



# bulletin

National Veterans Affairs and Rehabilitation Commission

1608 K Street, N.W. • Washington, D.C. 20006

Michael D. Helm, Chairman - Nebraska

Verna L. Jones, Director - North Carolina

VA&R archived Bulletins can be  
found at [www.legion.org](http://www.legion.org).

18-11

November 8, 2011

## Procedures for Sharing VA Compensation Records with Army at Pinellas Park

### Introduction

The Army Reserve Component (RC) Soldier Medical Support Center (SMSC) is currently conducting a review of all RC soldiers with Permanent 3 or Permanent 4 (P3/P4) level profiles to determine which soldiers will require a medical evaluation board (MEB). To support the Department of the Army in this review, and to mitigate the potential impact to the Integrated Disability Evaluation System (IDES), VA will provide the SMSC with specific compensation records (e.g., Compensation and Pension (C&P) exams and rating decisions) within two business days from receipt of a written request from the SMSC.

This fast letter provides guidance for the Pinellas Park project only. All other programs and information-sharing agreements beyond the scope of Pinellas Park are unaffected.

### VA Resources Required to Support Pinellas Park Project

VBA will provide sufficient personnel to support the Pinellas Park project. At this time, this will require that the Atlanta VA Regional Office (RO) appoint one individual to serve as the VA/Pinellas Park Liaison and at least one individual to serve as back up when the primary liaison is unavailable. The responsibilities of the liaison are outlined below, under *VA/Pinellas Park Liaison Actions*.

The liaison (and back up(s)) must have access to the following applications:

COVERS

Share

Map-D

RBA2000

VACOLS

Virtual VA

CAPRI

Atlanta RO must establish a Pinellas Park corporate mailbox to send and receive e-mail correspondence related to this project. The liaison (and back up(s)) must have access to this mailbox.

At this time, the current workload at Pinellas Park is not sufficient to require a full-time VA employee; therefore, at least initially, the liaison can maintain some of his or her regular responsibilities. However, it is anticipated that the Pinellas Park workload will steadily increase over time. Once necessitated by workload, the Atlanta RO must provide sufficient coverage to process the workload in an expedited manner. To facilitate information transfer and expedite processing, it is recommended that, if possible, the liaison is temporarily out-based to the Pinellas Park facility.

All other VBA Offices and Centers may also be required to take action to support the Pinellas Park project. See *Responsibilities of VBA Offices and Centers*, below.

### **VA/Pinellas Park Liaison Actions**

Upon receipt of a request for compensation records from the Physical Evaluation Board Liaison Officer (PEBLO) or other designated Army personnel, the VA/Pinellas Park Liaison will review the request/package to ensure the following information is provided:

- a memorandum requesting VA compensation records
- the Veteran's name and Social Security number, and
- the MEB summary or other supporting documentation that clearly outlines the specific conditions the Army has identified that potentially make the Veteran/RC Member unfit for continued service (referred conditions)

If the package is missing any of the required information noted above create a formal memorandum for the PEBLO within 24 hours:

- note the Veteran's name and Social Security number,
- the date the package was received from the PEBLO,
- what information is missing from the package, and
- the secure fax number to provide the missing records to the VA Pinellas Park Liaison within 24 hours

File the request for VA compensation records in the claims folder along with a copy of the memorandum request for the missing records and the (incomplete) records that were provided. Request the missing information via secure fax at the phone number provided on the missing information memorandum.

When the information noted above is provided, the liaison will review all systems to determine if the Veteran is currently rated as service connected for the referred/potentially unfitting

condition(s). The liaison must also make note of any pending claim(s) or appeal(s) relating to the referred condition(s).

If the Veteran is not service connected for any of the referred/potentially unfitting conditions, notify the PEBLO (within two business days of the PEBLO's request) that no relevant record exists and send no VA records.

If there is a pending claim (for service connection or increased evaluation) for any of the referred/potentially unfitting conditions, notify the PEBLO or other designated Army personnel via e-mail or through the corporate mailbox (within two business days of the PEBLO's request) of the pending claim and send no VA records relating to the currently pending claim. Note: If there is a pending claim for increase, follow the instruction below.

If the Veteran is service connected for any of the referred/potentially unfitting conditions, provide the PEBLO with copies of the following information:

- the original rating decision(s) establishing service connection for the referred/potentially unfitting condition(s),
- any subsequent rating decisions in which the evaluation of the referred/potentially unfitting conditions were at issue, and
- results of the most recent C&P examinations(s), in which the referred/potentially unfitting conditions were evaluated.

If the Veteran is service connected for a referred/potentially unfitting condition, but has an appeal pending regarding the evaluation assigned to that condition, it is also necessary to provide the appeal decision document(s) to include the Statement of the Case (SOC) or Supplemental Statements of the Case (SSOC), if applicable.

Generally, the following records will be available electronically:

- all rating decisions promulgated after February 2007 are available in Virtual VA
- the most recent rating decision is available in RBA2000
- reports of C&P examinations conducted by VHA are available in CAPRI
- reports of C&P examinations conducted by VBA contract providers are available in Virtual VA

When all required records are available electronically, the VA/Pinellas Park Liaison will:

- print all applicable records,
- provide the records to the PEBLO or other designated Army personnel (within two business days of the PEBLO's request),
- complete a one-time Pending Issue Clear (PCLR) of EP 510 in Share.
- annotate the memorandum requesting VA compensation records to show that the release of information request was processed and include the date the records were provided to the PEBLO, and
- upload the memorandum into Virtual VA.

To upload documents into Virtual VA, use “Insert Doc” function (see [Virtual VA Users Guide](#), Page 52, for more information).

If all required records are not available electronically, the VA/Pinellas Park Liaison will:

- e-mail and request same-day service to the RO/RMC that currently maintains the claims folder via the appropriate Director’s mailbox,
- indicate that the case is part of Pinellas Park project and identify the specific documents that are not available electronically and must be obtained from the claims folder,
- request that the RO/RMC scan the documents, upload the files into Virtual VA, and notify the VA/Pinellas Park Liaison of completion via e-mail within two business days,
- establish an EP 510 in Share, with a date of claim to reflect of the date of the e-mail request,
- upon notification from the RO/RMC that the documents have been scanned into Virtual VA, print and provide the records to the PEBLO,
- PCLR the pending EP 510 in Share,
- annotate the memorandum requesting VA compensation records to show that the release of information request was processed and include the date the records were provided to the PEBLO, and
- upload the memorandum into Virtual VA.

Note: Do not send any e-mail that contains personally identifiable information (PII) or protected health information (PHI) to the PEBLO unless a means to send encrypted e-mail has been established. Otherwise, document transfer should be accomplished via secure fax.

### **Responsibilities of VBA Office and Centers**

Upon receipt of a request for records pertaining to a Pinellas Park project case, the RO/RMC will:

- locate the claims folder
- ensure all available requested documents are scanned on the same day the request is received,
- upload the files into Virtual VA,
- notify the VA/Pinellas Park Liaison of completion via e-mail within two business days, and
- Pending Issue Clear (PCLR) EP 510 in Share.

Note: If the capability to scan documents does not exist at the RO/RMC, the requested documents should be provided to the VA/Pinellas Park Liaison via secure fax.


**Status Updates**

Compensation Service will provide notification to all field offices of any pertinent information or changes regarding the Pinellas Park project.

**Questions**

Direct all questions concerning this letter to VAVBAWAS/CO/DES.

\*\*\*\*\*

  
VERNA L. JONES, Director  
National Veterans Affairs and  
Rehabilitation Commission