|  |  |
| --- | --- |
| **PART III. Program Administration**  **Section B. VR&E Outreach and Priority Processing** | |
| **CHAPTER 3. Priority Processing** | |
| **Objectives:** | After completion of this training, a VR&E staff is expected to:  • Understand the outreach activities and coordination for SI and VSI Servicemembers.   * Know the procedures for scheduling appointments, determining entitlement, and developing rehabilitation plans for SI/VSI Servicemembers. * Identify the requirements for transferring claims for SI/VSI Servicemembers. |
| **Contents:** | **Serious Disability**  **Outreach to Hospitalized Servicemembers**  a. Chapter 31 Application from a Hospitalized Servicemember  b. Follow-Up Contacts  **SI/VSI Case Coordination**  a. Claims Processing Responsibilities  1. Veterans Service Center (VSC)  2. VR&E Division  b. Verifying SI/VSI Procedures  **Scheduling First Appointment**  a. First Attempt at Contact  b. Priority Scheduling  c. Existing Appointments  **Entitlement Determination and Scheduling Next Appointment**  a. Entitlement Determination  b. Scheduling Next Appointment  **Track Selection and Plan Development**  a. Planning Services  b. Plan Development  **Follow-Up Services Requirement**  **Claims Requiring Transfer to Another Regional Office (RO)**  a. The Transferring Office  b. The Receiving Office |
| **Exercises:** | 1. Describe the outreach activities and coordination required for Servicemembers identified with SI and VSI. 2. What are the processes for scheduling, determining entitlement and developing a plan for an SI or VSI Servicemember? 3. Describe the procedures for transferring claims for an SI or VSI Servicemember. 4. Define the steps when a Veteran declines services or does not respond to follow up contacts. |
| **Rescission Information:** | Part III rescinds the following chapters of the M28, M28-1, and M28-2:  M28, Part IV, Subpart l, Chapter 4; Part III, Chapter 1, 2, 3, 4  M28-1, Part I, Chapters 6, 7, 8  M28-2, Part I, Chapters 1, 2, 3, 4, 5, 6; Part II, Chapter 2; Part IV, Chapters 1, 2, 3  The following VR&E Letters was also rescinded:  VR&E Letter 28-04-15  VR&E Information in VBA Letter 20-07-09 |