



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

FDVA RO Operations
"Scuttlebutt"
May 2018

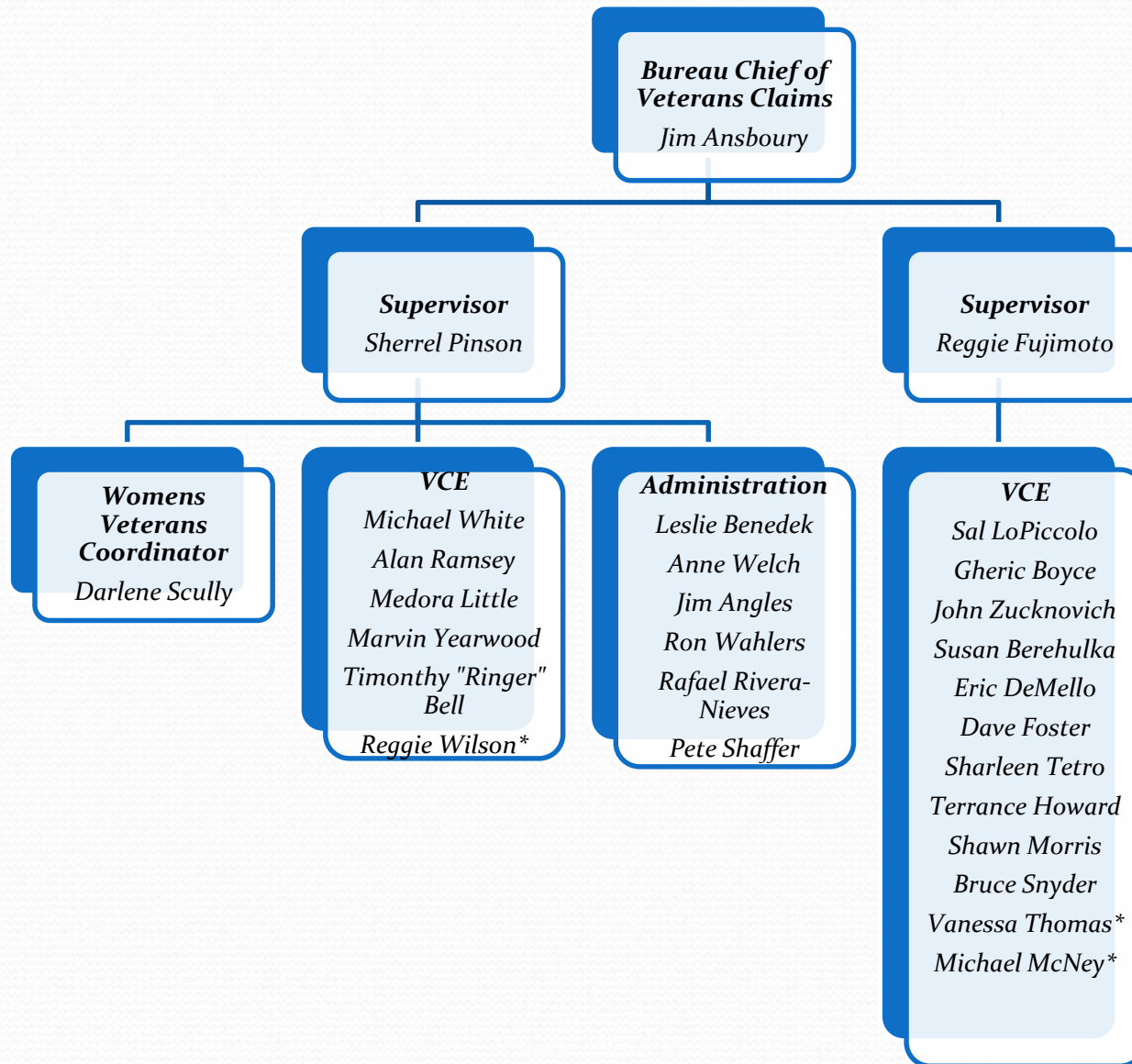
Home Adaptation?

My doctor told me, now that I'm getting older, I need to install a bar in my shower. What do y'all think?



Who are we?

- Currently we have 19 VCE's (Incls WVC) 7 in probation
- 6 Staff positions
- 9 State Approving Agency
- 1 Veterans Preference



What we do?

- Review rating decisions (W/I 48 hrs.)
- 646 (W/I) 10 days
- Complete and submit claims/appeals
- Walk-ins
- Phone and mail inquires
- Congressional's
- Hearings

Hearings

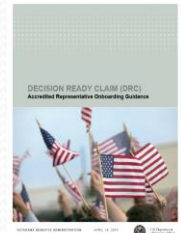
Hopefully on the decline!!!

- Hearings that are prepped
 - Local personal hearings
 - DRO.....35
 - RVSR.....45 are up
 - PMC.....15
 - BVA (3-4 VLJ)
 - Travel Board..... 65
 - Video67

What's new at the RO?

DRC has been expanded to include:

- **Direct Service Connection**
- **Presumptive Service Connection**
- **Secondary Service Connection**
- **Increased Disability**
- **Dependency and Indemnity Compensation (DIC)**
- **Pre-Discharge**



What's new at the RO?

- **DRCs are submitted through VA's Direct Upload Tool (also known as Dimensions 360 or the Centralized Mail Portal (CMP)).**
- **Completion of the DRC training is required prior to gaining appropriate access. Users also must complete the first-time login steps listed below before requesting access. Once training and first-time login are complete, please contact your regional office (RO) representative to request DRC access.**



What new at RO cont.

RAMP (Rapid Appeal Management Program)

Who's eligible:

- Notice of Disagreement (NOD)
- Form 9, Appeal to Board of Veterans' Appeals
- Certified to the Board but not yet activated for a Board decision
- Remand from the Board to VBA

RAMP Lanes

RAMP Supplemental Claim Lane

- Any decision to award benefits must be based on **new and relevant evidence** or a **clear and unmistakable error** in the prior decision
- In RAMP, VA **presumes** that there is new and relevant evidence when a Veteran **first elects to participate**
- Open evidentiary record with **duty to assist** Veterans in gathering evidence to support the claim
- Decision authority given to **RVSRs** for rating issues and **VSRs** for non-rating issues
- Tracking under End Product (EP) **683** with claim label ***RAMP-Supplemental Claim Review (Rating or Non-Rating)***

RAMP Higher-Level Review Lane

- **De novo review** of the issue(s) previously on appeal (**difference of opinion authority**)
- **Closed record & no duty to assist**
- Review of all evidence of record on the date that VA receives the Veteran's RAMP election
- Decision authority granted to **Decision Review Officers (DROs)** and **Senior VSRs**
- Optional one-time telephonic **informal conference** with the higher-level reviewer to identify specific errors in the case
- **Quality feedback loop:** Return of the claim for correction when a duty to assist error or required development is found and the higher-level reviewer cannot grant the maximum benefit
- Tracking under **EP 682** with claim label ***RAMP - Higher Level Review (Rating or Non-Rating)***

RAMP OPT-IN ELECTION

RETURN THIS PAGE ONLY IF YOU WANT TO PARTICIPATE IN RAMP

(DO NOT complete this form if you wish to remain in the current legacy appeals process)

Once you have read and understood the attached VA letter, please indicate your election by completing and returning this notice with the coversheet provided to the address noted below.



DEPARTMENT OF VETERANS AFFAIRS
EVIDENCE INTAKE CENTER
PO BOX 4444
JANE SVILLE WI 53647-4444
OR
FAX TO: 844-631-7818

By completing this form, I elect to participate in RAMP. I am withdrawing all eligible pending compensation appeals in their entirety, and any associated hearing requests, to participate in VA's RAMP Initiative and have my eligible appeals proceed under the new process described in the Appeals Modernization Act. I understand that I cannot return to the current (legacy) appeals system for the issues withdrawn. I also acknowledge that, in the event I want the Board to review my claim, the Board will not consider my appeal under the new process until no earlier than October 2018.

I elect the following review option (select only one):

Supplemental Claim

I elect to have all eligible issues currently on appeal processed as a supplemental claim. I would like to submit or have already submitted new and relevant evidence in support of my claim for benefits. I understand that I have 30 days from the date of my election to submit additional evidence or notify VA of evidence that VA can assist in gathering.

Higher-Level Review

I elect to have all eligible issues currently on appeal reviewed in the higher-level review process. I understand that this review will be based upon the evidence submitted to VA as of the date of this election and VA will not seek additional evidence on my behalf as part of the higher-level review.

Place a check in the box below if you would like a one-time telephonic informal conference with the Higher-Level Reviewer. If you have an accredited representative (VSO, attorney, or agent) please include his or her contact information below. (This option may cause some delay in the processing of your higher-level review in scheduling.)

Informal Conference Representative/Org. _____
Phone Number _____

Claimant or Authorized Representative Signature

Date

What new at RO cont.

CVSO Direct Upload (effective 4/18/18)

Express Appeals

Express appeals not being filed when appeals meet requirements (Feb 2018)

- 5 issues or less, No hearing request, signed acknowledgement from Veteran
- Higher review w/additional evidence
- Completed W/I 60 days
- Approx 15% result in partial or full grant
- St Pete has jurisdiction

Reconsiderations

- In lieu of appeal submit reconsideration!!
- Completed W/I 30 days
- Opportunity to present missed evidence or clarify current information.
- Another opportunity to avoid or minimize Appeals time-frame.

Truly how we are going to impact the appeals backlog!

Concerns

- POA changes when Veterans are scheduled for BVA Hearings.
- Giving out phone #s of VCE's
- EOM claims/appeals submission
- Pertinent documents need to be upload into VetraSpec
- Fax limitation 10 pgs or less, please scan if you have the option

Concerns

- Complete Intent to file
- Incomplete 21-22s
- Request VA Homestead/Tax Exemption Ltrs(must be signed by the Veteran)
- Claims for increase
- Timely request for personal hearings
- B&A Form site (ALF, Tax form etc.)

FDVA Fax or VSO Email

- Fax- (727) 319-7780
- Email- VSO@fdva.state.fl.us
- Copies of Form 9 & Form 21-0958
- Address: Florida Department of Veteran Affairs
9500 Bay Pines Blvd Suite 214
Bay Pines, FL 33744

State Benefit Letter Request Form

VARO FL-100 Form

- **Subject: REQUEST STATE BENEFIT LETTER**
-
- Civil Service Employment Preference Letter
- Florida Homestead Exemption Letter (**VAFL 27-125**)
- Florida Homestead Letter for 100% P & T veteran (**VAFL 27-333**)
- Florida Disabled Veteran License Plate (**VAFL 27-323**)
- Widows Homestead Exemption Letter
- Commissary Privilege Letter (**Military Non-Retiree**)
- Florida Amendment 7: Combat Related Disability Age 65 tax exemption letter
-
- For information on Occupational License go to :
- <http://www.myfloridalicense.com/dbpr/dbprmilitary.html>
-

State Benefit Letter Request Form

To: Contact Officer
Veterans Administration
Regional Office
PO Box 1437
St. Petersburg, FL 33731

Date:

Via: Florida Department of Veteran Affairs
American Legion
PO Box 31003
St. Petersburg, FL 33731

Subject: REQUEST STATE BENEFIT LETTER

- Civil Service Employment Preference Letter
- Florida Homestead Exemption Letter **(VAFL 27-125)**
- Florida Homestead Letter for 100% P & T veteran **(VAFL 27-333)**
- Florida Disabled Veteran License Plate **(VAFL 27-323)**
- Widows Homestead Exemption Letter
- Commissary Privilege Letter **(Military Non-Retiree)**
- Florida Amendment 7: Combat Related Disability Age 65 tax exemption letter

For information on Occupational License go to :
<http://www.myfloridalicense.com/dbpr/dbprmilitary.html>

Claimant Name: _____

Claim Number: _____

Address: _____

Street

City

State

Zip

Signature

VARO PMC Philadelphia

- PMC number for us (Special Services Queue) is (215) 381-3762 or
- E-mail: “ penctrvso.vbaphi@va.gov “.

Virtual VA Fax Numbers by PMC with special cover sheet @ Virtual VA web site

PMC Virtual VA Fax Number

St. Paul 215-842-4220

Milwaukee 215-842-4430

Philadelphia 215-842-4410

VA Intake Processing Center

- Mail to:

DEPARTMENT OF VETERANS AFFAIRS
CLAIMS INTAKE CENTER
PO BOX 4444
JANESVILLE, WI 53547-4444

- or Fax to:

TOLL FREE: 844-531-7818 & 248-524-4260
(Utilized for Foreign Claimants)

PIV Badges

- How to:
- You may email all questions concerning your PIV card to:
 - ROPIV.VBASPT@va.gov

CITRIX Issues

- VA-IT ticket que for CITRIX issues:
 - **1-727-319-7700**
- VA – National Help Desk IT:
 - **1-855-673-4357**
- You may email questions concerning computer access /status of your computer access and information security to the mailbox: **ISO.VBASPT@va.gov**

FDVA RO Operations

Questions

Reggie Fujimoto & Sherrel Pinson

Supervisors, Claims

(727) 319-7428/(727) 319-7405

Best Practices or Feel Good Stuff!