Conditions listed in 526 claims: quantitative analysis

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Background

UAT testing of BDD claims showed several service members listing 20 conditions or more.

We wanted to understand better **how many conditions** in average veterans and service members typically submit **with a new 526 claim or a new BDD claim** (Benefits Delivery at Discharge).

Research Goals

Overall:

- Gather data on **number of conditions** within new claims (for **normal 526 claim and BDD claims** (Benefits Delivery at Discharge), to inform design decisions for a redesign of the Claim Status Tool.

Specifically:

- How many conditions do veterans list with a new 526 claim?
- How many conditions do service members list with a new BDD claim?
- What is the percentage of users that list a high number of conditions (20 or more) (as seen in recent UAT tests of BDD claims)?
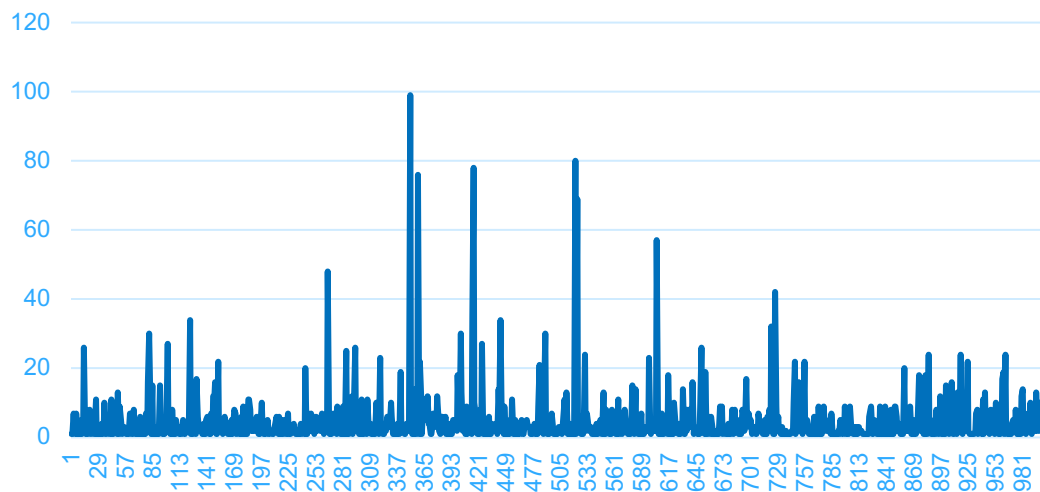
Method

Backend helped us pull out data for **1.000 users** (for both veterans (submitting a normal 526 claim) and service members submitting a BDD claim).

Findings

Findings 1

- Of the 1.000 users, **18 service members filed a BDD claim**, the remaining **982 veterans filed a normal 526 claim**.

- The 18 users that filed a **BDD** listed **21.1 conditions in average** (380 conditions in total) a much higher number of conditions than for the veterans filing normal claims.

- The remaining (**982**) veterans filed a **normal 526 claim.** They listed **4.6 conditions in average.**

Conditions listed in claims by 1.000 users

Findings 2

- **81%** (of a sample of **1.000** users) **listed 6 or less conditions** in their claim (normal 526 claims and BDD claims combined).

- **Only 33%** of service members **filing a BDD claim**, **listed 6 or less conditions**.

- **50%** of service members **filing for a BDD claim**, **listed 18 conditions or more.**

- **3.4%** of the sample listed **20 conditions or more.**

- **1.5%** of the sample listed **30 or more conditions.**

- **0.8%** of the sample listed **42 conditions or more** (up to 99 conditions).

- **Median = 2 conditions per** user (the middle number in the data set)**.**
  For **BDD claims** only, the Median were **14.5 conditions.**

Questions?

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