

## Enclosure E- Procedural Table for Claims that Require Claims Folder Review and Special Processing

### Purpose

This document provides the procedures for fiduciary hubs to process cases that, based upon the initial review, did not contain sufficient evidence to make the decision and require additional information from the paper claims file (Cfile).

### Procedures

Step	Action	
1	Is a final rating or notification of record?	
	<b>If ...</b> the final rating or notification is of record	<b>Then ...</b> proceed to Enclosure A, <i>Procedural Table for Requesting a Fiduciary Appointment</i>
	the final rating or notification is <b>not</b> of record	proceed to step 2
2	Is the proposed rating notification of record?	
	<b>If ...</b> the proposed rating notification is of record	<b>Then ...</b> proceed to step 3
	the proposed rating notification is <b>not</b> of record	Proceed to Enclosure B, <i>Procedural Table for Processing Cases Requiring Proposed Rating Notification</i>
3	Does the proposed rating notification contain the Brady Act provisions?	
	<b>If ...</b> the proposed rating notification contains the Brady Act provisions	<b>Then ...</b> Proceed to step 4
	the proposed rating notification <b>does not</b> contain the Brady Act provisions	Proceed to Enclosure B, <i>Procedural Table for Processing Cases Requiring Proposed Rating Notification</i>
4	Were reasonable efforts to contact the beneficiary by telephone for the purpose of verbally informing him or her of the Brady Act information conducted?	
	<b>If ...</b> documentation is <b>not</b> of record	<b>Then ...</b> 1. contact the beneficiary in accordance with M21-1, III,v.9.B.3.e and M21-1, III,v.9.B.3.f. 2. Proceed to step 5

	Documentation of attempted or successful contact is of record	Proceed to step 5
5	Did VA receive additional evidence or hearing request regarding the proposed rating?	
	<b>If ...</b>	<b>Then ...</b>
	VA <b>did not</b> receive additional evidence or hearing request	Proceed to Enclosure C, <i>Procedural Tables for Final Incompetency Determinations- No Additional Evidence or Hearing Request</i>
VA received additional evidence or hearing request	Proceed to Enclosure D, <i>Procedural Tables for Final Incompetency Determinations- Additional Evidence or Hearing Request</i>	

## Procedures for Finalizing the Fiduciary Appointment

The fiduciary hub must cancel the EP 850, with claim label “Review, Control and Processing” upon completion of the initial appointment work item and EP 297.