

VA



U.S. Department
of Veterans Affairs

Dependency Claims (21 -686c): Product Guide

Making it easier for Veterans to attach dependents and apply for benefits and other awards.

[VA.gov/view-change-dependents/](https://va.gov/view-change-dependents/)

[VA.gov/view-change-dependents/view/](https://va.gov/view-change-dependents/view/)

[VA.gov va.gov/view-change-dependents/add-remove-form-686c/](https://va.gov/view-change-dependents/add-remove-form-686c/)

What is this?

Viewing and modifying dependents for a Veteran is a common function to see which dependents the Veteran has associated with their benefits and awards. Using the 686 form, the Veteran can inform the VA about additional dependents that can take advantage of their benefits or remove dependents as needed for various reasons.

View/Modify Dependents also conforms to 508 compliance and can be used with major screen readers and other assistant tools.

Target launch date is end of September 2020.

Who can access?

View/Modify Dependents is currently available to LOA3 (eBenefit Premium) users. While other users can currently login on a Veterans behalf, it is not anticipated that this will be possible on VA.gov until Roles and Relationships are finalized. Other non-ID.me login methods should be valid.

How can users access?

This feature is accessible for testing within the staging environment at this url: <https://staging.va.gov/view-change-dependents/view> for Viewing, and <https://staging.va.gov/view-change-dependents/add-remove-form-686c/> for the actual 686 application and can be accessed in any modern browser.

There are few different pathways that a Veteran can get to the View page and the 686 application tool but they will be positioned per IA off the root of the site:

Static landing page - instructions on required documents and information va.gov/view-change-dependents

View Dependents - Page to view dependents both on and not on award va.gov/view-change-dependents/view

Add or remove dependents - application using the Form 21-686c va.gov/view-change-dependents/add-remove-form-686c/

Navigating to View Dependents

Currently, browsing within VA.gov from the disability page should bring the user to the unauthenticated landing page seen to the right which should answer some general questions about the tool as well as present the login button to gain access. This will be incorporated into the Veteran Tools and most likely be accessible from the home page.

1. From the landing page, you can click here to login and View your dependents.
2. You can also click below to go directly to the updating application.

VA U.S. Department of Veterans Affairs Search Contact Us Hector

VA Benefits and Health Care About VA Find a VA Location

Home > View or change your dependents

View or change dependents on your VA disability benefits

If you're a Veteran with a disability rating of 30% or more, you can apply to have a spouse, child or parent added to your disability claim. If you've already applied, sign in below to view dependents added to your VA disability benefit.

How do I view dependents on my VA disability benefits?

If you've applied to have a spouse, child or parent added to your disability claim, sign in below to view or change dependents on your VA disability benefit.

Please sign in to view dependents added to your VA disability benefits

Try signing in with your **DS Logon**, **My HealthVet**, or **ID.me** account. If you don't have any of those accounts, you can create one.

[Sign in or create an account](#)

Am I eligible to use this tool?

You're eligible to use this tool if you got a decision notice from us confirming your disability rating **and** it's 30% or higher.

[View your VA disability rating](#)

How do I add or change a dependent on my VA disability benefits?

You could receive additional disability compensation for a spouse, child or parent, if you are eligible for VA disability compensation, **and** you have a combined disability rating of at least 30%. Adding a dependent may make you eligible to receive a higher compensation payment (also called a benefit rate).

[Learn about adding dependents to your VA disability benefits](#)

To file a claim for additional disability compensation for a **child or spouse**, you can submit an Application Request To Add And/Or Remove Dependents (VA Form 21-686c) at the link below. Note that you may need to provide more information or forms along with your claim.

[Add or change dependents on your VA Benefits](#)

Navigating to View Dependents

The View Dependents page simply shows all the dependents associated with the Veteran with an indication as to whether they are currently on or not on an award.

These are important for inclusion as some might need to be added or removed via the 686 application itself.

Getting to the 686 application is easy from the View Dependents page and once on the first page of the application, the Veteran can select which workflow or outcome they are hoping to achieve and continue filling out the form. See the blue button with the red box around it.

[Home](#) > [View or change your dependents](#) > [View your dependents](#)

Your VA dependents

Below is a list of dependents we have on file for you. You can file a claim for additional disability compensation whenever you add a new dependent.

[Add or change dependents](#)

Dependents on your VA benefits

The following dependents have been added to your VA benefits. Please let us know if a dependent's status has changed.

[Learn more about adding or removing a dependent from your VA benefits.](#)

Pat Smith

Relationship: Spouse
SSN: 123-45-7689
Date of birth: June 6, 1986

Jordan Smith

Relationship: Child
SSN: 456-78-8901
Date of birth: July 7, 2007

Logan Smith

Relationship: Child
SSN: 789-89-9012
Date of birth: August 8, 2008

When should I notify VA about dependents on my benefits?

You need to let VA know when there is a **change in a dependent's status**. Changes in status could include:

- The birth or adoption of a child
- If you get married or divorced
- If a child becomes seriously disabled
- If your child is over 18 and is not attending school

[Find out more about dependents and your benefits](#)

What if I need help with my claim?

You can work with an accredited Veterans Service Officer (VSO). We trust these professionals because they're trained and certified in the VA

Dependents not on your VA benefits

The following dependents aren't on your VA benefits. This is because either their dependent status is still awaiting a decision or their status has changed and they're no longer eligible to be on your benefit award. Please let us know if a dependent's status has changed.

[Learn more about adding or removing a dependent from your VA benefits.](#)

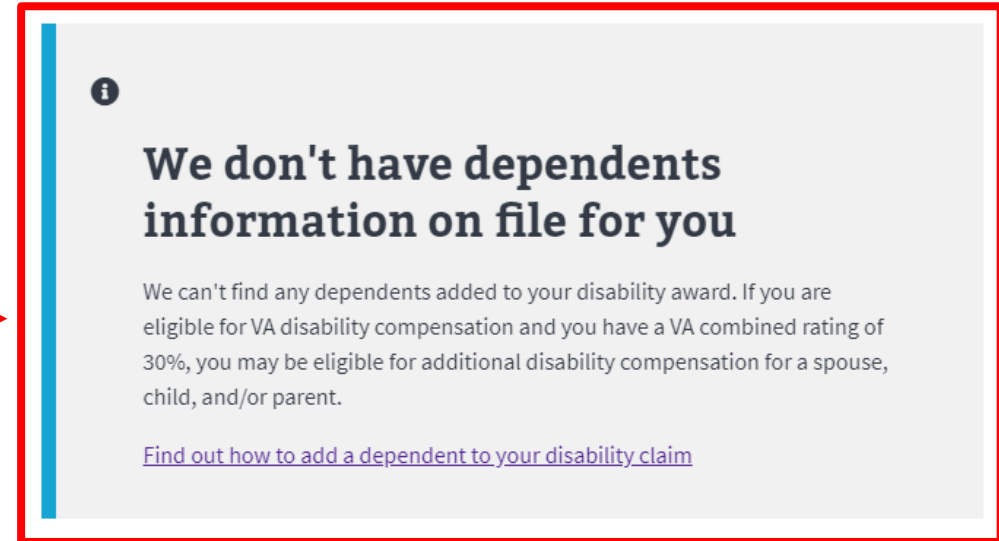
Taylor Smith

Relationship: Child
SSN: 123-45-0123
Date of birth: September 9, 2001

Error Handling: View Dependents

If the page does not see the data, a blue messaging window appears.

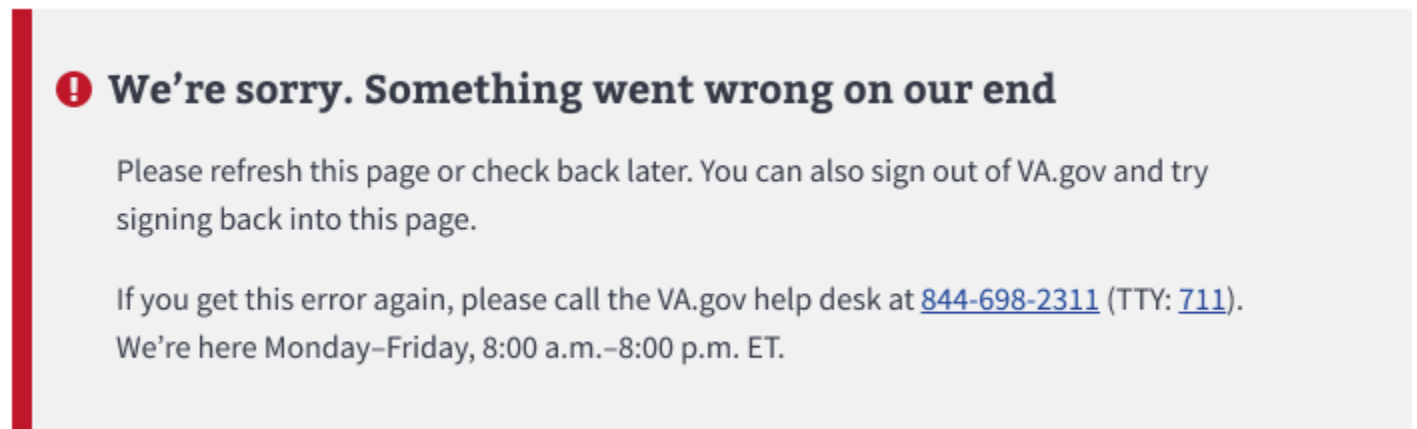
If the page cannot load the page (or part of a page) due to a system issue, a red messaging window appears with instructions on who to call.

A blue messaging window with a red border. It contains an information icon (i) in a circle, followed by the heading "We don't have dependents information on file for you". Below the heading is a paragraph explaining that no dependents were found and providing information about eligibility for additional compensation. At the bottom is a link to "Find out how to add a dependent to your disability claim".

We don't have dependents information on file for you

We can't find any dependents added to your disability award. If you are eligible for VA disability compensation and you have a VA combined rating of 30%, you may be eligible for additional disability compensation for a spouse, child, and/or parent.

[Find out how to add a dependent to your disability claim](#)

A red messaging window with a red border. It contains an error icon (!) in a circle, followed by the heading "We're sorry. Something went wrong on our end". Below the heading is a paragraph asking the user to refresh the page or check back later, and offering to sign out of VA.gov. At the bottom is a paragraph providing contact information for the VA.gov help desk, including a phone number and TTY, and stating the hours of operation.

! We're sorry. Something went wrong on our end

Please refresh this page or check back later. You can also sign out of VA.gov and try signing back into this page.

If you get this error again, please call the VA.gov help desk at [844-698-2311](tel:844-698-2311) (TTY: [711](tel:711)). We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET.

Making Changes to Your Dependents

1. It should be noted that Save in Progress is available, and the previous draft is available with either the choice to continue or to start over with a new application
2. Once you begin your application, you are informed with a short list of steps that inform the Veteran what is required and at what point.

[Home](#) > [View or change your dependents](#) > [Add or remove dependents Form 21 686c](#)

Add or remove dependents from your VA benefits

Equal to VA Form 21-686c (Application Request to Add And/Or Remove Dependents) and/or
Equal to VA Form 21-674 (Request for Approval of School Attendance)

Your form is in progress

Your dependent status application (21-686C) is in progress.
Your application was last saved on 5/25/2020 at 8:18 p.m.

You can continue applying now, or come back later to finish your application. Your application **will expire on July 24, 2020.**

[Continue your application](#)

[Start a new application](#)

Follow the steps below to apply to add or remove a dependent.

1 Prepare

When you apply, be sure to have these on hand:

- Social Security numbers for you and your dependents
- Your current and previous marriage details, such as places and dates. If your spouse was married before, you'll need those details too
- Details about your children, including their full names, Social Security numbers, and places and dates of birth
- If you are removing a stepchild under 18 from your benefit, you'll need the name and address of the person the child now lives with
- If you are removing a deceased dependent from your benefit, you'll need the date and place of death
- If you are removing other dependents due to divorce, a child under 18 getting married, or a student under 23 leaving school, you'll need the date of the event

Dependency Claims (21-686c) - Product Guide

Getting Started

The Dependency Claims form (Form 21-686c) is long and winding depending on what the intended outcome is. To help with this and limit confusion, once the intended pieces are selected, only those will be presented to the Veteran.

The Veteran can return to this screen at any time and modify their selection. They may select any that apply.

Add or remove a dependent on your VA disability benefits

VA Form 21-686c (and 21-674)

Step 1 of 3: What do you want to do?

If you're claiming a dependent child 18 to 23 years old who'll be attending school, **and** if you never received benefits for this child, **you must also select the "Claim benefits for your child under 18"** checkbox below.

Note: To claim a dependent child under 18, they must be unmarried. A person must be unmarried to be considered a child for VA purposes.

What would you like to do? Check all that apply. (*Required)

- ☐ Claim benefits for a spouse
- ☐ Claim benefits for your child **under 18 and unmarried**
- ☐ Claim benefits for your child **18 to 23 years old** who'll be attending school (VA Form 21-674)
- ☐ Report a divorce
- ☐ Report that a stepchild **under 18** has left your household
- ☐ Report the death of a spouse, child or dependent parent
- ☐ Report the marriage of a child under 18
- ☐ Report that a child 18 to 23 years old has stopped attending school

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Continue »

[Finish this application later.](#)

Getting Started

Once the selection has been made, the Veteran's static information is presented and made available for confirmation.

If any information is incorrect, or unavailable, the Veteran is invited to contact the VBA for assistance before continuing.

2 of 10 Veteran's Information

This is the personal information we have on file for you.

JERRY BROOKS
Date of birth: September 25th 1947
Gender: Male

Note: If you need to update your personal information, please call Veterans Benefits Assistance at [800-827-1000](tel:800-827-1000) between 8:00 a.m. and 9:00 p.m. ET Monday through Friday.

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! Your profile is missing some required information

The personal information we have on file for you is missing your VA file number.

You'll need to update your personal information. Please call Veterans Benefits Assistance at [800-827-1000](tel:800-827-1000) between 8:00 a.m. and 9:00 p.m. ET Monday through Friday.

Dependency Claims (21-686c) - Product Guide

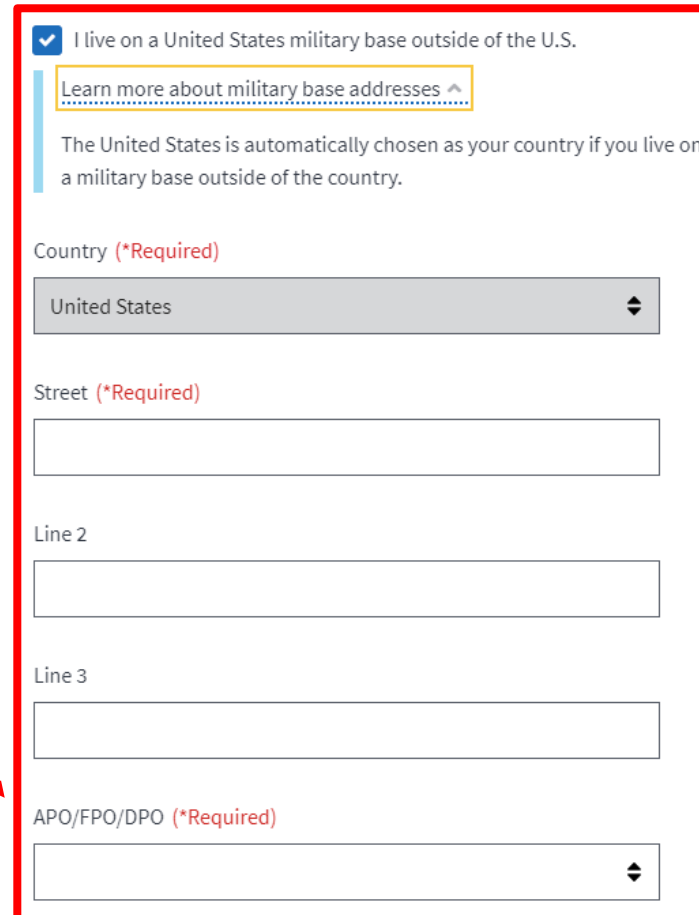
Veteran's Information

When entering the Veterans Information, some will check the box that indicates they are living on a military base outside the U.S.

The result is the U.S. is considered the default country and State becomes APO/FPO/DPO

APO stands for Army Post Office and is associated with Army or Air Force installations.

FPO stands for Fleet Post Office and is associated with Navy installations and ships.
DPO stands for Diplomatic Post Office and is associated with U.S. Diplomatic locations



☒ I live on a United States military base outside of the U.S.

[Learn more about military base addresses ^](#)

The United States is automatically chosen as your country if you live on a military base outside of the country.

Country (*Required)

United States

Street (*Required)

Line 2

Line 3

APO/FPO/DPO (*Required)

Add or remove a dependent on your VA disability benefits

VA Form 21-686c (and 21-674)

Step 2 of 4: Veteran's Information

☐ I live on a United States military base outside of the U.S.

[Learn more about military base addresses ^](#)

Country (*Required)

United States

Street (*Required)

249 Sunbeam Ct

Line 2

Line 3

City (*Required)

Erie

State (*Required)

Colorado

Postal Code (*Required)

80516

Phone Number (*Required)

6479628983

Email address

abcrofiletest2020@gmail.com

Confirm email address (*Required)

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Continue »

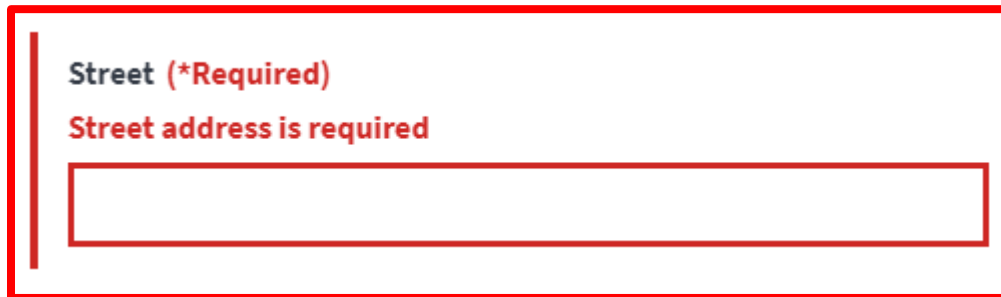
[Finish this application later.](#)

Dependency Claims (21-686c) - Product Guide

Required Information

In the event that a required field is left blank, the field indicates that it needs to be completed before proceeding.

This happens for each required field.



Street (*Required)
Street address is required

Add or remove a dependent on your VA disability benefits

VA Form 21-686c (and 21-674)

Step 2 of 4: Veteran's Information

☐ I live on a United States military base outside of the U.S.

[Learn more about military base addresses](#)

Country (*Required)

United States

Street (*Required)

Line 2

Line 3

City (*Required)

Erie

State (*Required)

Colorado

Postal Code (*Required)

80516

Phone Number (*Required)

6479628983

Email address

abcrofiletest2020@gmail.com

Confirm email address (*Required)

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Continue »

[Finish this application later.](#)

Adding Information

Some workflows within the form allow for another entity to be added and since we are not restricted by space on a paper form, as many as needed can be added.

Notice that the first child, in this case Bryan Cranston, is stored above where a new child can be added. Mr. Cranston's information is available for editing as well.

Child Information

Bryan Cranston

Edit

New Child

Child's first name (*Required)

Child's middle name

Child's last name (*Required)

Child's suffix

Child's Social Security number (*Required)

Child's date of birth (*Required)

Month

Day

Year

Remove

Child Information

Child's first name (*Required)

Bryan

Child's middle name

Lee

Child's last name (*Required)

Cranston

Child's suffix

Child's Social Security number (*Required)

321654789

Child's date of birth (*Required)

Month

Day

Year

Mar

7

1956

Add Another Child

« Back

Continue »

Confirming Information

Once all desired workflows are completed, they can be individually edited then confirmed all at once when Submit application is clicked.

It should be noted that the box for the privacy policy must be checked before continuing

Veteran's Information

Veteran Address

Edit

I live on a United States military base outside of the U.S.

Country

United States

Street

1234 Any Sreet

Line 2

Line 3

City

Mobile

State

Alabama

Postal Code

32154

Phone Number

3216549874

Email address

What do you want to do?

Veteran's Information

Information needed to add your child

Information needed to add your spouse

Report the death of a dependent

Information needed to report the marriage of a child under 18

Information needed to report a child 18-23 years old stopped attending school

Information needed to report a stepchild is no longer part of your household

Information needed to add a student 18 to 23 years old

Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

☐ I have read and accept the [privacy policy](#) (*Required)

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Submit application

Returning to the Form

In the event that there is an issue and the form cannot be submitted normally, a red notification message will be displayed with further instructions for the user.

The next step the Veteran might take is to go back to the index page of VA.gov.

Please note that the form should save in place at this point and can be resubmitted without having to redo the whole form.

We're sorry. We can't submit your form right now.

We're working to fix the problem. Please make sure you're connected to the Internet, and then try saving your form again.

[Save your form.](#)

If it still doesn't work, please call us at [855-574-7286](tel:855-574-7286).

If you have hearing loss, call TTY: 711.

Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

☒ I have read and accept the [privacy policy](#). (*Required)

[Go Back to VA.gov](#)

Your form is in progress

Your dependent status application (21-686C) is in progress.

Your application was last saved on 6/1/2020 at 10:21 p.m.

You can continue applying now, or come back later to finish your application. Your application **will expire on July 31, 2020.**

[Continue your application](#)

[Start a new application](#)

Appendix

It is worth noting that there are new questions recently added regarding pension eligibility:

- When adding dependent, ask an additional (optional) question "Did this dependent have income in the last 365 days?"

Yes / No

- Ask a global (optional) question "Did the household have a total income greater than \$XXX in the last tax year?"

Yes / No