

THIRD-PARTY COMMUNICATIONS

JOB AID

Authorized Third-Party Communication with Medical Disability Examination (MDE) Contract Vendors

Background: Medical Disability Examination Office (MDEO) has introduced a new procedure enabling Authorized Third-Party(ies), annotated in VBMS, to communicate with MDE Contract Vendors for specific inquiries. This job aid will outline claims processor responsibilities to support this communication and will provide an overview of the communication process.

Claims Processor Responsibilities: Claims processors are responsible for identifying all pertinent evidence in the Veteran's/claimant's eFolder or paper file prior to submitting an Examination Scheduling Request (ESR). Pertinent evidence should either be bookmarked or annotated in VBMS, prior to ESR submission. (In cases where a paper file exists, pertinent evidence should be tabbed.) Pertinent evidence must include annotation of the most current form(s) of any Authorized Third-Party(ies) from the following forms.

- **VA Form 21-0845:** *“Authorization to Disclose Personal Information to a Third Party”*
- **VA Form 21-22:** *“Appointment of Veterans Service Organization as Claimant’s Representative”*
- **VA Form 21-22a:** *“Appointment of Individual as Claimant’s Representative”*

Communication Process:

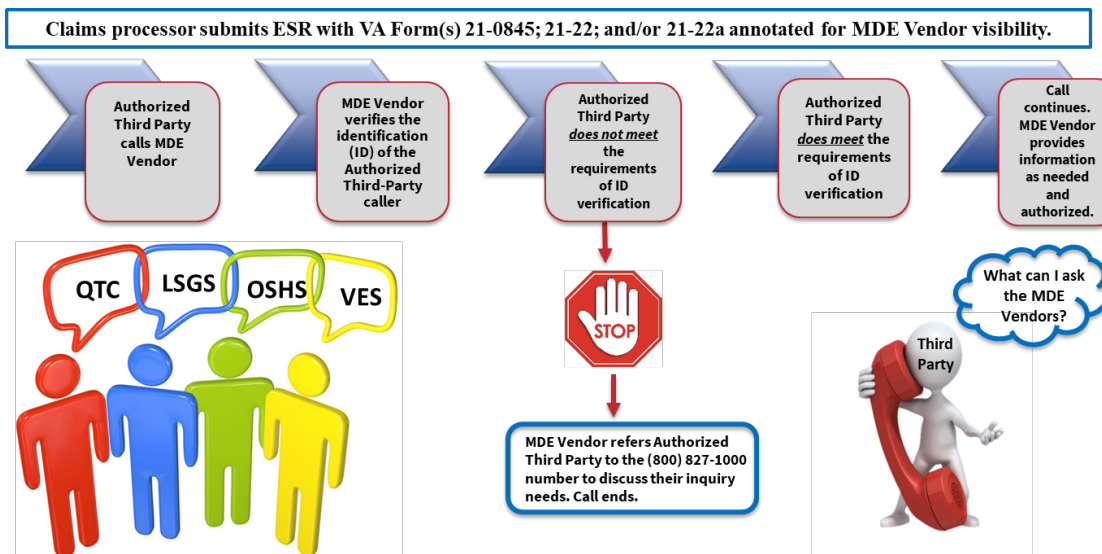
- Authorized Third-Party(ies) include Veteran Service Organizations (VSOs) noted on VA Form 21-22, attorneys or other individuals noted on VA Form 21-22a, and authorized individuals noted on VA Form 21-0845.
- Authorized Third-Parties can contact MDE Contract Vendors for exam-related assistance on behalf of Veterans/claimants.
- MDE Vendors will verify the Authorized Third-Party by reviewing annotated/bookmarked documents associated with a submitted ESR.

How will the Authorized Third-Party(ies) be notified of this procedure?

- VSOs will be informed of the telephone procedures for contacting MDE Vendors through quarterly VSO calls.
- Other Authorized Third-Parties will receive the contact information for the applicable MDE Contract Vendor from the Regional Office/National Call Centers when they contact these entities for assistance.

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Authorized Third-Party Communication Process Flow Chart:



What types of requests are acceptable from Authorized Third-Party Representatives?

- Requests to reschedule an exam for a Veteran/claimant
- Requesting the status of when a DBQ report will be released to VA
- Requesting the status of appointments
- Requesting information on mileage, reimbursements, and/or exam location issues/concerns
- Requesting the status of outstanding tests for pending exams (i.e., diagnostic testing, x-rays, etc.)
- Requests to cancel an exam appointment for a Veteran/claimant
- Submitting address and/or telephone changes for a Veteran/claimant
- Submitting address, telephone, or updated status changes for an incarcerated Veteran
- Requests for accompaniment by a family member/spouse/chaperone to the exam
- Requesting special accommodations (wheelchair-accessible facility; service animal allowance)
- Requesting information regarding provider qualifications
- Requesting information about erroneous billing(s) sent to Veteran/claimant
- Discussing exam-related questions/concerns for VA Priority Claims

What types of requests are not acceptable from Authorized Third-Party Representatives?

- Requesting MDE Contract Vendors discuss specific exam contents, results, or quality
- Discussing specific provider concerns or treatment during an evaluation with the MDE Contract Vendor
- Requesting a change of MDE Contract Vendor or provider based on personal preference
- Discussing concerns about one MDE Contract Vendor with another MDE Contract Vendor

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- Requesting a Veteran's/claimant's contact information (this information can be provided by Authorized Third-Party Representatives (see list of acceptable requests above); however, MDE Contract Vendors are not authorized to provide or confirm the accuracy of this information, if requested)
- Requests to add a medical contention to a pending ESR
- Requesting unique transportation needs

Note: These lists of acceptable and non-acceptable Authorized Third-Party requests may be updated in the future.