

The Virtual Lifetime Electronic Record (VLER) Enterprise Program Management Office has developed an Information Exchange Matrix that catalogs how the Department of Veterans Affairs (VA) shares certain health and benefits information to support the delivery of services and benefits to Veterans. This matrix describes the type of information exchanged, how the exchanges occur, and the people and systems involved in the exchanges. Executive Director VLER uses the Information Exchange Matrix to identify and prioritize development efforts and to develop partner on-boarding requirements for VA data sharing, which will synchronize efforts between business and technical stakeholders.

Information Exchange Name	Information Exchange Description	How Information is Shared	Sender Role	Receiver Role	Sending System (Producer)	Receiving System (Consumer)	Use Case
Accelerated Benefits Option information	This is information related to an Accelerated Benefits Option claim. The information may include prognosis, legal documents verifying relationship to veteran and VGLI coverage code.	Paper	Service Member/Veteran/Family member	VA Insurance Specialist			Accelerated Benefits Option
Personnel record information	Retired and survivor reconciliation information	Computable			DEERS	VADIR	All Insurance (SSDVI, VGLI, VGMI, TSGLI, SGLI, SSDI, SMGLIDE)
Personnel record information	Financial information for Insurance premiums	Computable			DFAS	FMS	All Insurance (SSDVI, VGLI, VGMI, TSGLI, SGLI, SSDI, SMGLIDE)
Personnel record information	Insurance payment information	Computable			DFAS	VICTARS	All Insurance (SSDVI, VGLI, VGMI, TSGLI, SGLI, SSDI, SMGLIDE)
Beneficiary Financial Counseling Services information	This is information related to a customized and comprehensive Financial Plan. The information may include financial data, group life insurance type and person full legal name.	Paper	Service Member/Veteran/Family member	VA Insurance Specialist			Beneficiary Financial Counseling Services
Burial Allowance information	This is information related to a Burial Benefits claim. The information may include date of death, retirement pay status, character of service and medical service information.	Paper	Family Member	VA Memorials Specialist			Burial Allowance
Burial Allowance information	This is information related to a Burial Benefits claim. The information may include date of death, retirement pay status, character of service and medical service information.	Electronic/Viewable			eBenefits/VONAPP	VIS	Burial Allowance
Education and Vocational Counseling information	This is information related to a claim for educational and vocational counseling services. The information includes a certificate of eligibility letter.	Computable			eBenefits/VONAPP	VBA Corp DB	Education and Vocational Counseling
Education and Vocational Counseling information	This is information related to a claim for educational and vocational counseling services. The information includes a certificate of eligibility letter.	Paper	Service Member/Veteran	VA Education Specialist			Education and Vocational Counseling
Educational Assistance Test Program information	This is information related to a claim for educational assistance under Educational Assistance Test Program. The information may include separation data, education level, and disability rating.	Computable			eBenefits/VONAPP	VBA Corp DB	Educational Assistance Test Program
Educational Assistance Test Program information	This is information related to a claim for educational assistance under Educational Assistance Test Program. The information may include separation data, education level, and disability rating.	Paper	Veteran	VA Education Specialist			Educational Assistance Test Program
Family Service Members Group Life Insurance information	This is information related to a claim for Family Service Members Group Life Insurance. The information may include SGLI coverage data, legal documents verifying relationship to Member.	Paper	Veteran/Family Member	VA Insurance Specialist			Family Service Members Group Life Insurance
Family Service members Group Life Insurance information	This is information related to a claim for Family Service members Group Life Insurance. The information may include SGLI coverage data, legal documents verifying relationship to Member.	Computable			eBenefits/VONAPP	VADIR	Family Service members Group Life Insurance
Request for Headstone in a private cemetery	This is the request for a headstone in a private cemetery on form 1330. The information may include date of birth, date of death, highest rank attained, type of headstone or marker requested and a copy of the DD 214.	Paper	Funeral Home/VSR/Private Cemetery/Representative/Designated Person/ NOK	Mailroom Contractor at Quantico			Government Issued Headstone or Marker for Burial in a Private Cemetery
Headstone request for private cemetery case file	This is the request for a headstone in a private cemetery scanned into Feith Document Database as an image file or faxed into Memorial Program Service.	Paper	Mailroom Contractor at Quantico	VA Memorials Specialist			Government Issued Headstone or Marker for Burial in a Private Cemetery
Private cemetery disapproval notification	This is a notification to the applicant in writing to inform the applicant that the request for a headstone/marker has been disapproved or is missing information. This may include a request for additional information such an incomplete claim or suspension of a claim pending additional information.	Paper	VA Memorials Specialist	NOK or Applicant			Government Issued Headstone or Marker for Burial in a Private Cemetery
Private cemetery disapproval letter response	This is the response to disapproval letter request for additional information. The information may include characterization of service, grade, rate or rank and demographics.	Paper	NOK/Applicant	VA Memorials Specialist			Government Issued Headstone or Marker for Burial in a Private Cemetery
Private cemetery Headstone or Marker order	This is the application for the marker order. The information includes Veteran name, date of birth and date of death.	Electronic/Viewable	VA Memorials Specialist	Vendor/Cemetery	AMAS		Government Issued Headstone or Marker for Burial in a Private Cemetery
Private cemetery Headstone or Marker order notification	This is a notification of an order for a headstone or marker. The information may include Veteran name, headstone or marker format and contact information in case the headstone isn't received.	Electronic/Viewable		NOK or Applicant	AMAS		Government Issued Headstone or Marker for Burial in a Private Cemetery
Burial location information	This is the Veteran burial location. The information may include Veteran name, Cemetery name, date of birth and date of death.	Computable			AMAS	NGL	Government Issued Headstone or Marker for Burial in a Private Cemetery

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Death notification from processed cases	This is a report of cases processed by the Case Manager. The information may include date of death, Veteran name.	Electronic/Viewable	VA Memorials Specialist	FNOD Office	AMAS		Government Issued Headstone or Marker for Burial in a Private Cemetery
Master Veteran Index information	This is a unique identifier for each Veteran. The information includes Veteran name, SSN, gender, date of death, date of birth and an Integration Control Number	Computable			BOSS/AMAS	MVI	Government Issued Headstone or Marker for Burial in a Private Cemetery
Gratuitous Service-Disabled Veteran's Insurance Information	This is information related to a request for Gratuitous Service-Disabled Veteran's Insurance. Information may include date of Veteran's death, disability determination and medical evaluation results.	Computable			DEERS	VADIR	Gratuitous Service-Disabled Veteran's Insurance
Gratuitous Service-Disabled Veteran's Insurance Information	This is information related to a request for Gratuitous Service-Disabled Veteran's Insurance. Information may include date of Veteran's death, disability determination and medical evaluation results.	Paper	Veteran/Family Member	VA Insurance Specialist			Gratuitous Service-Disabled Veteran's Insurance
Expanded Homeowners Assistance Program information	This is information related to a claim for expanded Homeowners Assistance Program and information may include proof of home ownership, disability percentage, home value and assignment orders.	Paper	Claimant	VA Housing Specialist			Homeowners Assistance Program
National Cemeteries Interment/Burial Request	This is a Phone call or walk-in with cremains requesting interment/burial in a national cemetery. To establish the Veteran's eligibility, the following information should be provided: the name of the Veteran, together with the rank; serial, service, social security, and VA claim numbers, as applicable; date and place of entry into and separation from the service; branch of service; date and place of birth; and date of death should be furnished.	Paper	NOK/Funeral Home	Scheduling Center/Cemetery			Interment in a VA National Cemetery
National Cemetery Interment/Burial NOK Packet	This is a set of information that the cemetery gives to the decedent's family. The contents vary at the cemetery's discretion. The information may include: information about how to request the marker, what information to provide, and specific information about the cemetery.	Paper	COP	NOK			Interment in a VA National Cemetery
Military Discharge Document	This is the Certificate of Release or Discharge from Active Duty (DD-214) that contains the Veteran's full military service record. The information may include: character of service; grade, rate or rank; demographics; report of casualty; or the Veteran's full name; military rank; branch of service; dates of entry and discharge; serial, Social Security, and/or VA claim numbers; date and place of birth; and date of death.	Paper	NOK	Funeral Home			Interment in a VA National Cemetery
Military Discharge Document	This is the Certificate of Release or Discharge from Active Duty (DD-214) that contains the Veteran's full military service record. The information may include: character of service; grade, rate or rank; demographics; report of casualty; or the Veteran's full name; military rank; branch of service; dates of entry and discharge; serial, Social Security, and/or VA claim numbers; date and place of birth; and date of death.	Paper	Funeral Home	Scheduling Center			Interment in a VA National Cemetery
Military Discharge Document Image	This is a scanned PDF image file of the DD-214. The information may include: character of service; grade, rate or rank; demographics; report of casualty; or the Veteran's full name; military rank; branch of service; dates of entry and discharge; serial, Social Security, and/or VA claim numbers; date and place of birth; and date of death.	Electronic/Viewable	Scheduling Center	Scheduling Center	FDD	BOSS	Interment in a VA National Cemetery
Date of Death/Death Certificate	This is the Death certificate/death document. The information may include: Decedent name, DOB, date of death.	Paper	Funeral Home	Scheduling Center/Cemetery			Interment in a VA National Cemetery
BOSS National Cemetery Case File	This is the burial case file. The information may include: the DD-214, supporting documentation and eligibility information.	Computable	Scheduling Center/St. Louis Team Lead	St. Louis Team Lead/ Cemetery	BOSS	BOSS	Interment in a VA National Cemetery
National Cemetery Burial Schedule	This is daily schedule information. The information may include: location and time of burials for a given day.	Computable	St. Louis Scheduling Center Team Lead	Cemetery	BOSS	BOSS	Interment in a VA National Cemetery
National Cemetery Grave Location	This is the Veteran burial location. The information may include: Veteran name, SSN, grave site number.	Computable			BOSS	NGL	Interment in a VA National Cemetery
National Cemetery Marker Order Information	The Monument screen is used to enter the information used to order the headstone/marker. The information will include information to be engraved on the headstone/marker: decedent information, service information, and inscription to be placed on the headstone/marker. Formatting of marker is automated within the BOSS application.	Paper	COP	NOK	BOSS		Interment in a VA National Cemetery
National Cemetery Marker Application	This is the application for the marker order. The information may include: Veteran name, date of birth and date of death.	Computable			BOSS	AMAS	Interment in a VA National Cemetery
Interment Confirmation to Funeral Home	This is the Interment Confirmation. The information may include: confirmation that interment is scheduled, date and time of interment, and a request for the Funeral Home to verify information.	Paper	Scheduling Center	Funeral Home	BOSS		Interment in a VA National Cemetery
National Cemetery Interment/Burial Alert Report	This is the burial alert report to alert the Cemeteries of case establishment and scheduling. The information may include: spouse/adult dependent name, decedent name, date of death, relationship to Veteran, Cemetery honors, remains type and schedule.	Computable	Scheduling Center	COP	BOSS		Interment in a VA National Cemetery
National Cemetery Interment/Burial Letter of Denial	This is a letter informing claimant of denial of interment benefits. The information may include: reason for denial and information appeals procedure.	Paper	Cemetery/Scheduling Center Eligibility Agent	NOK			Interment in a VA National Cemetery
Additional Information for National Cemetery Interment/Burial Request	This is a request for more information regarding the National Cemetery Interment/Burial Request. The information may include: a request for eligibility information, a request for burial schedule information, and a request for cemetery rules/regulations information.	Paper	NOK/Funeral Home	Scheduling Center/Cemetery			Interment in a VA National Cemetery
National Cemetery Interment/Burial Dig Slip	This is a document containing information about the burial. The information will include: grave location, date of interment, etc. Called "Interment Notice Report" in BOSS Cemetery Reports.	Paper	COP	CGC			Interment in a VA National Cemetery
National Cemetery Interment/Burial Dig Slip	This is a document containing information about the burial. The information will include: grave location, date of interment, etc. Called "Interment Notice Report" in BOSS Cemetery Reports.	Paper	CGC	COP			Interment in a VA National Cemetery
National Cemetery Interment/Burial Casket/Urn Tag	This is a document containing decedent's information affixed to casket/urn. The information will include: burial location information and veteran identification information.	Paper	COP	CGC			Interment in a VA National Cemetery
National Cemetery Interment/Burial Temporary Marker	This is a temporary gravesite marker used until permanent marker is placed. The information may include: veteran identification information and inscription information.	Paper	COP	CGC			Interment in a VA National Cemetery
State Burial Permit/Cremation Certificate	These are documents required by some states permitting burial/interment in the National Cemetery. The information will include: for casketed remains crossing state lines, the decedent name, date of death, departing facility, receiving facility; for cremated remains, decedent name, date of death, unique identifying number for cremains, date of cremation, crematory ID.	Paper	Funeral Home	COP			Interment in a VA National Cemetery
State Burial Permit/Cremation Certificate	These are documents required by some states permitting burial/interment in the National Cemetery. The information will include: for casketed remains crossing state lines, the decedent name, date of death, departing facility, receiving facility; for cremated remains, decedent name, date of death, unique identifying number for cremains, date of cremation, crematory ID.	Paper	Family Member	COP			Interment in a VA National Cemetery
Inscription "Mock-Up"	This is what the grave marker inscription will look like. The information will include: decedent information, service information, and inscription to be placed on the headstone/marker.	Paper	COP	NOK			Interment in a VA National Cemetery

Information Exchange Name	Information Exchange Description	How Information is Shared	Sender Role	Receiver Role	Sending System (Producer)	Receiving System (Consumer)	Use Case
Government Issued Medallion information	This is information related to a claim for a Medallion in lieu of a headstone. The information may include date of death, death circumstance, character of service.	Paper	Veteran/NOK/ Spouse	VA Memorials Specialist			Medallion for Grave Use
Montgomery GI Bill for Active Duty information	This is information related to a claim for Montgomery GI Bill for Active Duty. The information may include character of service, Service Component, enlistment duration and education level.	Paper	Service Member	VA Education Specialist			Montgomery GI Bill for Active Duty
Montgomery GI Bill for Active Duty information	This is information related to a claim for Montgomery GI Bill for Active Duty. The information may include character of service, Service Component, enlistment duration and education level.	Computable			DEERS	VADIR	Montgomery GI Bill for Active Duty
Montgomery GI Bill for Selected Reserves information	This is information related to a claim for Montgomery GI Bill for Selected Reserves. The information may include character of service, Service Component, enlistment duration and education level.	Paper	Service Member	VA Education Specialist			Montgomery GI Bill for Selected Reserves
Montgomery GI Bill for Selected Reserves information	This is information related to a claim for Montgomery GI Bill for Selected Reserves. The information may include character of service, Service Component, enlistment duration and education level.	Computable			DEERS	VADIR	Montgomery GI Bill for Selected Reserves
National Call to Service information	This is information related to a claim for a National Call to Service. The information may include status code, initial entry end date and Selected reserve waiver code.	Electronic/Viewable			eBenefits/VONAPP	BDN	National Call to Service
National Call to Service information	This is information related to a claim for a National Call to Service. The information may include status code, initial entry end date and Selected reserve waiver code.	Paper	Service Member	VA Education Specialist			National Call to Service
Native American Direct Loan information	This is information related to a claim for a Native American Direct Loan. The information may include casualty status, legal documents verifying tribal information.	Paper	Service Member	VA Education Specialist			Native American Direct Loan
Application Packet	This is form 22-1990 which is an application for education benefit submitted by Claimant online. Form 22-1990E for Dependent. The information may include: applicant contact information, direct deposit information, education benefit being applied for, type of education/training, Service information, and education/employment information.	Electronic/Viewable	Claimant	VCE	VONAPP	TIMS	Post-9/11 GI Bill
Application Packet	This is form 22-1990 which is an application for education benefit submitted by Claimant online. Form 22-1990E for Dependent. The information may include: applicant contact information, direct deposit information, education benefit being applied for, type of education/training, Service information, and education/employment information.	Paper	Claimant	Intake			Post-9/11 GI Bill
Military Service Information	This is Military service information used to verify eligibility, submitted online. The information may include: information from the DD 214, such as Military branch, date of service and separation and Service member name.	Electronic/Viewable	Claimant	VCE	VONAPP	TIMS	Post-9/11 GI Bill
Military Service Information	This is Military service information used to verify eligibility, submitted online. The information may include: service start date, service end date, type of service, character of discharge, and separation reason.	Computable			VADIR	LTS	Post-9/11 GI Bill
Military Service Information	This is Military service information used to verify eligibility, submitted online. The information may include: information from the DD 214, such as Military branch, date of service and separation and Service member name.	Paper	Claimant	Intake			Post-9/11 GI Bill
Request for Change of Program or Place of Training	This is Form 22-1995 submitted online by the Claimant to clarify what school/course/program they would like to receive education benefits for. The information may include: contact information, which education benefit being sought (Ch. 33, Ch. 32, etc.), kind of training (school, flight training, licensing, etc.), goals, name of program, school address, direct deposit information, dependent information, and service information.	Electronic/Viewable	Claimant	VCE	VONAPP	TIMS	Post-9/11 GI Bill
Request for Change of Program or Place of Training	This is Form 22-1995 submitted via paper by the Claimant to clarify what school/course/program they would like to receive education benefits for. The information may include: contact information, which education benefit being sought (Ch. 33, Ch. 32, etc.), kind of training (school, flight training, licensing, etc.), goals, name of program, school address, direct deposit information, dependent information, and service information.	Paper	Claimant	Intake			Post-9/11 GI Bill
Education Electronic Folder	These are image files stored in TIMS including the completed application, supporting attachments/documents, etc. Information may include: the Claimant's education program selection, type of education/training, Service information, and education/employment information	Electronic/Viewable	RPO	VCE	TIMS		Post-9/11 GI Bill
Entitlement Data	This is benefits entitlement data stored in BDN used to adjudicate education benefits eligibility. The information may include: amount of entitlement, months of entitlement, previous use.	Computable		VCE	BDN	LTS	Post-9/11 GI Bill
Development Letter	This is a development letter to the claimant. The information may include: requests for service info, kicker contract, direct deposit info, or to request a relinquishment decision.	Paper	VCE	Claimant			Post-9/11 GI Bill
Disallowance Letter	This is a letter stating that Claimant is ineligible for education benefit. The information may include: reason for ineligibility and appeals procedures.	Paper	VCE	Claimant	LTS		Post-9/11 GI Bill
Certificate of Eligibility	This is a letter stating that the Claimant is eligible for the education benefit. The information may include: information about amount of entitlement and months of entitlement. This is a generic version of the COE and does not mean the selected program/school is approved.	Paper	VCE	Claimant	LTS		Post-9/11 GI Bill
Bad Course Letter	This is a letter stating that the Claimant is eligible for benefits but school/course is not approved. The information may include: reasons for disapproval.	Paper	VCE	Claimant	LTS		Post-9/11 GI Bill
Program-Specific Certificate of Eligibility	This is Confirmation that the School is approved to participate in VA program. This can come to the claimant following initial application (if they provided desired school/program on their 1990) or following a form 1995 to clarify school/course. The information may include: indication that school is approved.	Paper	VCE	Claimant	LTS		Post-9/11 GI Bill
School Enrollment Certification	This is enrollment certification information entered via electronic form (VA Form 22-1999). The information may include: information provided by Claimant to the school, such as name, major/courses, VA GI Bill benefit entitlement.	Electronic/Viewable	School	VCE	VA ONCE	TIMS	Post-9/11 GI Bill
School Enrollment Certification	This is enrollment certification information entered via paper form (VA Form 22-1999). The information may include: information provided by Claimant to the school, such as name, major/courses, VA GI Bill benefit entitlement.	Paper	School	Intake			Post-9/11 GI Bill
School Enrollment Certification	This is enrollment certification information entered via paper form (VA Form 22-1999). The information may include: information provided by Claimant to the school, such as name, major/courses, VA GI Bill benefit entitlement.	Computable			VA ONCE	LTS	Post-9/11 GI Bill
School Enrollment Certification	This is enrollment certification information entered via paper form (VA Form 22-1999). The information may include: information provided by Claimant to the school, such as name, major/courses, VA GI Bill benefit entitlement.	Electronic/Viewable		VCE	VA ONCE	TIMS	Post-9/11 GI Bill
Notice of Change in Student Status	This is to document a change in student status via electronic form (VA Form 22-1999b). The information may include: change in enrollment status, change in job/training status, date of change.	Electronic/Viewable	School	VCE	VA ONCE	TIMS	Post-9/11 GI Bill
Notice of Change in Student Status	This is to document a change in student status via paper form (VA Form 22-1999b). The information may include: change in enrollment status, change in job/training status, date of change.	Paper	School	Intake			Post-9/11 GI Bill
Notice of Change in Student Status	This is to document a change in student status via paper form (VA Form 22-1999b). The information may include: change in enrollment status, change in job/training status, date of change.	Computable			VA ONCE	LTS	Post-9/11 GI Bill
Notice of Change in Student Status	This is to document a change in student status via paper form (VA Form 22-1999b). The information may include: change in enrollment status, change in job/training status, date of change.	Electronic/Viewable		VCE	VA ONCE	TIMS	Post-9/11 GI Bill

Information Exchange Name	Information Exchange Description	How Information is Shared	Sender Role	Receiver Role	Sending System (Producer)	Receiving System (Consumer)	Use Case
Award Letter	This is the Award Letter. The information may include: school enrollment information, entitlement information (how much will remain), payment information.	Paper		Philadelphia Technology Center (PITC)	LTS		Post-9/11 GI Bill
Award Letter	This is the Award Letter. The information may include: school enrollment information, entitlement information (how much will remain), payment information.	Paper	VCE	Claimant	LTS		Post-9/11 GI Bill
Ch. 33 Award	This is the award. The information may include: Education benefit payment information and payment transaction information. BDN captures transaction data. Master record shell: Name, address, direct deposit info. Original entitlement info. No calculations done.	Computable			LTS	BDN	Post-9/11 GI Bill
Payment File	This is the payment file. The information may include: Education benefit payment information, payment transactions information, and personal info (claimant name, SSN, address, direct deposit info, file number).	Computable			BDN	Dept. of Treasury Payment Automation Manager (PAM)	Post-9/11 GI Bill
Post-Vietnam Era Educational Assistance information	This is information related to a claim for Post-Vietnam Era Educational Assistance. The information may include VA education benefits usage, Member contribution amount, characterization of service.	Paper	Veteran	VA Education Specialist			Post-Vietnam Era Educational Assistance
Post-Vietnam Era Educational Assistance information	This is information related to a claim for Post-Vietnam Era Educational Assistance. The information may include VA education benefits usage, Member contribution amount, characterization of service.	Electronic/Viewable			VIS	VADIR	Post-Vietnam Era Educational Assistance
Presidential Memorial Certificate information	This is information related to a claim for a Presidential Memorial Certificate. The information may include characterization of service, person of interest, date of death.	Paper	NOK	VA Memorials Specialist			Presidential Memorial Certificate
Reserve Educational Assistance Program information	This is information related to a claim for Reserve Educational Assistance Program. The information may include ROTC financial assistance usage, critical skill designation, member contribution amount.	Paper	Service Member/Veteran	VA Education Specialist			Reserve Educational Assistance Program
Reserve Educational Assistance Program information	This is information related to a claim for Reserve Educational Assistance Program. The information may include ROTC financial assistance usage, critical skill designation, member contribution amount.	Electronic/Viewable			VIS/ Private Medical Partners	VADIR	Reserve Educational Assistance Program
Service Member Group Life Insurance Disability Extension information	This is information related to a claim for Service Member Group Life Insurance Disability Extension. The information may include disability percentage, disability determination, group life insurance type.	Computable	Service Member	VA Insurance Specialist	VADS/VADIR		Service Member Group Life Insurance Disability Extension
Social Security disability insurance	This is information related to a claim for Social Security Disability Insurance. Information may include medical history, wage information, and legal documents verifying relationship to Veteran.	Paper	Service Member/Family member	VA Insurance Specialist			Social Security Disability Insurance
Specially Adapted Housing information	This is information related to a claim for Specially adapted housing. The information may include disability percentage, disability percentage and group life insurance type.	Computable			DEERS	VADIR	Specially Adapted Housing
Specially Adapted Housing information	This is information related to a claim for Specially adapted housing. The information may include disability percentage, disability percentage and group life insurance type.	Paper	Service Member/Veteran	VA Housing Specialist			Specially Adapted Housing
Supplemental Security Income information	This is information related to a claim for Supplemental security income. The information may include person wage data, medical history and legal documents verifying relationship to Veteran.	Paper	VA Disability Specialist	Social Security Administration			Supplemental Security Income
Supplemental Service Disabled Veterans Insurance information	This is information related to a claim for Supplemental service disabled Veterans insurance. The information may include disability percentage, disability effective date and disability determination date.	Paper	Veteran/Family Member	VA Insurance Specialist			Supplemental Service - Disabled Veterans Insurance
Survivors and Dependents Educational Assistance Program information	This is information related to a claim for Survivors and Dependents Educational Assistance Program. The information may include confirmation of relationship to Veteran, date of death, pension benefits election and education benefits usage.	Paper	NOK	VA Education Specialist			Survivors and Dependents Educational Assistance Program
Traumatic Service Members Group Life Insurance information	This is information related to a claim for Traumatic Service Members Group Life Insurance. The information may include medical history, medical evaluation and group life insurance type.	Paper	Service Member/Guardian / SGLI Beneficiary	VA Insurance Specialist			Traumatic Service Members Group Life Insurance
VA Home Loan Guaranty information	This is information related to a claim for VA Home Loan Guaranty. The information may include character of service, disability determination and uniformed service branch.	Paper	Veteran/Service Member/NOK	VA Housing Specialist			VA Home Loan Guaranty
Veterans Group Life Insurance information	This is information related to the claim for Veterans Group Life Insurance . The information may include SGLI coverage effective date, disability percentage, medical evaluation and retirement date.	Paper	Veteran/Service Member/NOK	VA Insurance Specialist			Veterans Group Life Insurance
Veterans Group Life Insurance information	This is information related to the claim for Veterans Group Life Insurance . The information may include SGLI coverage effective date, disability percentage, medical evaluation and retirement date.	Computable			eBenefits/VONAPP	VADIR	Veterans Group Life Insurance
Veterans Mortgage Life Insurance information	This is information related to a claim for Veterans Mortgage Life Insurance. The information may include mortgage, special adaptive housing usage and full legal name.	Paper	Service Member/Veteran	VA Insurance Specialist			Veterans Mortgage Life Insurance
Vocational Rehabilitation and Employment information	This is information related to a claim for Vocational Rehabilitation and Employment. The information may include character of service, disability determination, education benefits usage and medical history.	Electronic/Viewable			AHLTA	Corp DB	Vocational Rehabilitation and Employment
Vocational Rehabilitation and Employment information	This is information related to a claim for Vocational Rehabilitation and Employment. The information may include character of service, disability determination, education benefits usage and medical history.	Paper	Service Member/Veteran	VA Readjustment Specialist			Vocational Rehabilitation and Employment
Waiver of Premiums information	This is information related to a claim for Waiver of Premiums. The information may include disability percentage, disability effective date and legal document verifying relationship to Veteran.	Paper	Veteran/NOK/Family Member	VA Insurance Specialist			Waiver of Premiums
Disability claim request	This is information related to a Disability Claim request (VA form 526). The information may include: the Service Treatment Record, private medical records and Service history.	Computable	Service Member/Veteran		VDC	VBMS	Disability Compensation - Original Determination
Disability claim request	This is information related to a Disability Claim request (VA form 526). The information may include: the Service Treatment Record, private medical records and Service history.	Paper	Service Member/Veteran	RO			Disability Compensation - Original Determination
IDES Referral Information	This is a referral to the IDES process on VA Form 21-0819. This includes the referred condition, date of referral to Medical Evaluation Board.	Paper	PEBLO	MSC			Disability Compensation - Original Determination
Service Treatment Record Information	Service member Pharmacy & Allergies information, Dependents of Wounded Warriors information, Disabled retiree information	Computable			BHIE	CHDR	Disability Compensation - Original Determination

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Service Treatment Record Information	This is the STR. Information may include: Outpatient pharmacy data, laboratory and radiology results, Inpatient consultations, Inpatient laboratory and radiology results, operative reports, Discharge summaries, history and physical reports, transfer summary notes, initial evaluation notes, procedure notes, images and artifacts, evaluation and management notes, pre-operative evaluation notes, and post-operative evaluation and management notes, Allergy data and problem list data, Theater clinical data including inpatient notes, outpatient encounters, and ancillary clinical data, Ambulatory encounters, procedures, and vital signs, Family, social, and other history, and questionnaires.	Electronic/Viewable			BHIE	CHDR	Disability Compensation - Original Determination
Service Treatment Record Information	This is the STR. The information may include: Individual Sick Slip, Privacy Act Statement – Health Care Records, Farnsworth Lantern and Red/Green Color Vision Tests, DoD Medical Examination Review Board, Report of Medical History, Asbestos Exposure, DoD Active Duty/Reserve Forces Dental Examination, Report of Medical Assessment, Abbreviated Medical Record, Report of Medical History, Request for Restriction of Information, Medical Record – Autopsy Protocol, Clinical Record – Anesthesia, Medical Record – Anatomical Figure, Medical Record – Miscellaneous, Medical Record – Emergency Care and Treatment, Medical Record Report, Electric Cardiographic Record, Medical Record – Authorization for Tissue Donation, Outpatient pharmacy data, laboratory and radiology results, Inpatient consultations, Inpatient laboratory and radiology results, operative reports, Discharge summaries, history and physical reports, transfer summary notes, initial evaluation notes, procedure notes, images and artifacts, evaluation and management notes, pre-operative evaluation notes, and post-operative evaluation and management notes, Allergy data and problem list data, Theater clinical data including inpatient notes, outpatient encounters, and ancillary clinical data, Ambulatory encounters, procedures, and vital signs, Family, social, and other history, and questionnaires.	Paper	Service Member/Veteran	RO			Disability Compensation - Original Determination
Service Treatment Record Information	This is the STR. The information may include: Individual Sick Slip, Privacy Act Statement – Health Care Records, Farnsworth Lantern and Red/Green Color Vision Tests, DoD Medical Examination Review Board, Report of Medical History, Asbestos Exposure, DoD Active Duty/Reserve Forces Dental Examination, Report of Medical Assessment, Abbreviated Medical Record, Report of Medical History, Request for Restriction of Information, Medical Record – Autopsy Protocol, Clinical Record – Anesthesia, Medical Record – Anatomical Figure, Medical Record – Miscellaneous, Medical Record – Emergency Care and Treatment, Medical Record Report, Electric Cardiographic Record, Medical Record – Authorization for Tissue Donation, Outpatient pharmacy data, laboratory and radiology results, Inpatient consultations, Inpatient laboratory and radiology results, operative reports, Discharge summaries, history and physical reports, transfer summary notes, initial evaluation notes, procedure notes, images and artifacts, evaluation and management notes, pre-operative evaluation notes, and post-operative evaluation and management notes, Allergy data and problem list data, Theater clinical data including inpatient notes, outpatient encounters, and ancillary clinical data, Ambulatory encounters, procedures, and vital signs, Family, social, and other history, and questionnaires.	Paper	PEBLO	MSC			Disability Compensation - Original Determination
Service Treatment Record Information	This is the STR. The information may include: Individual Sick Slip, Privacy Act Statement – Health Care Records, Farnsworth Lantern and Red/Green Color Vision Tests, DoD Medical Examination Review Board, Report of Medical History, Asbestos Exposure, DoD Active Duty/Reserve Forces Dental Examination, Report of Medical Assessment, Abbreviated Medical Record, Report of Medical History, Request for Restriction of Information, Medical Record – Autopsy Protocol, Clinical Record – Anesthesia, Medical Record – Anatomical Figure, Medical Record – Miscellaneous, Medical Record – Emergency Care and Treatment, Medical Record Report, Electric Cardiographic Record, Medical Record – Authorization for Tissue Donation, Outpatient pharmacy data, laboratory and radiology results, Inpatient consultations, Inpatient laboratory and radiology results, operative reports, Discharge summaries, history and physical reports, transfer summary notes, initial evaluation notes, procedure notes, images and artifacts, evaluation and management notes, pre-operative evaluation notes, and post-operative evaluation and management notes, Allergy data and problem list data, Theater clinical data including inpatient notes, outpatient encounters, and ancillary clinical data, Ambulatory encounters, procedures, and vital signs, Family, social, and other history, and questionnaires.	Paper	RO	RMC	PIES		Disability Compensation - Original Determination
In-Theater Medical Information	This is medical information from treatment in theater. The information may include: shared population inpatient records.	Computable			TMDS	VTA	Disability Compensation - Original Determination
Military Separation Information	This includes information from the DD 214, such as Military branch, date of separation and Service member name.	Computable			DEERS	VADIR	Disability Compensation - Original Determination
Military Separation Information	This is information from the DD 214. The information may include: Military branch, date of separation and Service Member name.	Paper	Service Member/Veteran/ Service Department/VSO/	RO	VBMS		Disability Compensation - Original Determination
Military Separation Information	This is information from the DD 214. The information may include: Military branch, date of separation and Service Member name.	Paper	Service Member/Veteran/ Service Department	DRAS			Disability Compensation - Original Determination
Military Separation Information	This is information from the DD 214. The information may include: Military branch, date of separation and Service member name.	Paper	RO	RMC	PIES		Disability Compensation - Original Determination
Military Separation Information	This is information from the DD 214. The information may include: Military branch, date of separation and Service member name.	Electronic/Viewable		DRAS	DPRIS		Disability Compensation - Original Determination

Information Exchange Name	Information Exchange Description	How Information is Shared	Sender Role	Receiver Role	Sending System (Producer)	Receiving System (Consumer)	Use Case
IDES Case File	This is the collection of all pertinent case documents. The information may include: Medical Evaluation Board Decision, Commander's Non-Medical Assessment (This is information describing the impact of injury on a Service member's job performance), Line of Duty Determination (These are the results of a Line of Duty Investigation and whether or not the injury occurred in the line of duty), and Orders for processing an IDES case claim (These are the Military assignment orders for an IDES case. The information may include Service member name, duty station and length of orders).	Paper	PEBLO/PEB	MSC/DRAS			Disability Compensation - Original Determination
Disability Claim Case File	This is the collection of all pertinent case documents. The information may include: all documentation related to a Disability Claim request, including VA form 526, the Service Treatment Record, private medical records and Service history or Military separation information or documentation.	Paper	Intake	RO	VBMS		Disability Compensation - Original Determination
C&P Exam scheduling information	This is information regarding scheduling a C&P Exam. The information may include: medical examination schedules, such as appointment date and location.	Paper	Exam Provider	PEBLO			Disability Compensation - Original Determination
C&P Exam Request	This is the request for a C&P Exam. The information includes Veterans name, address, type of exam being requested, comments and whether or not the file needs to be reviewed.	Electronic/Viewable	RO/MSC	VHA Exam Provider	CAPRI		Disability Compensation - Original Determination
C&P Exam Request	This is the request for a C&P Exam. The information includes Veterans name, address, type of exam being requested, comments and whether or not the file needs to be reviewed.	Electronic/Viewable	RO/MSC	Contract Exam Provider	VERIS		Disability Compensation - Original Determination
C&P Exam scheduling information	This is information regarding scheduling a C&P Exam. The information may include: medical examination schedules, such as appointment date and location.	Paper	Exam Provider	Service Member/Veteran			Disability Compensation - Original Determination
Compensation and Pension Exam Results	These are the results of the Compensation and Pension medical exam to evaluate the injury for purposes of providing a disability rating. The information may include: applicable VA automated medical information exchange worksheet and C&P general medical examination worksheet.	Electronic/Viewable	Exam Provider	RO	CAPRI/Exam Track	VVA	Disability Compensation - Original Determination
Preliminary Rating Request	This is the unfit decision from the PEB. The information may include: for each medical condition (diagnosis) a written justification supporting a Fit or Unfit finding; combat related determinations for each military Unfitting condition that specifically identifies (by diagnosis) the basis for finding (direct result of armed conflict (AC); caused by an instrumentality of war (IW); conditions simulating war (CS); or engaged in extra hazardous service (HD)); or whether the Service member is entitled to benefits.	Electronic/Viewable	PEB	DRAS	SAFE		Disability Compensation - Original Determination
Request for additional medical information	This is a request for additional medical information to substantiate a claim. The information may include: requests for medical diagnosis and request for treatment information.	Paper	RO	Veteran/Physician			Disability Compensation - Original Determination
Additional medical information for disability claim	This is additional medical information to substantiate a claim. The information may include: medical diagnosis and treatment information.	Paper	Veteran/Physician	RO			Disability Compensation - Original Determination
Disability Rating Decision Information	This is disability rating Information. The information may include: the rating decision, whether or not the injury service connected, percentage of disability, basis for the decision and outline the evidence considered.	Paper	RVSR	VSR	RBA 2000/VBMS		Disability Compensation - Original Determination
Proposed Rating Information	This is disability rating information. The information may include: the rating decision, estimated awards amount, percentage of disability, basis for the decision and outline the evidence considered.	Electronic/Viewable	DRAS	PEB	SAFE		Disability Compensation - Original Determination
Rating Reconsideration Request	This is a one-time request for reconsideration of the rating. The information may include: proof of error in the rating process or new medical evidence.	Paper	PEB	DRAS			Disability Compensation - Original Determination
Rating Reconsideration Denial	This is a denial for a rating reconsideration. The information may include: exactly what evidence was reviewed, the reasons for the continued denial, and a statement to the effect that the evidence submitted was found to be new and material.	Paper	DRAS	PEB			Disability Compensation - Original Determination
Revised Rating Decision	This is the revised rating decision in response to the rating request for a rating reconsideration or notice of disagreement. The information may include: all the conditions you requested rating reconsideration for, what rating percentage you received for each condition, effective date, list of evidence VA used to determine decision, and the reason for decision.	Paper	DRAS	PEB			Disability Compensation - Original Determination
Notice of Disagreement	This is a Veteran's VA Form 21-0958 letter to notify the RO of his/her disagreement with the rating decision. The information may include: Veteran's name/SSN/file number, claimant contact information, specific issues of disagreement, and reason why claimant feels VA incorrectly decided claim.	Paper	Veteran	RO			Disability Compensation - Original Determination
Revised Rating Decision	This is the revised rating decision in response to the rating request for a rating reconsideration or notice of disagreement. The information may include: all the conditions you requested rating reconsideration for, what rating percentage you received for each condition, effective date, list of evidence VA used to determine decision, and the reason for decision.	Paper	RO	Veteran			Disability Compensation - Original Determination
Request for additional evidence	Request for medical/nonmedical evidence from the veteran. The information may include: a request for a specific piece of evidence.	Paper	RO	Veteran			Disability Compensation - Original Determination

Information Exchange Name	Information Exchange Description	How Information is Shared	Sender Role	Receiver Role	Sending System (Producer)	Receiving System (Consumer)	Use Case
Additional evidence	This is evidence that claimant believes will lead to a favorable rating decision. The information may include: lay statements, medical care provider information, health records, X-rays, etc.	Paper	Veteran	RO			Disability Compensation - Original Determination
Informal Conference request	This is a document created on behalf of the claimant by his/her representation (usually a VSO) in lieu of an in-person hearing. The information may include: a statement of the issues, a statement of the case, a summary of the argument, and the argument.	Paper	Veteran	RO			Disability Compensation - Original Determination
Statement of the Case	This is a statement of the claimant's case. The information may include: information summarizing the evidence that was reviewed to come to the rating decision as well as a statement that the RO stands by its initial rating decision.	Paper	RO	Veteran			Disability Compensation - Original Determination
Appeal to Board of Veterans' Appeals	This is VA Form 9. The information may include: Name, relationship to veteran, BVA hearing preference, issues claimant wishes to appeal, explanation of why claimant believes the case was decided incorrectly, and any additional evidence.	Paper	Veteran	RO			Disability Compensation - Original Determination
Revised Appeal	VA Form 9. Name, relationship to veteran, BVA hearing preference, issues claimant wishes to appeal, explanation of why claimant believes the case was decided incorrectly, and any additional evidence.	Paper	RO	BVA			Disability Compensation - Original Determination
Supplemental Statement of the Case	This is a statement of the claimant's case following the receipt of additional evidence. The information may include: information summarizing the evidence that was reviewed to come to the rating decision as well as a statement that the RO stands by its initial rating decision.	Paper	RO	Veteran			Disability Compensation - Original Determination
Veteran Claim File	The collection of all information pertinent to the appeal. The information may include: rating reconsideration request, notice of disagreement, appellants brief, statement of the case, hearing transcripts, and revised rating decision.	Paper	RO	BVA			Disability Compensation - Original Determination
Board Decision	This is the decision made by the Board following a hearing or after reviewing an appellant brief. The information may include: a description of the issues, representation information, witness information, attorney information, and decision (grant, deny, remand).	Paper	BVA	Veteran			Disability Compensation - Original Determination
Veteran Claim File	The collection of all information pertinent to the appeal. The information may include: rating reconsideration request, notice of disagreement, medical/nonmedical information, appellants brief, statement of the case, hearing transcripts, and revised rating decision.	Paper	BVA	RO			Disability Compensation - Original Determination
Care coordinator profile information	This is the care coordinator profile and includes care coordinator name and contact information.	Computable			AWCTS	FCMT	Disability Compensation - Original Determination
Personnel record information	Service member name, activation date, deployment date and number of deployments. Person identity and demographic data information, Military Service history information, dependents, casualty data/Wounded, Ill and Injured information, education eligibility.	Computable			DEERS	VADIR	Disability Compensation - Original Determination
Award Letter	This is the award letter. The information may include: disability rating information, payment information, amount of monthly benefit, other benefit entitlement.	Paper	RO	Veteran/Service Member			Disability Compensation - Original Determination
<b>Glossary</b>							
<b>Word</b>	<b>Definition</b>						
Computable	Structured or unstructured data that can be queried						
Electronic/Viewable	Data is usually viewable as an image or pdf format, but it cannot be queried without additional transformational tools						
Paper	Not in an electronic format						
AHLTA	Armed Forces Health Longitudinal Technology Application. AHLTA is a clinical information system that generates, maintains, stores and provides secure electronic access to comprehensive patient records						
AMAS	Automated Monument Application System. AMAS receives, processes, and tracks over 330,000 applications for government-furnished monuments, i.e., headstones, markers, and niche covers each year.						
AWCTS	Army Warrior Care and Transition System.						
BDN	Benefits Delivery Network. This legacy system is used by VBA to process entitlements for three of the five business lines: Compensation and Pension, Education, and Vocational Rehabilitation and Employment.						
BHIE	Bidirectional Health Information Exchange. BHIE is series of communications protocols used to exchange healthcare information between Department of Veterans Affairs healthcare facilities nationwide and between VA healthcare facilities and Department of Defense healthcare facilities.						
BOSS	Burial Operations Support System. BOSS increases the level of service provided to veterans and beneficiaries through faster eligibility determinations, automated interment scheduling, expedited monument ordering, and an automated grave locator function.						
BVA	Board of Veterans' Appeals. Members of the Board review benefit claims determinations made by local VA offices and issue decision on appeals.						
CAPRI	Compensation and Pension Records Interchange. The CAPRI Application provides read-only access to individual patient electronic health records (EHR) from all VA sites.						
CGC	Cemetery Grounds Crew.						
CHDR	Clinical Health Data Repository. CHDR is a system that generates standards-based, computable electronic health records that can be exchanged and shared between DoD and VA healthcare systems.						
COP	Cemetery Office Personnel.						
DEERS	Defense Enrollment Eligibility Reporting System. DEERS is a database of Services members, their family members, and others who are eligible for military benefits, including TRICARE.						

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Dept. of Treasury Interface (PAM)	Payment Automation Manager. The Financial Management Service (FMS), a bureau of the Department of the Treasury, is responsible for issuance of payments for most Federal Program Agencies (FPAs) of the Federal Government. The information in PAM relates to payments made on behalf of these FPAs to individuals and business entities.						
DPRIS	Defense Personnel Records Information Retrieval System. DPRIS is an electronic gateway that allows authorized users to access the Services' Official Military Personnel File (OMPF) and Joint Services Records Research Center (JSRRC) repositories online in a secure and efficient manner.						
DRAS	Disability Rating Activity Site. The DRAS prepares the rating decision.						
DFAS	Defense Finance and Accounting Services. DFAS pays all DoD military and civilian personnel, retirees and annuitants, as well as major DoD contractors and vendors. DFAS also supports customers outside the DoD in support of electronic government initiatives.						
DRO	Decision Review Officer. The DRO is a senior technical expert who is responsible for holding post-decisional hearings and processing appeals. The DRO may have jurisdiction of any appeal.						
FCMT	Federal Case Management Tool. FCMT is application is a web-based system that currently supports the Federal Recovery Coordinator Program and will be extended to support related programs and processes in the future.						
FDD	Fedth Document Database. FDD is a complete imaging, document management, COLD (Computer Output to Laser Disk) applications, workflow system for client/server and web environments.						
FMS	Financial Management System. FMS is VA's core legacy accounting system.						
HDR	Health Data Repository. The pharmacy and drug allergy data sent from one agency's repository becomes part of the patient's permanent medical record in the other agency's repository.						
LTS	Ch. 33 Long Term Solution. The Chapter 33 Long Term Solution supports the Secretary's FY 2010-2014 Strategic Plan in creating New technology systems - through an automated IT platform as a means to efficiently and accurately process Post-911 GI Bill benefit claims.						
MSC	Military Service Coordinator. VA MCSs help Service members file their VA benefits claim at the beginning of the IDES process which ensures their VA benefits can be paid as soon as possible after they separate from service.						
MVI	Master Veteran Index. MVI includes MPI, PSIM, and IdM TK - the authoritative source for identity data.						
NGL	Nationwide Gravesite Locator. NGL allows a search for burial locations of veterans and their family members in VA National Cemeteries, state veterans cemeteries, various other military and Department of Interior cemeteries, and for veterans buried in private cemeteries when the grave is marked with a government grave marker.						
NOK	Next of Kin.						
PEB	Physical Evaluation Board. The PEB normally determines fitness for continued service and eligibility for disability compensation.						
PEBLO	Physical Evaluation Board Liaison Officer. The DoD PEBLO is available to counsel and support the Service member and family through the entire IDES process. The PEBLO acts as a liaison between the DoD and VA and introduces Service members to their resources. The PEBLO coordinates all IDES actions between the Service member and his/her commander and the Service member disability evaluation appointments.						
RBA 2000	Rating Board Automation 2000. RBA2000 is the replacement system for the Rating Board Automation (RBA) application in use nationwide to support the preparation of disability rating decisions.						
RO	Regional Office. Location where physical claims folders reside and where VCEs process claims.						
RPO	Regional Processing Office. The Regional Processing Office processes educational benefits (i.e. Montgomery GI Bill and Post- 9/11 GI Bill).						
RVSR	Rating Veterans Service Representatives serve as decision makers for claims involving rating decisions. RVSRs are responsible for analyzing claims, applying VA's Schedule for Rating Disabilities (Rating Schedule) and preparing rating decisions.						
SAFE	The AMRDEC Safe Access File Exchange is an application for securely exchanging files. Since many organizations that do business with AMRDEC limit the size of attachments that can be sent via email, SAFE was created as an alternative file sharing method to email and FTP.						

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TIMS	The Image Management System. This system allows paper documents to be captured and displayed in an electronic format on a computer screen. Claims processors work from these electronic images rather than paper; this eliminates the need for paper files. The system allows multiple users to view the electronic file at the same time.						
TMDS	Theater Medical Data Store. TMDS is a web-based application used to view Service members' medical treatment information recorded in the combat zone.						
VA ONCE	VA-ONCE is an enhanced means for submitting VA Forms 22-1999, 22-1999b, and 22-6553c. It is a completely Internet based application developed by a team of schools and VA representatives.						
VADIR	VA Defense Information Repository. VADIR provides military service information for veterans and service members. It enables authorized users to search records and retrieve profile data, military history, and information on compensation and benefits, disabilities, and dependents.						
VBMS	Veterans Benefits Management System. Paperless claims processing system.						
VCE	Veterans Claims Examiner. VCEs are part of a group of Claims Examiners who determine entitlements and amounts of Government Life Insurance payable under various administered programs. VCEs also develop applications for insurance benefits, examine applications to establish eligibility, and help Veterans and their families obtain insurance benefits during difficult times.						
VDC	VONAPP Direct Connect. Veterans On Line Application. This website is an official U.S. Department of Veterans Affairs (VA) website that enables service members, veterans and their beneficiaries, and other designated individuals to apply for benefits using the Internet.						
VERIS	Veterans Examination Request Information System. VERIS allows ROs to electronically transmit examination requests to medical centers, examining facilities, and private examination contractors, as appropriate. The VERIS application is used only at ROs that participate in the contract examination program.						
VETSNET	VETSNET Compensation and Pension (C&P) is a suite of applications that facilitates the entire C&P claims process. Within the suite, the end user can establish and develop veterans' claims; the rating decision, award and notification letter are documented, and payment information is transmitted to Treasury, accomplishing the necessary accounting.						
VICTARS	Veterans Insurance Claims Tracking and Response System. VICTARS provides users with access to data in client/server tables and other systems. VICTARS also manages access to Insurance imaging applications.						
VIS	Vendor Inquiry System. The VIS Web Invoice Tool is an easy to complete Web form that replaces conventional hardcopy invoices submitted to our office for payment. Now, our commercial vendors have a free, user-friendly option to submit invoices electronically; in turn, eliminating the need to mail or fax invoices to Financial Services Center.						
VistA	Veterans Health Information Systems and Technology Architecture. VistA is an automated environment that supports day-to-day operations at local Department of Veterans Affairs (VA) health care facilities.						
VONAPP	Veterans On Line Application. This website is an official U.S. Department of Veterans Affairs (VA) website that enables service members, veterans and their beneficiaries, and other designated individuals to apply for benefits using the Internet.						
VSR	Veterans Service Representative. The VSR is an employee at the RO that handles claims.						
VTA	Veterans Tracking Application. VTA provides the VA tracking information on members of the armed forces who will be transferred from a Department of Defense (DoD) Military Treatment Facility (MTF) to a VA health facility in the future or who already have Veteran status.						
VVA	Virtual VA Paperless Claims Processing is a Web-based suite of information solutions that provides electronic "eFolders" for claims processing through imaging, document management technologies, and integration with output capabilities of several other VA systems.						