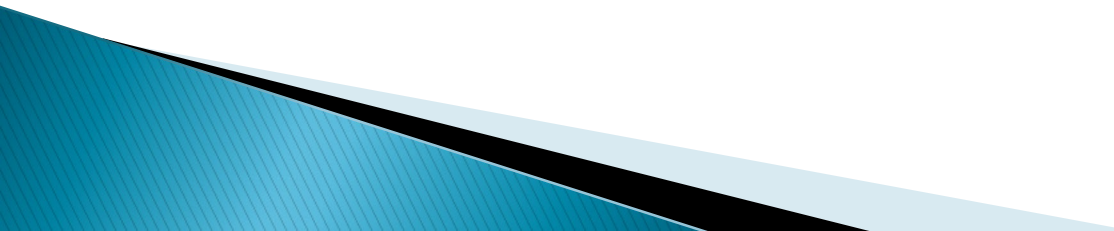


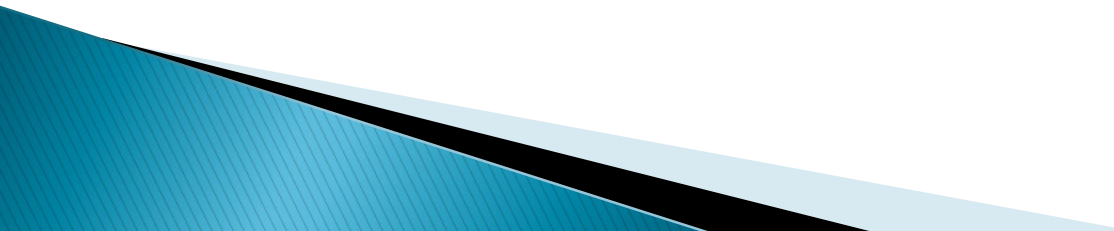
Claims Process

Part 1

Topics Covered

- ▶ Interview
 - ▶ ITF
 - ▶ Evidence
 - ▶ Forms
 - ▶ Claim Submission
- 

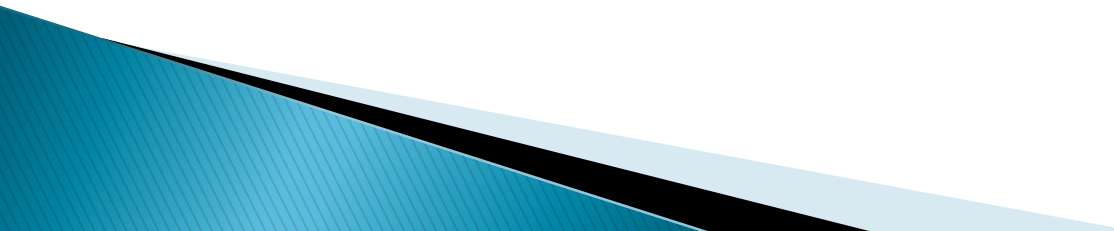
Interview

- ▶ Build Trust
 - ▶ Ask the tough questions (how does your service connected conditions affect you)
 - ▶ Give good honest information
 - ▶ Manage expectations
- 

21-0966 ITF

- ▶ When do you file one
- ▶ Who can sign the form
- ▶ How long does it last
- ▶ What do you do after it is turned in

Evidence

- ▶ STR's
 - ▶ Private Medical Records
 - ▶ VHA Medical Records
 - ▶ NPRC
 - ▶ RMC
 - ▶ DPRIS
 - ▶ SF 180
- 

Forms

- ▶ [21-22 \(Aug 2015\)](#)
 - ▶ [21-0966 \(Mar 2017\)](#)
 - ▶ [21-526EZ \(Feb 2016\)](#)
 - ▶ [21-527EZ \(Jun 2014\)](#)
 - ▶ [21-534EZ \(Jun 2014\)](#)
 - ▶ [21-4138](#)
 - ▶ [21-8940 \(IU\) & 21-4192](#)
 - ▶ [21-0781 & 21-0781a](#)
 - ▶ DBQ's (VetraSpec, VA Website, Google)
 - ▶ [Medical Opinion](#)
 - ▶ Lay Statements
 - ▶ Pictures
 - ▶ Studies/Literature
 - ▶ BVA Cases
 - ▶ Pub Med
- 

Claims Submission

- ▶ Direct Upload (360)
- ▶ VetraSpec D2D (only ND DVA claims)
- ▶ Fax
- ▶ Email
- ▶ Snail mail to the RO to one of ND DVA Staff
no longer mail to our Headquarters

Questions

- ▶ Feel free to contact me with any questions!
 - ▶ Mike Conklin
 - ▶ 701-451-4642
 - ▶ marvin.conklin@va.gov
- 