Main Questions: What does my claim status Mean? (3b)

My claim was closed as of 2022. Does that mean I have a decision or its just closed? (3a) How do I request a review? (4a) What is the length on direct review claim? (2e)

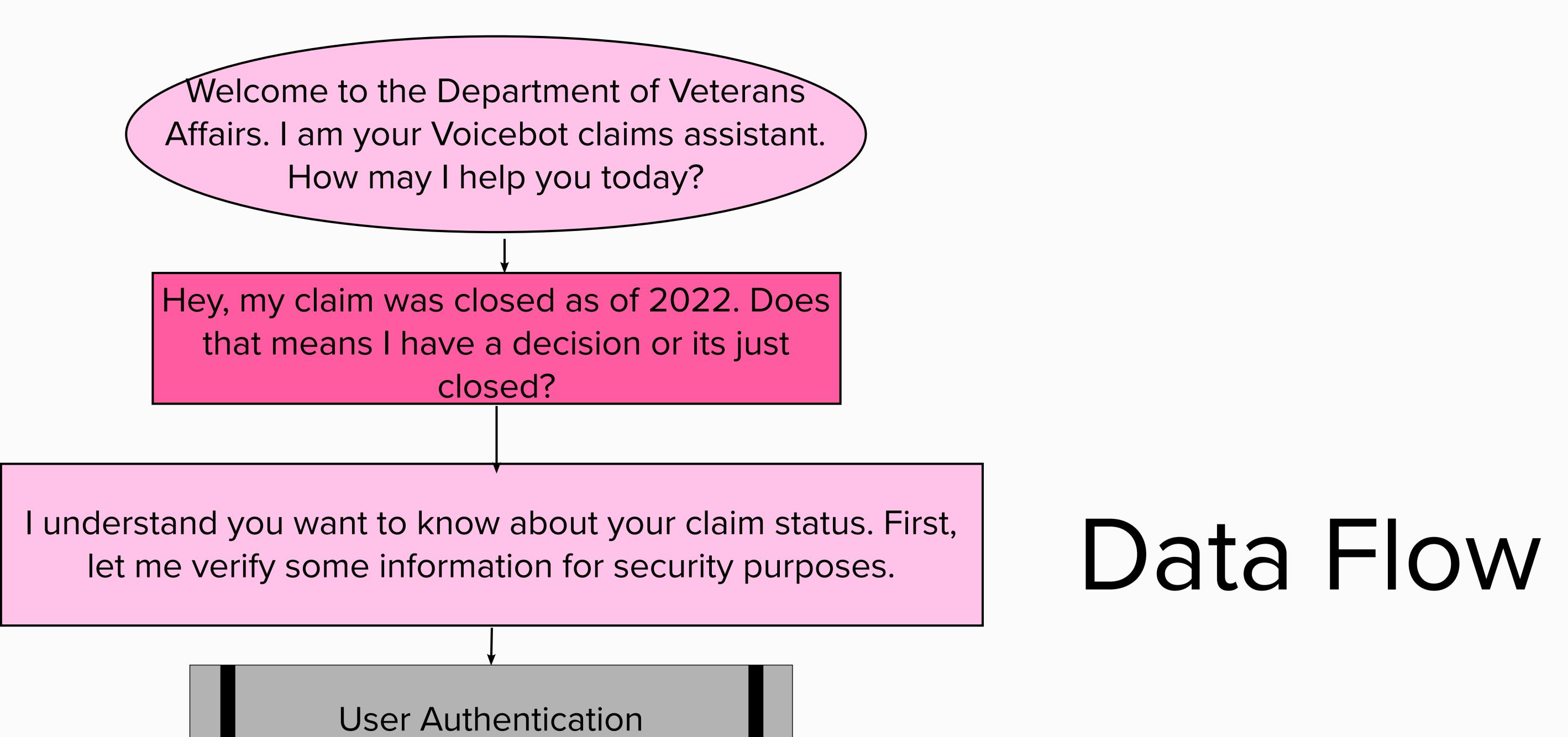




Scenario: Dave calls the Voicebot wanting to know about why his claim status is closed and what it means to him. He also wants to know if he can start a review process for the same claim.

Assumption: Bot can supply multiple pieces of m= information from the API in one response. Bot has access to the PII through out the call. Bot can send text or an email to a registered number during

Existing API used: Open, Claim Status, Decision letter sent, Date Filed



*assumption:

bot is able to supply two pieces of info at one time

I see one closed claim in your account which was filed on 6/6/2021. We've closed your claim and a decision letter has been sent to you.

> Okay, but I had no idea what happened there. Can I request a review?

Yes Dave, you can request a review by filing a supplemental claim or by requesting a higher level review or board appeal. You can pick which one is applicable to you and fill out relevant forms. Would you like me to send you all this information via text or email?

API Key: Date_Filed* Information Supplied:YYYY-MM-DD API Key: Decision_letter_sent* Information Boolean

API Key: Claim Status*
Information Supplied: String API Key: Open* Information Supplied: Boolean

What is my claim status?

Veteran Concern

My claim was closed as of 2022. Does that mean I have a decision or its just





How do I request a review?

What is the time length for direct review claim?

No. Can you tell me what is the imeline for Board appeal process?

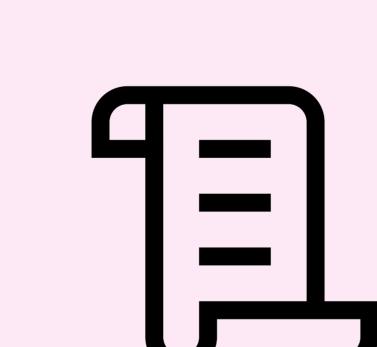
Yes, our goal is average of 365 days for a direct review or board appeal process. The average is longer for an evidence submission or a hearing. Is there anything else I can help you with?

Yes, please send a text.

*assumption: bot has access to PII information.

bot is able to send text to the registered number.

Sure. I am sending a text to the cell phone number on your account, ending in 7654 with all the details. Is there anything else I can help you



Custom information

