

Caseflow Dispatch

Caseflow Dispatch is a new web application developed by the U.S. Digital Service at VA that allows Claim Assistants at the ARC to create an End Product (EP) for almost every appeal that reaches the ARC. The appeal is then assigned to the ARC floor or to the appropriate Regional Office for control and implementation.


How It Works

| | |
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| Login | Go to the Caseflow Dispatch Homepage using your web browser: https://appeals.cf.ds.va.gov/dispatch/establish-claim Login using your station ID and regular VA username and password. |
| Start | From the homepage, Select Establish Next Claim to begin processing the next claim in the work queue. |
| Step 1: Review Decision | On the Decision Review page, scroll through and review the decision Document for special issues. <ul style="list-style-type: none"> - <i>If there are no special issues, click Route Claim.</i> - <i>If you find a special issue, Select the special issue(s) using the checkboxes below the Decision Document. Then click Route Claim.</i> |
| Step 2: Create EP | On the Create End Product page, review the pre-populated form. The station number is pre-populated to show where the claim will be routed. Click Create End Product . <ul style="list-style-type: none"> - <i>If you selected a special issue on the previous screen, you may be prompted by Caseflow Dispatch to do one of the following depending on the type of issue: <ul style="list-style-type: none"> ▪ Add a VBMS note to the claim before proceeding to the next screen. ▪ Send an email to the recipient before proceeding to the next screen. </i> - Once this additional step has been completed, click the check box to confirm completion of the additional step and click Create End Product to finish processing the claim. |
| Step 3: Confirm | Congratulations – you have successfully processed and routed the claim. Click Establish Next Claim to proceed to the next decision document in the work queue. |

Things to Remember

- **All Decision Types (Full Grant, Partial Grant, or Remand) can be worked in Caseflow Dispatch.** Once you bring up the next claim in the work queue, you'll see that the Decision Review page highlights the type of decision you'll be working on. This will be pre-populated for you by the system. [The process](#) that you follow (review decision, create EP, and confirm) is the same for every decision type.
- **ARC will now create EPs for some Special Issues.** If the decision document contains a special issue, just click the checkbox for the special issue. Once you do this, Caseflow Dispatch will automatically assign the correct station number based on the issue you selected and make sure that the issue is routed directly to the ROs work queue. For some special issues, you will be prompted to send an email (full grant) or route via the claim via a diary note (partial/remand), rather than an EP.
- **You can still add a VBMS note for the recipient of the claim to help provide context.** If you are processing a claim for which you will not create an EP or if it is a particularly complex issue, you can add a note to VBMS for the RO or ARC individual receiving the claim.
- **You can assign an existing EP to the decision you just reviewed to avoid duplication.** Caseflow Dispatch will alert you if there are one or more existing EPs related to the claim. If this happens, you can review the EP and decide to assign it to the one you are processing OR, if they should not be combined, you can create a new EP.

Route Claim: Existing EP

 **Existing EP**

We found one or more existing EP created within 30 days of this decision date. Please review the existing EP(s) in the table below. Select one to assign to this claim or create a new EP.

| Existing EPs | | | |
|---------------|---------------|---------|----------------------------------|
| Decision Date | EP Code | Status | Select this EP |
| 10/20/16 | 172-BVA Grant | Pending | <button>Assign to claim</button> |



- **“Canceling” in Caseflow Dispatch means you are releasing the claim**, not canceling or deleting the claim. Canceled claims should be processed outside of Caseflow Dispatch.

For Help

If you need technical support, please contact the Caseflow Support Team by calling **1-844-876-5548**

If you'd like to provide feedback on Caseflow Dispatch, such as suggestions for new features or other ways we might improve the product, click on the Feedback link on the bottom right hand corner of the screen within the application.

| Veteran | Decision Date | Decision Type | Action |
|--------------------------------|---------------|---------------|------------------|
| Joe Snuffy (222222222) | 10/24/16 | Full Grant | EP 172-BVA Grant |
| Abraham Lincoln (333333333) | 10/24/16 | Full Grant | Cancelled |
| Thomas Jefferson (999999999) | 10/23/16 | Full Grant | EP 172-BVA Grant |
| George Washington (888888888) | 10/23/16 | Full Grant | EP 172-BVA Grant |
| Alexander Hamilton (555555555) | 10/23/16 | Full Grant | EP 172-BVA Grant |
| Martin Van Buren (444444444) | 10/23/16 | Full Grant | EP 172-BVA Grant |

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