

TDVS Benefits Bulletin
20-5

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TDVS Updates

Ribbon Cutting – TDVS Tullahoma Field Office

Earlier this year, TDVS, Air Force, Tennessee National Guard and Community Leaders held a [ribbon cutting](#) to open TDVS's newest field office in Tullahoma, Tennessee. The office is co-located with an Air Force Medical Aid Station and VA Community Based Outpatient Clinic on Arnold Air Base at 225 Von Karman Road, Building 225, Room 124, Arnold Air Force Base. To schedule an appointment or receive assistance, please call 931-461-7169 Monday through Friday between 8 a.m. and 4:30 p.m. CST.

VA and Veteran Benefit Updates

VA Eliminates VSO Decision Review

On April 24, 2020 VA published updates to the VA's Adjudication Procedures Manual, M21-1, that eliminated the opportunity for a VSO to review a VA decision before promulgation or being provided to the veteran.

Quality Review Insights

Digital Filing

The Digits to Digits (D2D) program remains the Appeals Division's preferred method to file eligible forms, which include the VA Form 21-22, VA Form 21-0966 and VA Form 21-526EZ. Here are some tips to help ensure the forms you generate are D2D eligible.

- **Service Numbers.** The veteran service number field only accepts numeric characters ie. 1, 2, 3, etc. Do not include letters when populating a service number either in the "Military Service" tab of VetraSpec or when completing forms. These prevent successful digital filing using D2D.

Thanks to a West Region CSO that suggested having VetraSpec provide annotations in red text in the relevant portions of VetraSpec to help remind users of this rule.

HOME	SEARCH	ADD	RESOURCES	DOCUMENTS	REPORTS	FORMS				
QUICK OVERVIEW	MORE DETAILS	MILITARY SERVICE	CURRENT RATINGS	PENDING ISSUES	FINANCIAL ASSISTANCE	PAYMENTS	DEPENDENTS	COMMUNICATION	RECORDS	FINANCIALS
NAME: Mouse, Mickey		SSN: 789-56-1234		DOB: Nov. 18, 1928		VA CLAIM #:		POA: Tennessee Department of Veterans Services		

Add

ADD MILITARY SERVICE	
SERVICE DETAILS	
SERVICE NUMBER: DO NOT ENTER ANY LETTERS IN THIS FIELD - NUMBERS ONLY!	<input type="text"/>
BRANCH: <input type="text" value="Branch"/>	DATE ENTERED: <input type="text" value="Month"/> <input type="text" value="Day"/>
OTHER BRANCH: <input type="text"/>	PLACE ENTERED: <input type="text"/>

SECTION I: IDENTIFICATION AND CLAIM INFORMATION
(If claim is not an original claim, only Section I, IV, and a signature are required)

Enter letters and numbers when answering the questions. Do not write the word "none" or "N/A" in any field.

<input type="text" value="Mouse"/>	
4. HAVE YOU EVER FILED A CLAIM WITH VA? If you check YES, you MUST enter a VA File Number (or SSN) in box 5. <input type="checkbox"/> YES <input type="checkbox"/> NO <i>(If "Yes," provide your file number in Item 5)</i>	5
7. VETERANS SERVICE NUMBER <i>(if applicable)</i> Required. DO NOT ENTER ANY LETTERS IN THIS FIELD - NUMBERS ONLY! <input type="text"/>	8
9. BIRTH DATE OF	10. TELEPHONE NUMBER(S) <i>(Optional)</i> <i>(Include Area Code)</i>

Additional digital filing tips can be found here -- [Digits to Digits and Digital Filing Fact Sheet](#)

Practice Like a Pro

VBMS Tips

- **Key Word Filter.** VBMS has a key word filter that allows users to quickly search through large records to identify important documents such as DD214s or Award Prints. Here's a [step-by-step guide](#) that will allow you to save valuable time when reviewing a veteran's record.
- **Product (EP) Codes.** Many Veterans have multiple separate claims and appeals pending at the same time, and it can be very hard to keep track. The "Claims" tab in VBMS is a very helpful tool to use to determine what claims and/or appeals are established and pending in a VA work queue. The VA assigns an "end product code" to

each of the open claims. A list of the EP codes can be found in [Appendix B of the M21-4](#). Click the “Claims” tab in the Veteran’s VBMS file and then click on the EP code to determine what issues are associated with each claim that is currently pending.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act Stimulus Program

The National Veterans Legal Services Program has prepared a helpful [fact sheet](#) regarding common questions veterans have about the economic impact payment that was part of the CARES Act.

***Please note VA recipients with eligible children need to [act by May 5th](#) so they can quickly receive the full amount of their Economic Impact Payment.

COVID-19 and Remote Claims Assistance

Updates related to COVID-19 and tips on providing remote claims assistance can be found in the [special TDVS Benefit Bulletin](#). TDVS has provided three updates during the evolution of the Novel Coronavirus outbreak.

TDVS Benefits Bulletins Can Be Found on the [VSO Tools](#) Portion of TDVS’s Website