

# Dependent verification MVP: Proposed flow and design of dependent verification with VA Form 21-0538

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## Purpose of document:

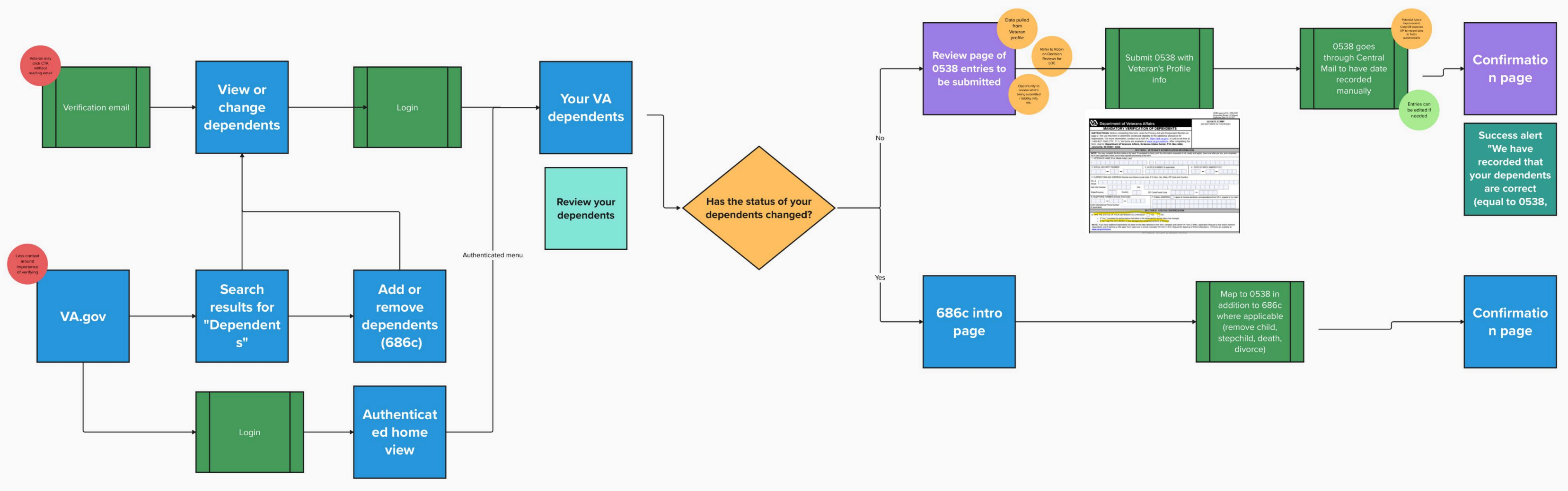
This document includes designs for dependent verification MVP with VA Form 21-0538. We welcome your feedback and questions either via comments in the PDF, email, or in Teams. To view the other pages related to dependents on VA.gov, please visit: <https://www.va.gov/view-change-dependents/>

**IMPORTANT:** This document is not finalized designs but an overview of the general expected Veteran experience with reviewing and verifying dependents. Exact copy and design will be reviewed with VA.gov team for plain language and platform standards. Any material changes will be reviewed with VBA for procedural accuracy.

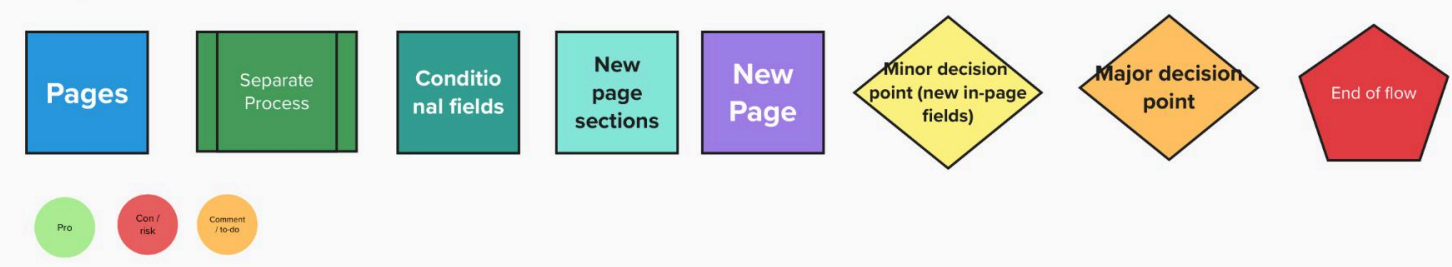
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2. Your VA dependents
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# Proposed flow



## Legend



VA.gov home > View or change dependents on your VA disability benefits > Your VA 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.

## Review your dependents

We encourage you to review dependents you've added to your VA benefits at least once every 12 months (equal to VA Form 21-0538). This can help you avoid debt from overpayments and you can find out if you're eligible for higher payments.

Has the status of your dependents changed?

Yes

You will be taken to the online tool to add or remove a dependent on your VA benefits (VA Forms 21-686c and 21-674) so you can update your dependents when you select "Yes" and "Continue."

No

You will be able to review the information we're submitting on your behalf for your verification of dependents (VA Form 21-0538) prior to submitting when you select "No" and "Continue."

Continue >>

## 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.](#)

**Firstname Lastname**  
 Relationship: Child  
 Date of birth: February 4, 2004  
 SSN: ●●●-●●-6789

**Firstname Lastname**  
 Relationship: Child  
 Date of birth: February 4, 2004  
 SSN: ●●●-●●-6789

## 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.](#)

**Firstname Lastname**  
 Relationship: Child  
 Date of birth: February 4, 2004  
 SSN: ●●●-●●-6789

Feedback

## 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 your dependents and 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 are trained and certified in the VA claims and appeals process. A VSO can answer your questions or even file a claim for you.

[Get help filing your claim or appeal](#)

## What if I have questions?

You can call us at [800-827-1000](tel:800-827-1000). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. E.T.

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# Verification of dependents

VA Form 21-0538

**⚠** If you need to add or remove a dependent, you can do so with the online tool (equal to VA Form 21-686c and 21-674).

[Go to the online tool to add or remove a dependent on your VA benefits](#)

If information for you or one of your dependents is incorrect, please call VA Benefits and Services at [800-827-1000](tel:800-827-1000) (TTY: [711](tel:711)).

Expand all +

- Dependents** +
- Veteran's information** +
- Contact information** +

**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).

Liability information about debt if dependents are out of date

**Statement of truth**

I confirm that the identifying information in this form is accurate and has been represented correctly.

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

Your full name **(\*Required)**

I certify that the information above is correct and true to the best of my knowledge and belief. **(\*Required)**

[Finish this application later](#)

[Back](#) [Submit](#)

✓ We've saved your request. We saved it on December 2, 2022 at 5:25 p.m. ET. Your request ID number is 28478.

## Need help?

For help filling out this form, or if the form isn't working right, please call VA Benefits and Services at [800-827-1000](tel:800-827-1000) (TTY: [711](tel:711)).

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[Collapse all](#)

## Dependents

### Review your dependents

Do you need to update your dependents? **No**

First name	Firstname
Last name	Lastname
Relationship	Child
Date of birth	2/4/2004
Social Security number	601-12-1234

First name	Firstname
Last name	Lastname
Relationship	Child
Date of birth	2/4/2004
Social Security number	601-12-1234

## Veteran's information

### Current legal name

First name	Maria
Middle name	None
Last name	Smith Garcia

### Identification information

Social Security number	111-22-3333
Date of birth	01/01/1964
VA file number	111-22-3333

## Contact information

### Mailing address

I receive mail outside of the United States on a U.S. military base.	Unselected
Country	United States
Street	7201 Hamilton Blvd
City	Citytown
State	AZ
Postal code	09001

### Phone and email address

Phone number	8015551234
International phone number	+34123456789
Email address	email@domain.com
I agree to receive electronic correspondence from VA about my claim	Selected

**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).

Liability information about debt if dependents are out of date

**Statement of truth**

I confirm that the identifying information in this form is accurate and has been represented correctly.

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

Your full name (\*Required)

I certify that the information above is correct and true to the best of my knowledge and belief. (\*Required)

[Finish this application later](#)

[Back](#) [Submit](#)

**✓** We've saved your request. We saved it on December 2, 2022 at 5:25 p.m. ET. Your request ID number is 28478.

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# Verification of dependents

VA Form 21-0538

**✓ We have recorded that your dependents are correct**

We've received your verification of dependents (VA Form 21-0538).

**Your submission information**

**Veteran's name**  
[Veteran's name]

**Date submitted**  
June 27th, 2023

**Confirmation number**  
4947fa99-36f5-440c-8c91-57a1c34566a5

[Print this page](#)

## What to expect next

You don't need to do anything unless we send you a letter asking for more information. Veterans are required to verify their dependents once every 8 years. Since you have verified your dependents, you won't be required to verify your dependents again until 8 years from this date.

However, we encourage you to review dependents you've added to your VA benefits **every 12 months**. This can help you avoid debt from overpayments and you can find out if you're eligible for higher payments.

[View your dependents](#)

## What if I need to add or remove another dependent later?

If you need to add or remove another a dependent later, complete and submit a dependency claim.

[Add or remove a dependent](#)

## How to contact us if you have questions

You can ask us a question online through Ask VA. [Contact us online through Ask VA](#)

Or call us at [1-800-827-1000](tel:1-800-827-1000) (TTY: 711). We're here Monday through Friday, 8:00 am to 8:00 pm ET.

**If you don't hear back from us about your claim**, don't file another claim. Contact us online or call us instead.

[Go back to VA.gov](#)

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### Jeremy Smith

Benefit: Disability

Relationship: Child

Date of birth: February 4, 2004

SSN: ●●-●●-6789

Status: Student

Planned date of removal: February 4, 2027

If no other action is taken, this dependent will be removed automatically when they turn 23. If you have already taken action to alter this it may not be reflected here.

[Learn more about dependents on your VA benefits](#)

### Angela Smith

Benefit: Disability

Relationship: Stepchild

Date of birth: December 2, 2023

SSN: ●●-●●-6789

Planned date of removal: December 2, 2041

If no other action is taken, this dependent will be removed automatically when they turn 18. If you have already taken action to alter this it may not be reflected here.

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### Firstname Lastname

Relationship: Child

Date of birth: February 4, 2004

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