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| **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.
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| **Contents:** | **Serious Disability****Outreach to Hospitalized Servicemembers**a. Chapter 31 Application from a Hospitalized Servicememberb. Follow-Up Contacts**SI/VSI Case Coordination**a. Claims Processing Responsibilities1. Veterans Service Center (VSC)2. VR&E Divisionb. Verifying SI/VSI Procedures**Scheduling First Appointment**a. First Attempt at Contactb. Priority Schedulingc. Existing Appointments**Entitlement Determination and Scheduling Next Appointment**a. Entitlement Determinationb. Scheduling Next Appointment**Track Selection and Plan Development**a. Planning Servicesb. Plan Development**Follow-Up Services Requirement****Claims Requiring Transfer to Another Regional Office (RO)**a. The Transferring Officeb. 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.
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| **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, 4M28-1, 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Part I, Chapters 1, 2, 3, 4, 5, 6; Part II, Chapter 2; Part IV, Chapters 1, 2, 3The following VR&E Letters was also rescinded:VR&E Letter 28-04-15VR&E Information in VBA Letter 20-07-09 |