

Guidance for Routing Compensation and Pension (C&P) Examinations Requests
During the COVID-19 Pandemic

To: Directors,

From: Medical Disability Examination Program Office (MDEPO)

SUBJ: Routing C&P examinations requests to VBA contracted resources during the COVID-19 Pandemic

With the President's declaration of a national emergency over the COVID-19 pandemic, the Veterans Health Administration (VHA) has provided interim guidance, which states VHA is transitioning C&P examinations to VBA contract resources. VHA has taken this necessary action in order to focus on healthcare during this public health emergency.

In response to VHA's directive, the MDEPO is taking the temporary measure to route all C&P examination requests to the VBA vendors until further notice.

Effective immediately, all C&P examinations should be entered in Veteran Benefits Management System (VBMS) examination management system (EMS) and submitted to the recommended vendor destination (RVD). The claims processor should only deviate from guidance when the identified examination is a contract exclusion (see, M21 III.iv.3.A.1.j).

When submitting an examination request to a contract a vendor, claims processors are no longer required to associate the Examination Request Routing Assistant (ERRA) tool's inquiry results with the eFolder. Quality errors will not be called on claims processors if the ERRA tool results have not been uploaded into the Veteran's eFolder, during COVID-19 pandemic.

Questions pertaining to this information may be directed to the Contract Examination mailbox, [VAVBAWAS/CO/Contract Examination Inquiries](#).