

The below tables identify what disclosures are acceptable or non-acceptable. It provides a guideline for what will be discussed and/or what inquiries will need to be redirected to the (800) 827-1000 VA number. Authorized third-party representative(s) can only call regarding one claimant at a time. MDE Vendors must have the appointed representative information available to them in the Exam Scheduling Request (ESR) prior to providing any information on any inquiry call.

The disclosures noted below may not capture every possible scenario. For situational inquiries not covered by the charts below, the MDE Vendor must reach out to MDEO for additional clarification.

### Acceptable Disclosures

Stakeholder Disclosure Limits	Vendor Disclosure Limits	Disclosure Status
Can request a reschedule for a claimant	Can accept a reschedule request from a current authorized third-party	Yes
Can request an examination status for Disability Benefits Questionnaire (DBQ) report(s)	Can accept and provide an examination status for DBQ report(s) to an authorized third-party.	Yes
Can request the status of an appointment being scheduled (initial appointment must be scheduled already)	Can accept and provide the status of an appointment being rescheduled to an authorized third-party.	Yes
Can discuss and request information on mileage, reimbursements, and/or exam location issues/concerns	Can accept and provide answers/solutions to mileage and/or exam location issues/concerns to an authorized third-party.	Yes
Can submit a request for cancelation	Can accept a cancelation from an authorized third-party, but the MDE Vendor must emphasize cancellation at the request of the caller within the CR submitted back to VA.	Yes
Can submit an address, telephone, or updated status changes only for incarcerated Veterans.	Can accept an address, telephone, or incarceration status change from the authorized third-party. The caller must provide a point of contact (POC) for the correctional facility that provided the updated information unless the information comes from the Veteran directly.	Yes
Can submit address and/or telephone changes.	Can accept an address and/or telephone change from an authorized third-party.	Yes

MDE VENDOR ACCEPTABLE AND NON-ACCEPTABLE COMMUNICATION DISCLOSURES

Can request permission for the claimant to bring a family member/spouse/chaperone to the examination	Can accept and approve a request for a family member/spouse/chaperone to attend the examination from authorized third-party.	Yes
Can request special accommodations such as wheelchair accessible facility and/or service animal allowances, etc.	Can accept and approve a request for special accommodations such as wheelchair accessible facility and/or service animal allowances, etc.	Yes
Can request a status of when the DBQ results will be returned to VA	Can accept and provide anticipated release of DBQ results (if the information is readily available) to an authorized third-party.	Yes
Can request information on what is still pending from the examination request (diagnostic testing, X-ray, etc.)	Can accept and provide information about outstanding/ pending appointments to an authorized third-party.	Yes
Can request information regarding provider qualifications	Can accept and provide information about provider qualifications to an authorized third-party.	Yes
Can discuss and request information about erroneous claimant billing	Can accept and provide information about erroneous claimant billing to an authorized third-party.	Yes
Can discuss exam-related questions/concerns for VA Priority Claims	<p>Can accept and discuss exam related questions/concerns for VA Priority Claims from an authorized third-party. The following are recognized VA Priority Claims:</p> <ul style="list-style-type: none"> <li>• Homeless</li> <li>• Terminally Ill</li> <li>• FPOW</li> <li>• Financial Hardship</li> <li>• More than 85 years old</li> <li>• Claims flashed for Very Seriously Injured (VSI) and Seriously Injured (SI)</li> <li>• ALS</li> <li>• Received the Medal of Honor</li> </ul>	Yes

## Non-Acceptable Disclosures

Stakeholder Unapproved Disclosure Limits	MDE Vendor Unapproved Disclosure Limits	Disclosure Status
May not discuss specific examination contents, results, or quality	MDE Vendors may not discuss specific examination report contents, results, or quality with an authorized third-party.	No
May not discuss specific provider concerns or provider treatment during an evaluation	MDE Vendors may not discuss specific provider concerns or provider treatment during evaluation (surveys are provided for this purpose) with an authorized third-party.	No
May not request an MDE Vendor or provider change due to personal preference	MDE Vendors may not accept a request for an MDE Vendor or provider change from an authorized third-party.	No
May not discuss a different MDE Vendor concern if another MDE Vendor conducted a prior examination (i.e., Leidos QTC did an initial claim examination request and now VES is assigned an increase examination request)	MDE Vendors may not discuss concerns raised about another MDE Vendor's examination results with an authorized third-party.	No
May not request or discuss specialty or diagnostic testing that is not already part of the ESR request	MDE Vendors may not approve or discuss a request for specialty or diagnostic testing that is not already part of the ESR request with an authorized third-party.	No
May not reach out to the MDE Vendor to acquire/verify the claimant's contact info	MDE Vendors may not provide or verify claimant contact information with an authorized third-party.	No
May not contact the MDE Vendor to add medical contentions to a pending examination request	MDE Vendors may not accept new medical contentions to the pending ESRs from an authorized third-party.	No
May not request unique transportation needs for the claimant	MDE Vendors may not approve or discuss special modes of transportation (SMOT) with an authorized third-party.	No