OMB Control No. 2900-0862 Respondent Burden: 15 minutes Expiration Date: 4/30/2024

## Department of Veterans Affairs

## **DECISION REVIEW REQUEST: HIGHER-LEVEL REVIEW**

**INSTRUCTIONS:** Before completing this form, read the Privacy Act and Respondent Burden on page 5. Use this form to request a Higher-Level Review of a decision you received. A Higher-Level Review is a new review of an issue(s) previously decided by VA based on the evidence of record at the time of the prior decision. For more information call us toll-free at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the Federal relay number is 711. VA forms are available at www.va.gov/vaforms.

VA DATE STAMP DO NOT WRITE IN THIS SPACE

decision. For more information call us toll-free at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the Federal relay number is 711. VA forms are available at <a href="https://www.va.gov/vaforms">www.va.gov/vaforms</a> .									
SECTION I - VETERAN'S IDENTIFICATION INFORMATION									
<b>NOTE:</b> You may complete the form online or by hand. If completed by hand, print the information requested in ink, neatly and legibly, insert one letter per box, and completely fill in each applicable circle to help expedite processing of the form.									
1. VETERAN'S NAME (First, Middle Initial, Last)									
Jane Doe									
2. SOCIAL SECURITY NUMBER 3. VA FILE NUMBER (If applicable) 4. DATE OF BIRTH (MM/DD/YYYY)									
1 2 3 - 4 5 - 6 7 8 9       9 8 7 6 5 4 3 2       1 2 3 - 3 1 - 1 9 6 9									
5. VA INSURANCE POLICY NUMBER (If applicable)									
9 8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8 9									
6. CURRENT MAILING ADDRESS (Number, street or rural route, City or P.O. Box, State and ZIP Code and Country)									
No. & Street U S E A D D R E S S O N F I L E									
Apt./Unit Number City									
State/Province Country ZIP Code/Postal Code — — —									
I AM HOMELESS OR AT RISK OF HOMELESSNESS									
7. TELEPHONE NUMBER (Include Area Code)									
Enter International Phone Number (If applicable) +34-555-800-1111 ex2									
8. E-MAIL ADDRESS (Optional)									
josie@example.com									
SECTION II - CLAIMANT'S IDENTIFICATION INFORMATION (If other than veteran)									
9. CLAIMANT'S NAME (First, Middle Initial, Last)									
10. SOCIAL SECURITY NUMBER (If applicable)  11. DATE OF BIRTH (MM/DD/YYYY) (If applicable)									
12. CURRENT MAILING ADDRESS (Number, street or rural route, City or P.O. Box, State and ZIP Code and Country)									
No. & Street									
Apt./Unit Number City									
State/Province Country ZIP Code/Postal Code -									
13. TELEPHONE NUMBER (Include Area Code)									
Enter International Phone Number (If applicable)									
14. E-MAIL ADDRESS (Optional)									
SECTION III - BENEFIT TYPE									
15. SELECT ONLY ONE (If you file for multiple benefit types, you must complete a separate VA Form 20-0996 for each benefit type.)  © COMPENSATION  PENSION/SURVIVORS BENEFITS  FIDUCIARY  EDUCATION  VETERANS HEALTH ADMINISTRATION									
O VETERAN READINESS AND EMPLOYMENT OLOAN GUARANTY OLIFE INSURANCE NATIONAL CEMETERY ADMINISTRATION									

VA FORM APR 2021 **20-0996** Page 3

SECTION IV - OPTIONAL INFORMAL CONFEREN	CE									
16. YOU OR YOUR AUTHORIZED REPRESENTATIVE MAY REQUEST AN INFORMAL CONFERENCE WITH THE HIGHER-LEVEL REVIEWER FOR THE SOLE PURPOSE OF POINTING OUT ERRORS OF FACT OR LAW IN THE PRIOR DECISION. (VA will only conduct one informal conference by telephonic communication associated with this request for Higher-Level Review.)								n		
16A. I WOULD LIKE AN INFORMAL CONFERENCE. I understand electing an informal conference is optional and may delay a decision.										
16B. IF YOU SELECTED THE BOX ABOVE, VA will make two attempts to contact you OR your representative to schedule the informal conference. Contact attempts will be between the hours of 8:00 a.m. and 4:30 p.m. Eastern Time. INDICATE ONE PREFERENCE:								ıpts		
Call me between 8:00 a.m 12:00 p.m. ET	) p.m	4:30	p.m. l	ΞT						
	Call my representative between 8:00 a.m 12:00 p.m. ET									
<ol> <li>IF YOU WOULD LIKE VA TO CONTACT YOUR REPRESENTATIVE, YOU MUST PROVIDE YOUR REPRESENTATIVE.</li> <li>REPRESENTATIVE'S NAME (First, Last)</li> </ol>	TIVE'S	CON	TAC	ΓINF	ORM	ATIO	N BE	LOW		
Helen Holly										
17B. REPRESENTATIVE'S TELEPHONE NUMBER (Include Area Code)										
5 5 5 - 8 0 0 - 1 1 1 1 17C. REPRESENTATIVE'S E-MAIL ADDRESS										
hholly@example.com										
SECTION V - SOC/SSOC OPT-IN FROM LEGACY APPEAL										
18. By marking the circle below, I ELECT TO PARTICIPATE IN THE MODERNIZED REVIEW SYSTEM for the following Supplemental Statement of the Case (SSOC). I am withdrawing the eligible appeal issues listed in 19A in their entir legacy appeals system. I understand I cannot return to the legacy appeals system for the issue(s) withdrawn. TO C OPT-IN FROM SOC/SSOC	ety, and	d any	assoc	iated	heari	ing re	ques	sts, fr	om th	é
NOTE: Add the date of the SOC or SSOC in block 19B for all appeal issues being withdrawn.  SECTION VI - ISSUES FOR HIGHER-LEVEL REVIE	-W									
19. INDICATE EACH ISSUE DECIDED BY VA FOR WHICH YOU ARE REQUESTING A HIGHER-LEVEL REVIEW. R issues. For each issue, identify the date of VA's most recent decision on the issue. You may attach additional sheet each additional sheet. IMPORTANT: You may only list issues for the benefit type selected in Section III. A separate content of the properties of the properties of the properties.	efer to t	cessa	ary - ir	nclude	youi	r nam	ie an	d file		
19A. SPECIFIC ISSUE(S) OF DISAGREEMENT (REQUIRED)	19	9B. D	ATE (		A DEC				CATI	ON
Example 1: Service connection for left knee  Example 2: Earlier effective date for hearing loss  Example 3: Reimbursement for non-VA emergency care  Example 4: Denial of entitlement to VR&E benefits and services  Example 5: Entitlement to Service-Disabled Veterans Insurance  MM/DD/YYYY  MM/DD/YYYY  MM/DD/YYYY  MM/DD/YYYY										
tinnitus	0	1	_	0	1	<b>-</b>	1	9	0	0
left eye	0	1	_	0	2	_	1	9	0	0
right eye	0	1	_	0	3	_[	1	9	0	0
	_			_			.	_	_	_
left ear	0	1	_	0	4	_	1	9	0	0
right ear	0	1	_	0	5	_	1	9	0	0
Tight car										
migraines	0	1	_	0	6	<u> </u>	1	9	0	0
left knee	0	1	_	0	7	_[	1	9	0	0

VA FORM 20-0996, APR 2021 Page 4

SECTION VI - ISSUES FOR HIGHER-LEVEL REVIEW (Continued)										
19A. SPECIFIC ISSUE(S) OF DISAGREEMENT (REQUIRED)	19B. DATE OF VA DECISION NOTIFICATION LETTER (REQUIRED)						ON			
			1					_	_	
right knee	0	1	_	0	8	-	1	9	0	0
1.54 54	0	1	l _	0	9	_[	1	9	0	0
left foot	0	'	_		3	_		3	<u> </u>	•
right foot	0	1	1_	1	0	_	1	9	0	0
										_
left hand	0	1	] –	1	1	_	1	9	0	0
	_		,			1				
right hand	0	1	<u> </u>	1	2	_	1	9	0	0
			7			1			_	
fever	0	1		1	3	<u> </u>	1	9	0	0
SECTION VII - CERTIFICATION AND SIGNATURI						• • •				
<b>NOTE:</b> This section is <b>MANDATORY</b> and completion is required to process your claim unless accompan <i>Certification</i> or Section VIII is completed.	ied by	VA	Form	21-0	)972	Alte	ernat	e Sig	ner	
I CERTIFY the statements on this form are true and correct to the best of my knowledge and belief.										
20A. SIGNATURE OF VETERAN OR CLAIMANT (Sign in ink)	20B. DATE SIGNED									
Jane Z Doe	0	1	_	0	1	_	2	0	2	0
SECTION VIII - AUTHORIZED REPRESENTATIVE SIGNATURE										
I CERTIFY the statements on this form are true and correct to the best of my knowledge and belief.										
<b>NOTE</b> : A representative's signature will not be accepted unless at the time of submission of this request a Service Organization as Claimant's Representative, or VA Form 21-22a, Appointment of Individual as Cla appropriate representative is of record with VA or included with this application.									Vete	rans
21A. NAME OF VA AUTHORIZED REPRESENTATIVE (First, Last)										
21B. SIGNATURE OF VA AUTHORIZED REPRESENTATIVE (Sign in ink)  21C. DATE SIGNED										
			<u> </u>			_				
<b>PENALTY:</b> The law provides severe penalties which include a fine, imprisonment, or both, for the willful s material fact, knowing it to be false.	ubmis	sion	of an	y sta	atem	ent o	r evi	idenc	e of	а
PRIVACY ACT NOTICE: VA will not disclose information collected on this form to any source other than Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (i.e., civil or criminal law enformations).										y

Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (i.e., civil or criminal law enforcement, congressional communications, epidemiological or research studies, the collection of money owed to the United States, litigation in which the United States is a party or has an interest, the administration of VA programs and delivery of VA benefits, verification of identity and status, and personnel administration) as identified in the VA system of records, 58VA21/22/28, Compensation, Pension, Education, and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. Your obligation to respond is voluntary.

**RESPONDENT BURDEN:** We need this information to determine entitlement to benefits (38 U.S.C. 501). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 15 minutes to review the instructions, find the information, and complete the form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <a href="https://www.reginfo.gov/public/do/PRAMain.">www.reginfo.gov/public/do/PRAMain.</a>

VA FORM 20-0996, APR 2021 Page 5

## **Additional Issues**

A. Specific Issue(s)	B. Date of Decision							
lupus	1900-01-14							
cooties	1900-01-15							