

Office of Administrative Review

OAR Resource Guide



Purpose

This guide summarizes the common resources, websites, and helpful tools available to aid in claims processing.



Audience

All claims processors.



References

- [Compensation and Pension Knowledge Management \(CPKM\) Portal](#)
 - [M21-1, Adjudication Procedures Manual](#)
 - [M21-5, Appeals and Reviews Manual](#)
- [Compensation Service Publications Index](#)
- [Compensation Service Job Aids](#)
- [OAR Intranet](#) and the [OAR Program Resources](#) subpage
- [Pension and Fiduciary Service Intranet](#)

Instructions

Use the table below to find the applicable helpful resource. This list is **not all inclusive**, so remember to work locally with your peers, mentors, and coaches.



Information Regarding	Available Resource
PACT Act	<ul style="list-style-type: none"> • PACT Act Implementation SOP • PACT Act Information Page • PACT Act Implementation Training Resources (Compensation Service) • OAR PACT Act Resource Guide
Handling crisis calls	Crisis Call Management Tip Sheet
VA Forms	<ul style="list-style-type: none"> • Internal forms page • External forms page
Medical & Body Systems	
Medical terminology, body systems, diagnostic codes, and more	Medical Electronic Performance Support System (MEPSS)
Training	
Online training courses, training surveys, and see training assignments	Talent Management System (TMS)
Repository of VBA Business Line-created training items, including instructor-led training materials	VBA Learning Catalog

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VA Systems	
VBMS user guides, tools, and job aids	VBMS Home (va.gov)
Other system user guides (e.g., CAPRI, SHARE, PCGL, VACOLS, etc.)	User's Guides (va.gov)
Caseflow Intake videos and job aids	OAR Intranet – Program Resources – Training Page

Other Resources

See the following TMS courses for additional information on navigating and utilizing references and resources:



- VA 4567822, *Adjudication Procedures Manual (M21-1): Location, Organization, and Search Tips*
- VA 4526729, *Searching for M21-1 Content in CPKM*
- VA 4629392, *Navigating M21-5, Appeals and Reviews, Manual*
- VA 4646606, *OAR Resources Overview*

Questions



Discuss any questions on this Tip Sheet locally with peers, experts, quality staff, and/or management. Management may route any questions requiring OAR assistance to OARADMIN.VBAWAS@va.gov.