



CVSO Bulletin

WDVA Bulletin No. 1044, February 3, 2016

Accreditation Training Dates – Spring 2016

The Wisconsin Department of Veterans Affairs (WDVA), Bureau of Claims will provide Accreditation Training to new CVSO's and their staff, from March 28, 2016 to April 1, 2016. The training will be held in the VA Regional Office at 5400 West National Avenue, Milwaukee, WI. A block of rooms has been reserved at the Best Western Woods View Inn, near the VA Regional Office. Please see attached training flyer for details.

The WDVA requests that CVSO offices contact us by Friday, March 2, 2016, to report the number of staff members intending to attend the training, in order to facilitate our planning for the event. To register for accreditation training, please contact Donna Chucka at (414) 902-5755, or donna.chucka@va.gov.

TMS and TRIP training should be the first step in the accreditation process. WDVA strongly encourages all attendees to complete this training prior to attendance. The VA contact person for this training is Lindsay Bertrandt at Lindsay.bertrandt@va.gov.

Any questions may be directed to Jeanette Galarza, Supervisor, Bureau of Claims, at (414) 902-5763 or Jeanette.galarza@va.gov.

For more information please [Click Here](#)

USDVA Updates

VARO is requesting that all service officers use the new version of the VA Form 21-0958, *Notice of Disagreement*. The new form allows for the selection of a DRO Review or the Traditional Appellate Review Process. Making a selection on the new form will help to speed up the appeals process and free up resources formerly used for sending DRO election letters.

The following is the SOP for the VA's Fully Developed Appeal Pilot program:

MILWAUKEE FULLY DEVELOPED APPEAL (FDA) PILOT STANDARD OPERATING PROCEDURE

Purpose

The purpose of the pilot is to reduce the number of appeals pending and increase customer service with VSOs and Veterans by reducing the appeals processing times.

What constitutes a FDA Appeal?

- NOD submitted on VAF 21-0958 (release date of September 2015)
- Election of the traditional or DRO review process on VAF 21-0958
- No request for personal telephone call or hearing on VAF 21-0958
- No additional evidence identified/required with the exception of VA medical records or VA exam

Process

- Appeals Team CAs will identify the FDA upon establishing the NOD. They will indicate in the "Assigned To" filed in the VACOLS diary screen "FDAD" for DRO review and "FDAT" for traditional process and a diary date of 12/01/17 will be entered.
- VSRs will not review these cases initially.
- DROs and RVSRs will work these cases as a priority and within workload guidelines established by the Appeals Team Coach.
- Rating decisions will be processed under regularly established guidelines.

- VSRs will review diaries (excluding those with 12/01/17 date) for cases under the FDA pilot as a priority.