

DISABILITY COMPENSATION CLAIM PROCESSES

The process for applying and receiving benefits for disability compensation involves the following steps:

- Filing for disability compensation
- Scheduling C+P Exams when applicable
- C+P Exams
- Getting Results

*Source: VBA Reports, http://benefits.va.gov/REPORTS/detailed_claims_data.asp as of August 14, 2017

**Source: Office of Compensation Services

***Source: Office of Compensation Services, August 14, 2017

KEY

JOURNEY PHASE

▼ Entry point into VA system

▲ Exit point out of VA system

Moment That Matters

Journey moment

Optional journey moment

Survey Trigger

STANDARD CLAIM

FILING A DISABILITY CLAIM

ATTENDING C + P EXAMS (WHEN APPLICABLE)

GETTING RESULTS

Prepare to File

Submit Claim

Wait

Give More Information

Get Scheduled

Go to Exams

Check-In

Wait

Get Examined

Complete Additional Exams

Check out

Apply for Travel Voucher and Leave the Facility

Wait for Decision

Receive a Decision Letter

FULLY DEVELOPED CLAIM

FILING A DISABILITY CLAIM

ATTENDING C + P EXAMS (WHEN APPLICABLE)

GETTING RESULTS

Obtain & Gather All Non-Federal Records

Submit Intent to File

Upload all non-Federal records

Submits Claim

Get Scheduled

Go to Exams

Check-In

Wait

Get Examined

Complete Additional Exams

Check out

Apply for Travel Voucher and Leave the Facility

Wait for Decision

Receive a Decision Letter

Veteran & VSO Initiated

VA Initiated

Average Time: 110 days*

DECISION READY CLAIM

FILING A DISABILITY CLAIM

ATTENDING C + P EXAMS (WHEN APPLICABLE)

FILING A DISABILITY CLAIM

GETTING RESULTS

Contemplate Filing

Submit Intent to File

Gather all Medical Records (Non-Federal & Federal)

Get Scheduled

Go to Exams

Check-In

Wait

Get Examined

Complete Additional Exams

Check out

Apply for Travel Voucher and Leave the Facility

Upload all Information

Submit Claim

Receive a Decision Letter

Veteran & VSO Initiated

Touch-point with VA- currently 8.8 days to decision ***

Average Time: 30 days**