

U.S. Department of Veterans Affairs BOARD OF VETERANS' APPEALS' LEGACY SYSTEM EXPERIENCE JOURNEY MAP

When a Veteran or beneficiary's claim for benefits is denied, the Veteran has the option to file an appeal with the Board of Veterans' Appeals. This can be done by either the legacy appeals process or the new Appeals Modernization Act (AMA) process. This map represents the experience of the legacy appeals process. Interviews with employees, Veteran Service Organizations, and Veterans reveal the complexity of eligibility rules, lack of clarity in what impacts a decision, and the frustration of waiting for an answer.

The process of filing for an appeal and receiving a decision from the VA involves the following phases: VBA decision, informal appeal, formal appeal certification, hearing decision, and appeal decision.



