

**Claim Accuracy Request (CAR) Pilot
TDVS Fact Sheet
September 2022**

[Benefits Bulletin 21-5](#) highlighted the launch of the Claim Accuracy Request (CAR) pilot program to allow representatives opportunities to quickly identify significantly flawed decisions, and for VBA to expeditiously review and decide them. This pilot program has been expanded to include States. This fact sheet and [Job Aid for Representatives](#) outline how you can participate.

When should I seek a Claim Accuracy Request?

You can seek a Claim Accuracy Request or CAR when a compensation or pension related decision contains an obvious and significant error/omission that requires a new decision. Examples include:

- Erroneous Removal of Dependents
- Incorrect Withholdings
- Missed Issues


A Claim Accuracy Request is not for use when you disagree with the judgment of VA or weight assigned certain evidence.

You must submit a CAR within 30 days of the veterans' decision notification letter.

How Do I seek a Claim Accuracy Request?

Follow the Claim Accuracy Request or CAR instructions in [Job Aid for Representatives – 10.01.2022](#).

- File a CAR on VA Form 20-0996 with the phrase "Claim Accuracy Request or CAR prominently noted within the application.

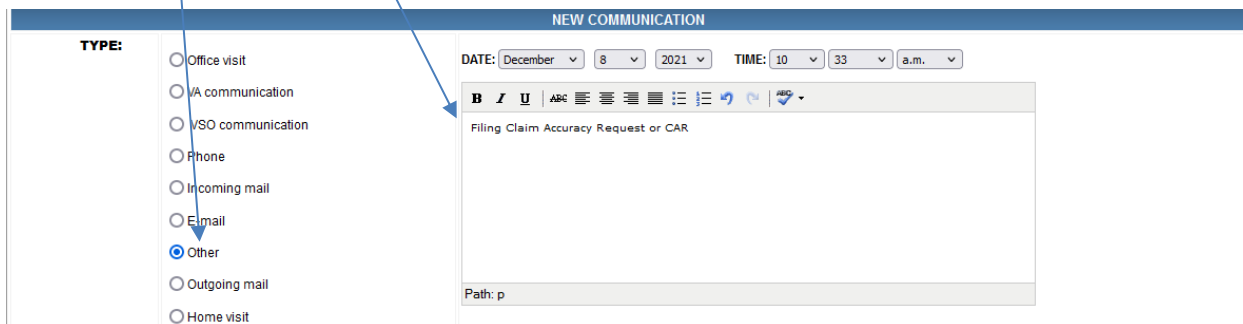
CLAIM ACCURACY REQUEST		<small>OMB Control No. 2900-0862 Respondent Burden: 15 minutes Expiration Date: 4/30/2024</small>				
 Department of Veterans Affairs		VA DATE STAMP DO NOT WRITE IN THIS SPACE				
DECISION REVIEW REQUEST: HIGHER-LEVEL REVIEW						
<small>INSTRUCTIONS: Before completing this form, read the Privacy Act and Respondent Burden on page 5. Use this form to request a Higher-Level Review of a decision you received. A Higher-Level Review is a new review of an issue(s) previously decided by VA based on the evidence of record at the time of the prior decision. For more information call us toll-free at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the Federal relay number is 711. VA forms are available at www.va.gov/vaforms.</small>						
SECTION I - VETERAN'S IDENTIFICATION INFORMATION						
<small>NOTE: You may complete the form online or by hand. If completed by hand, print the information requested in ink, neatly and legibly, insert one letter per box, and completely fill in each applicable circle to help expedite processing of the form.</small>						
<small>1. VETERAN'S NAME (First, Middle Initial, Last)</small>						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 20px;"> </td> <td style="width: 25%; height: 20px;"> </td> <td style="width: 25%; height: 20px;"> </td> <td style="width: 25%; height: 20px;"> </td> </tr> </table>						

- Package the VA Form 20-0996 with the phrase "Claim Accuracy Request prominently noted within the application just like you would any other form or document using Vetra Spec's Package A Claim function.

How Should I Document VetraSpec?

TDVS wants to track both participation and the success of this program. To do so, we ask that you document VetraSpec in the following manner when packaging a Claim Accuracy Request.

- Create a New Communication
- Select "Other"
- Include Text - "Filing Claim Accuracy Request or CAR"



The screenshot shows a web form titled "NEW COMMUNICATION". On the left, under the heading "TYPE:", there is a list of radio button options: Office visit, VA communication, VSO communication, Phone, Incoming mail, Email, Other (which is selected), Outgoing mail, and Home visit. To the right of the list, there are fields for "DATE:" (December 8, 2021) and "TIME:" (10:33 a.m.). Below these is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, and unlink. The text "Filing Claim Accuracy Request or CAR" is entered in the editor. At the bottom, there is a "Path:" field with the value "p". Two blue arrows point from the list items "Other" and "Filing Claim Accuracy Request or CAR" in the instructions above to their respective elements in the form.

Who can I contact if I have questions or concerns?

Please contact either Training Officer Ron Dvorsky at 615-630-0246 or Ronald.dvorsky@tn.gov or Quality and Appeals Specialist Lisa Ware at 615-351-5067 or lisa.ware@tn.gov.