



HOW TO REQUEST AN EXAM

June 2017

Veterans Benefits Administration

VA



**U.S. Department
of Veterans Affairs**

Lesson Objectives

After the training, the VSO will be able to:

- request that VA order an exam for a future DRC claim
- understand the VA exam request process
- identify when the exam has been completed

Exam Request Requirements

Before the VA will order an exam for a future DRC claim, the following should be of record:

- VA Form 21-22
- VA Form 21-0966, Intent to File
- Relevant Records
- VA Form 21-4138 (Exam Request Form)
- DRC Coversheet

Uploading Documents

The VSO should use the most efficient method to upload records to the Veteran's electronic record:

- SEP
- eBenefits
- Direct Upload (360)*

*The VSO must use Direct Upload when submitting the VA Form 21-4138 requesting the exam.

Relevant Records

Only identify and upload records that are:

- relevant to the claimed condition(s)
- necessary for the examiner to review during the examination

****Refer to Part 1, for more information about relevant records.****

VA Form 21-4138

The VSO must fill out and upload a DRC Coversheet and VA Form 21-4138 requesting examination. The 21-4138 must include:

- the condition(s) needing an exam
- the VSO's contact information
- any relevant evidence (optional)

****Refer to the 21-4138 example provided in the SOP for further information****

Exam Request Process

Once all records and the VA Form 21-4138 have been received, a VBA employee will order all necessary exams.

Exam Request Process

- (1) The VA Form 21-4138 will appear in the RO's Direct Upload queue.
- (2) The CA will CEST an EP 400 – DRC Exam Request.
- (3) The EP will automatically be routed to Station 313.
- (4) The RO 313 employee will review the system, VA Form 21-4138, and any submitted records.

Exam Request Process

- (5) The employee will order any exams utilizing CAATS.
- (6) The employee will create an exam tracked item (30 days)
- (7) The employee will upload a copy of the exam request to VBMS.

*The VSO will be notified that a new document has been uploaded to VBMS.

Exam Request Clarification

If further information is needed, the VBA employee will contact the VSO.

- The employee will attempt to contact the VSO utilizing email.
- The VSO has 48 hours to respond to VA's request for further information.

Exam Follow-ups

If the VSO has questions about the status of the exam, they should send an email to the DRC mailbox.

- DRC.VBAVACO@VA.GOV

Insufficient Exam Requests

If the exam is returned by the contractor because of missing/incorrect information due to error by:

- the VSO
 - The VBA employee will contact the VSO.
(same method as slide 10)
- the VBA employee
 - The employee will make corrections and resubmit within 48 hours.

Exam Completion Notification

Once the exam has been completed:

- the exam will be uploaded into VBMS
- the VSO will be notified that a new document has been uploaded into VBMS

****Once all exams are present in VBMS, the VSO can submit the DRC claim packet in Direct Upload.****

Exam Tips

DO NOT:

- request an exam if you are not the POA of record
- request an exam until all relevant medical records are visible in VBMS
- request an exam for an excluded claim
- submit the DRC claim packet until all exams are completed

Questions

