



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

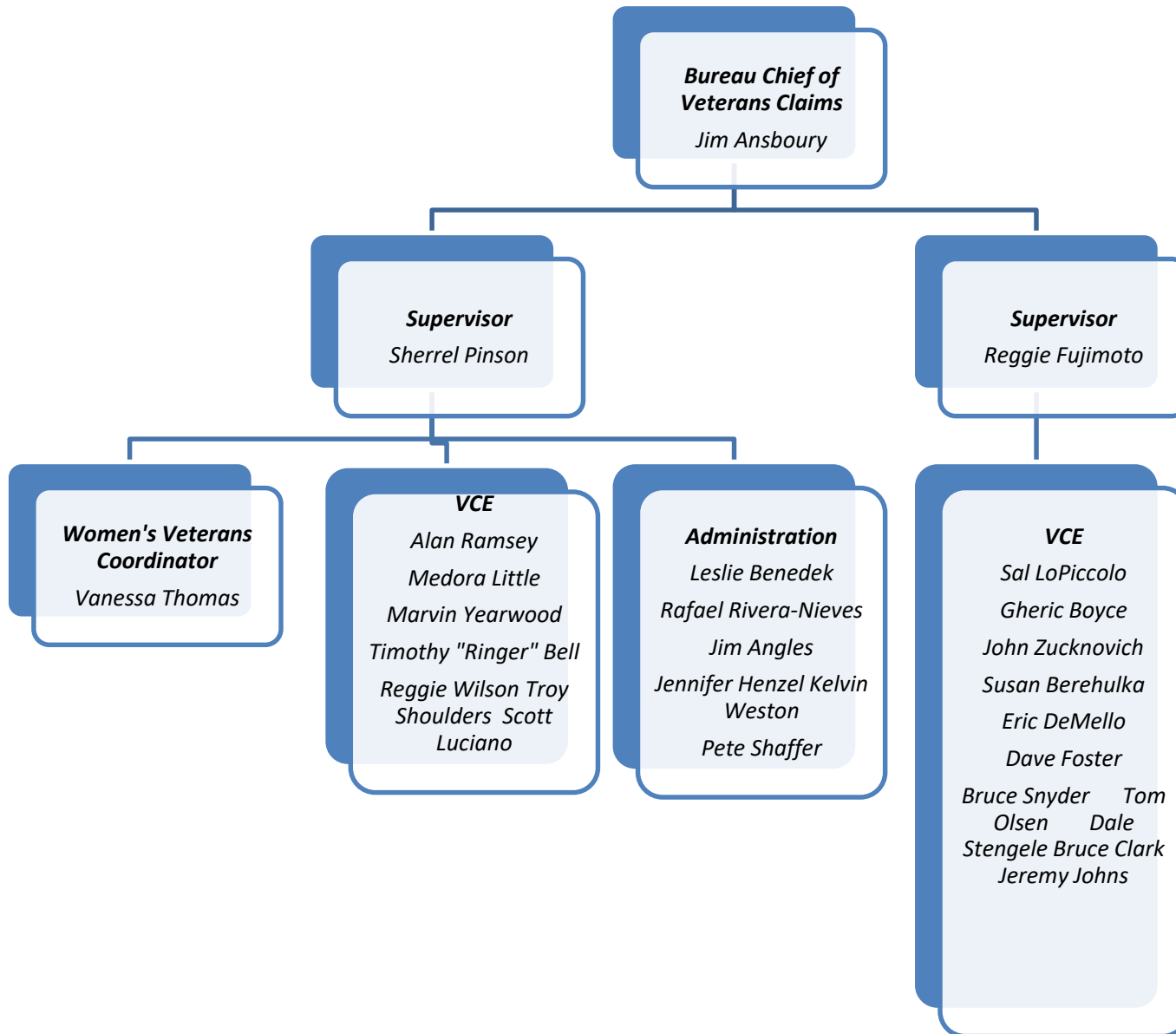
VARO Operations
"Scuttlebutt/Best Practices"
May 2019

Ms. Leila Belle



RO Staff

- Currently we have 19 VCE's (Incls WVC) 4 in probation
- 6 Staff positions
- 9 State Approving Agency
- 1 Veteran Preference moved to the Mary Grizzle



What Do 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

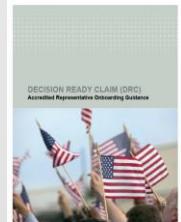
Hearings

- Hearings that are prepped
 - Local personal hearings
 - DRO/Informal Conference.....55
 - RVSR.....65 are up
 - BVA (3-4 VLJ)
 - Travel Board..... 54
 - Video114

What's new at the RO?

Appeals Modernization Act(Simple, Timely &Transparent)

- **Three review options for disagreements**
- **Improved notifications**
- **Earlier claim resolution**
- **Protects effective date**



What's New at the RO Cont.

- DRC was cancelled – High burden on the Service officers to complete all development upfront
- Discontinuation of RAMP, VBA will accept initial opt-in forms postmarked through 02/15/19.
- BVA has taken over Scheduling of Hearings

What's new at the RO Cont.?

- Case Flow - a web application that enables the tracking and processing of appealed claims at the Board of Veterans' Appeals

<https://vip.vba.va.gov/portal/userprofiling/login.jsp>

- No more reconsiderations; must be routed in the appropriate appeals lane or reopened
- IPC Portal (30-60 days behind)
- Sep 2018 VA stopped producing the 27 Series Letter



What new at RO cont.

Old Letter	Replaced by
Civil service letter	"Summary of benefits" call at 800-827-1000 or Download from Ebenefits
27-125	"Summary of benefits" call at 800-827-1000 or Download from Ebenefits
27-333 100%	"Summary of benefits" call at 800-827-1000 or Download from Ebenefits
27-323 License plate	"Summary of benefits" call at 800-827-1000 or Download from Ebenefits
Widows tax Exemptions	"summary of benefits" call at 800-827-1000 or Download from Ebenefits
Commissary letters	"commissary privilege letter" call at 800-827-1000 or Download from Ebenefits
Combat Letters	Mail or e-mail us the request to FDVA.

Issues

- POA changes when Veterans are scheduled for BVA Hearings.
- 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

Issues Cont.

- Complete Intent to file
- Incomplete 21-22s
- Timely request for personal hearings (request for PMC must be sent to them)
- Notice of decision with incorrect instructions

FDVA /VSO Contact Information

- Fax- (727) 319-7780
- Email- VSO@fdva.state.fl.us
- VSO Hotline 855-225-0709
- Debt Management Center (612)970-5737
- Address: Florida Department of Veteran Affairs
9500 Bay Pines Blvd Suite 214
Bay Pines, FL 33744

CVSO PMC Philadelphia Contact Information

- 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!