# https://www.va.gov/decision-reviews/after-you-request-review/

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# After you request a decision review

Meta: When your review is complete, VA will mail you a decision packet that includes details about the decision on your case.

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## What should I do while I wait?

You don’t need to do anything unless VA sends you a letter asking for more information. If VA schedules any exams for you, be sure not to miss them.

If you requested a decision review and haven’t heard back from us yet, please don’t request another review. Call us at [800-827-1000](tel:18008271000) ([TTY: 711](tel:711)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

If you’ve filed a request for a decision review, we may randomly select you to receive an email with a short, optional survey. If selected, you’ll get a survey about 10 days after we receive your request for a decision review. You aren’t required to fill it out, but your feedback will help us improve the new decision reviews process. It takes about 3 minutes to answer the questions. Please review your VA.gov profile to make sure we have your most recent email address.

[Find out how to update your email address](https://www.va.gov/change-address) (in English)

[**Check your VA claim status**](https://www.va.gov/claim-or-appeal-status) (in English)

## What if I need help?

A Veterans Service Organization or VA-accredited attorney or agent can help with any questions you have about decision reviews.

[Get help with decision reviews](https://www.va.gov/decision-reviews/get-help-with-review-request) (in English)

## Can I choose a different review option after I’ve submitted a form?

You may be able to switch your request to a different option.

**Note:** If we already completed a Higher-Level Review for your case, you can’t request another Higher-Level Review. And if we already completed a Board Appeal for your case, you can’t request another Board Appeal.

### **If you’ve already submitted a Supplemental Claim or Higher-Level Review**

If we haven’t decided your Supplemental Claim or Higher-Level Review, you can switch to a new review option.

The deadline depends on which option you’re switching to:

* You can switch to a Higher-Level Review or Board Appeal if you’re still within 1 year from the date on your decision letter.
* You can switch to a Supplemental Claim at any time. But we recommend switching within 1 year from the date on your decision letter.

To switch to a different review option, send us a signed letter that says you want to withdraw your original decision review request. Submit a new request for the review option you want.

[Learn more about decision review options](https://www.va.gov/resources/choosing-a-decision-review-option) (in English)

### **To switch after you’ve already submitted a Board Appeal**

You can switch if both of these are true:

* You haven’t submitted new evidence or had a hearing, **and**
* The Board hasn’t decided your case

The deadline depends on which option you’re switching to:

* You can switch to a Higher-Level Review or Board Appeal if you’re still within 1 year from the date on your decision letter.
* You can switch to a Supplemental Claim at any time. But we recommend switching within 1 year from the date on your decision letter.

To switch to a different review option, submit a new decision review request for the review option you want. Include a signed letter that says you want to withdraw your original Board Appeal request.

### **To switch to a different type of Board Appeal**

You can switch if all of these are true:

* You haven’t submitted new evidence or had a hearing, **and**
* The Board hasn’t decided your case, **and**
* You’re still within 1 year from the date on your original VA decision letter or 60 days from your original Board Appeal request, whichever is later

To switch to a different type of Board Appeal, submit a new Board Appeal request and select the type you want. You don’t need to withdraw your original request.

[Learn more about Board Appeals](https://www.va.gov/decision-reviews/board-appeal)

## What if I have more questions?

Get answers to frequently asked questions about decision reviews.

[Go to FAQs about decision reviews](https://www.va.gov/decision-reviews/faq) (in English)