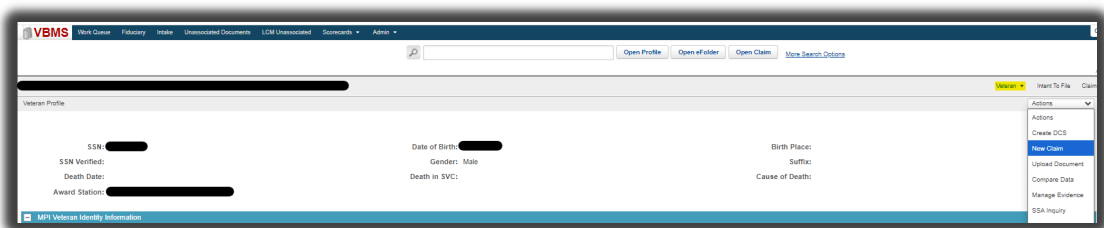


- [M21-1, Part II, Subpart iii, Chapter 2, Section B - Supplemental Claims](#)
- [M21-1, Part II, Subpart iii, Chapter 3, Section A - Claims Establishment](#)
- [M21-4, Appendix B, 930 – Review, Referrals, Other](#)
- [M21-4, Appendix C, Index of Claim Labels](#)
- [M21-5, Chapter 4.2.f., Ineligible HLR Reasons](#)
- [M21-5, Chapter 5.1.c. Restrictions of HLRs](#)
- [VBMS User Guide](#)

### Instructions

#### Establishing an AMA claim

- Open VBMS, navigate to the specific Veteran file and go to the Veteran’s profile page. Then go to the “Actions” dropdown menu and select “New Claim.”



- Under the “EP & Claim Label” drop down, select the specific AMA EP.
  - 030 for a Higher-Level Review
  - 040 for a Supplemental Claim
  - 930 for AMA-related claims
- Enter the “Date of Claim” based on when the form was received.
- Once the date is entered, the “Decision Review Intake” button will populate. Click it to proceed to the next screen.

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### Decision Review Intake Screen

- The “Decision Review Intake” screen will be pre-populated with prior decisions associated to the Veteran or claimant.
- Select the decisions listed on the form.

<input type="checkbox"/>	Award Notification Date ↑↓	Issue Name ↑↓	Rating Percentage ↑↓	Diagnostic Codes ↑↓	Benefit Type ↑↓
<input type="checkbox"/>	11/14/2022	Evaluation of PTSD, which is currently 30 percent disabling, is continued.	30%	9411	Compensation
<input type="checkbox"/>	11/14/2022	Service connection for Asthma is denied.	10%	6602	Compensation
<input type="checkbox"/>	11/14/2022	Service connection for Migraine is denied.	10%	8100	Compensation
		Service connection for			

**Note:** If the establishment is for a VA Form 20-0996, check whether the “Informal Conference” is selected and make the appropriate selection. Additionally, there is the option to select the “Same station review requested.”

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Select Prior Decision(s)	Edit Selection(s)	Confirmation			
<input checked="" type="checkbox"/>	09/30/2020	Service connection for Respiratory Cancer is granted with an evaluation of 0 percent effective January 1, 2020.	10%	6819	Compensation
<input checked="" type="checkbox"/>	09/30/2020	Service connection for PTSD is granted with an evaluation of 30 percent effective January 1, 2020.	30%	9411	Compensation

Informal conference requested (\*Required)  
 Yes  No

Same station review requested

Add an issue not listed above

EP Code: 030HLRR Date of Claim: 08/26/2024

Cancel Next

- If an issue claimed on the form is not available, select “Add an issue not listed above.” This will populate as an “Unidentified Issue.”
- Enter the required information for “Award Notification Date” and “Issue Name,” then click “Add”.
- Add as many “Unidentified Issues” as needed to ensure all claimed issues are addressed.

Informal conference requested (\*Required)  
 Yes  No

Same station review requested

Add an issue not listed above

Award Notification Date (mm/dd/yyyy) (\*Required)  
08 / 26 / 2024

Issue Name (\*Required)  
Testing

Add

Cancel Next

- Once all the issues are selected and/or added, click the “Next” button. It will progress to the “Edit Selections” page.

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### **Edit Selections Page**

- The issue can be edited by clicking the “Edit” button and updating the issue as needed.
- Review Time Eligibility Rules
  - For EP030 Higher-Level Review
    - If the “Prior Decision” is outside of the one-year period, the system will prevent adding the issue.
    - To override the time restriction, select “Yes” for the “Good cause exemption.”
    - Inputting a reason in the “Good cause exemption reason” box is advised but not required to proceed.
      - The “good cause exemption” will be captured as a VBMS note under the EP.
  - For EP040 Supplemental Claims and EP930 AMA-related:
    - There are no time restrictions or eligibility rules during the establishment process.

**Decision Review Intake**

1 — 2 — 3

Select Prior Decision(s) **Edit Selection(s)** Confirmation

EP Code: 030HLRR Date of Claim: 08/26/2024

**Service connection for Asthma is denied.** Edit

Award Notification Date: 11/14/2022 Decision Type: Disability

Opt-in for SOC/SSOC?  
 No  Yes

Override time restriction?  
 No  Yes

Select a VACOLS Issue  
- Select -

Good cause exemption reason

Associated CaseFlow Issue  
If this Prior Decision/Unidentified Issue matches a Caseflow Issue listed, please select the Caseflow Issue to ensure Eligibility checks are accurate.  
- Select -

- Associate Caseflow Issues
  - If applicable, associate an existing Caseflow issue.

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The screenshot shows the 'Decision Review Intake' form for a denied asthma claim. The form is divided into three steps: 1. Select Prior Decision(s), 2. Edit Selection(s), and 3. Confirmation. The current step is 2. The form includes the following fields and options:

- EP Code:** 030HLRR
- Date of Claim:** 08/26/2024
- Award Notification Date:** 11/14/2022
- Decision Type:** Disability
- Opt-in for SOC/SSOC?** No (selected), Yes
- Override time restriction?** No (selected), Yes
- Select a VACOLS Issue:** - Select -
- Associated CaseFlow Issue:** - Select - (dropdown menu is open, showing 'test- Pending Higher Level Review')

Buttons at the bottom right: Cancel, Back, Save.

- Opt-In from Legacy Appeals
  - There is the ability to opt-in from a legacy appeal based on the Statement of the Case or Supplemental Statement of the Case (SOC/SSOC).
  - If it is an opt-in, then the associated VACOLS issue must be selected from the dropdown to connect it to the prior legacy appeal issue.

The screenshot shows the 'Decision Review Intake' form for a granted abscess claim. The form is divided into three steps: 1. Select Prior Decision(s), 2. Edit Selection(s), and 3. Confirmation. The current step is 2. The form includes the following fields and options:

- EP Code:** 030HLRR
- Date of Claim:** 06/28/2024
- Award Notification Date:** 06/28/2024
- Decision Type:** Disability
- Opt-in for SOC/SSOC?** No, Yes (selected)
- Override time restriction?** No, Yes
- Select a VACOLS Issue (\*Required):** - Select - (dropdown menu is open, showing 'Entitlement to automobile or other conveyance and adaptive equipment is established. - 12/22/2014 - Quidem tempora defectus qui ut qui natus quis occaecati. 100% rating for individual unemployability - 09/14/2006 - Minima minima atque dolores neque minus vel eius hic velit beatae.')

Buttons at the bottom right: Cancel, Back, Save.

- This process will need to be done for each issue.
- Once all selections are associated for each "Prior Decision," then click "Save" at the bottom right of the screen.

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- If there is an invalid selection for a “Prior Decision,” it will be greyed out.
- After completing the previous steps, the system will navigate to the “Confirmation” page.
  - On this page, eligible issues will be displayed, along with reasons for any ineligibility.
- Once the information is reviewed, click “Confirm” to return to the “New Claim” page.

The screenshot shows the 'Decision Review Intake' page in the VBMS system. At the top, there is a progress bar with three steps: 1. Select Prior Decision(s), 2. Edit Selection(s), and 3. Confirmation (the current step). The 'Confirmation' step is highlighted in blue. Below the progress bar, the text reads: 'Select Prior Decision(s) Edit Selection(s) Confirmation'. To the right, the 'EP Code: 030HLRR' and 'Date of Claim: 08/26/2024' are displayed. The main content area is divided into two sections: 'Eligible Issues:' and 'Ineligible Issues:'. Under 'Eligible Issues:', there are three bullet points: 'A contention will be created for: Service connection for Asthma is denied.', 'A contention will be created for: Service connection for PTSD is granted with an evaluation of 30 percent effective January 1, 2020.', and 'A contention will be created for: Testing'. Under 'Ineligible Issues:', there are three bullet points: 'A contention will not be created for: Evaluation of PTSD, which is currently 30 percent disabling, is continued. This decision is ineligible for a decision review because the award notification date is more than 1 year from the date of claim.', 'A contention will not be created for: Service connection for Migraine is denied. Ineligible because the same issue is already under review as a Higher Level Review.', and 'A contention will not be created for: Service connection for Respiratory Cancer is granted with an evaluation of 0 percent effective January 1, 2020. Ineligible because the same issue is already under review as a Higher Level Review.' At the bottom right, there are two buttons: 'Back' and 'Confirm'.

Once on the “New Claim” page, scroll down to the bottom right, and click on “Submit.”

The screenshot shows the 'New Claim' page in the VBMS system. The page is titled 'VBMS' and has a navigation bar with various options like 'Search', 'Work Center', 'File/Reply', 'Info', 'Unrecorded Documents', 'LCM Unrecorded', 'Scorecards', 'Admin', and 'Maintenance'. The main content area is a form for entering claim information. It includes fields for 'Last Name', 'Address Type' (Domestic, International, Military), 'Address Line 1', 'Address Line 2', 'Address Line 3', 'City', 'State', and 'Zip Code'. There are also fields for 'Work Phone - Ext.', 'Home Phone - Ext.', and 'Mobile Phone - Ext.'. Below these are fields for 'Personal Email Address' and 'Assign a Limited POA for this claim'. The 'General POA' section has radio buttons for 'None', 'POA', and 'Generic'. At the bottom right, there are 'Cancel' and 'Submit' buttons. On the right side, there is a 'Veteran Summary' sidebar with various information fields like 'SN', 'File #', 'ICN', 'EDIP: Unavailable', 'Gender', 'Birth Date', 'Death Date', 'General POA', 'eFolder Access', 'Chg of Addr Auth', 'IC', 'VHA COMM CONSENT', and 'HA ENROLLMENT'. There is also a 'VR&E IRND' button.

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## Establishing an AMA Claim in VBMS

The EP will appear in VBMS, allowing the claim to proceed with processing within the system.

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### Important Reminders

Specific eligibility rules apply to HLR establishment. For detailed information, refer to [M21-5, Chapter 4.2.f., \*Ineligible HLR Reasons\*](#).

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### Other Resources

- [VBMS](#)
  - System Transition Crosswalk – Claim Establishment from Caseflow to VBMS
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### Questions

Discuss any questions about this job aid locally with peers, experts, quality staff, and/or management. Management may route any questions requiring OAR assistance to [OARADMIN.VBAWAS@va.gov](mailto:OARADMIN.VBAWAS@va.gov).