

Scott Walker, Governor

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**STATE OF WISCONSIN
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August 31, 2012

WDVA Bulletin No. 979

TO: County Veterans Service Offices

SUBJECT: Continued Mailing of Ratings and VA Letters

Due to the rising costs of postage within the WDVA claims office we are no longer able to mail copies of the following documents to CVSO offices effective November 1, 2012:

1. Development letters
2. Rating decisions
3. Notification letters

WDVA will continue to mail out Statements of the Case and Supplemental Statements of the Case until such time the USDVA has a system in place to have those letters automatically dropped into Virtual VA.

We apologize for any inconvenience this may cause, however this was the only feasible fiscally responsible option as we work to reduce costs and save money. In addition, we are continuing to look at ways to be more efficient, lean (elimination of non-value added activity involved in delivering a service to customers) and at the same time improve customer service.

In order to assist in this transition, we encourage all accredited CVSOs to complete the VA TRIP training which will allow access to all pertinent VA claims systems (SHARE, MAP-D, VVA) needed to view the necessary documents. If you have not completed TRIP training, you can work through Colin Overstreet in the WDVA Claims Office at colin.overstreet@va.gov to coordinate sign-up and completion through the USDVA.

Upon completing TRIP, you will have the ability to check the status of a claim using the VA systems. In the event you still need assistance, we encourage you to please use the VA toll free number for status checks at 1-800-827-1000.

This notice gives you just over 60 days to register to complete TRIP training to gain the required access. Individual CVSO offices can request an exception from the Bureau of Claims Director, Kim T. Michalowski by contacting him at kim.michalowski@va.gov. Exceptions will be on a very strict basis and not just for convenience.