VA:DG VBA Compensation & Pension (Business Process), READ ONLY
System Architect
Thursday, August 08, 2013 10:10 AM
Comment:
The Compensation and Pension (C&P) Service provides a series of programs delivering benefits to Veterans and their dependents. Key programs include Disability Compensation and Disability Pension, which provides monthly payments and supplemental income to Veterans with service-related disabilities. It also delivers benefits to dependents of living Veterans and survivors as well as manages a series of special programs. This process model illustrates how Veterans, or their beneficiaries, apply for and receive Compensation benefits.

Veteran/Claimant

Manual

Complete Claim Request and mail to VA

Submit claim for benefit by mail or online?

Automated

Enter application into VONAPP

Request Claim

Complete enclosures and send additional information as needed

VCAA Letter

Requested Information

Receive compensation

Compensation Payment

Claim Status Check

Claim Status Response

eBenefits

* Claims submitted through RBPS (part of eBenefits)

Veterans' Services Officers (VSO)

Submit Application

Application Information

SEP

Claim Request

Virtual VA

Claim Request (Mail)

COVERS

Veterans Benefit Administration (VBA)

Veterans On-line Application Direct Connect (VDC)

Make electronic copy of application available in VBMS

Claims Assistants

Receive Claim or, if Electronic Application, view in Virtual VA and assign to

Claim Request

Enter Veteran information from application into VBMS

Claim Request Information

Digital Claim Request

Create paper folder and claim/tracking information into VBMS

Claim Tracking

Disability Rating RTF File

Veteran Service Representative (VSR)

Establish contentions and create tracked items and request for evidence in MA

Tracked Items and Contentions

Send VCAA and 3rd party letters

Gather evidence from multiple sources

Other Evidence

Review all evidence received

CP15 - Contentions

Is more evidence needed?

No

Yes

Order VA Exams

Mark Ready-to-Rate in VBMS-R

CP17 - Ready-to-Rate

Award Notification

Veteran entitled to award?

No

Yes

Veterans Benefits Management System (VBMS)

Scan Document

*VBMS connects to all legacy systems through CorpDB (includes all CDI systems)

Generate letters and select required enclosures

Request for Information

Calculate Award

Award Letter or Notification

Rating Information

Send Award amount to FAS

Award Amount

Rating Veteran Service Representative (RVSR)

Receive Claim Folder

Review file and review for additional medical records

Validated file is ready for rating

Determine Rating Decision

Verify rating and determine award in VETSNET Awards

Generate award letter

Submit file to Virtual VA

Notify Veteran

Finance and Accounting System (FAS)

Send award payment to Veteran

Federal Records

Rating Narrative and Code Sheet

Veterans Benefits Management System - Rating (VBMS-R)

Medical Records

VA Exams

Federal Records

Third Party

Veteran Information

Personnel Information Exchange System (PIES)

C&P Record Interchange (CAPRI)

Defense Personnel Record Information Retrieval System (DPRIS)