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**Subject:** Action needed: We can't process your VA Form

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U.S. Department  
of Veterans Affairs

# Action needed: We can't process your request for a Higher-Level Review

Dear

You submitted a request for a Higher-Level Review (VA Form 20-0996), but we had a problem with our system. We can't process your form. We're sorry about this.

## What to do next

You'll need to submit your form again. We recommend you submit your form again by mail or in person.

You'll need to download and fill out a Decision Review Request: Higher-Level Review (VA Form 20-0996).



[Get VA Form 20-0996 to download](#)

### Option 1: By mail

Mail the completed form to this address:

Department of Veterans Affairs  
Claims Intake Center  
PO Box 4444  
Janesville, WI 53547-4444

## Option 2: In person

Bring the completed form to a VA regional office.

[Find a VA regional office near you](#)

**Note:** You can ask a VA regional office for copies of the forms to fill out. Or call us at 800-827-1000 (TTY: 711) to request forms. We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

### Submission Details

#### Form submitted

**Decision Reviews Request: Higher-Level Review**

VA Form 20-0996

#### Date submitted

### What to do if you have questions

Call us at 800-827-1000 (TTY: 711). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

Thank you

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You're receiving this email because you submitted a form on [VA.gov](#). Don't reply to this email.