

# Claim Accuracy Request (CAR) Pilot TDVS Fact Sheet December 2021

<u>Benefits Bulletin 21-5</u> highlighted the launch of the Claim Accuracy Request (CAR) pilot program to allow representatives opportunities to quickly identify significantly flawed decisions, and for VBA to expeditiously review and redecide them. This pilot program has been expanded to include States. This fact sheet and <u>Job Aid for Representatives</u> outline how you can participate.

### When should I seek a Claim Accuracy Request?

You can seek a Claim Accuracy Request or CAR when a compensation or pension related decision contains an obvious and significant error/omission that requires a new decision. Examples include:

- Erroneous Removal of Dependents
- Incorrect Withholdings
- Missed Issues

A Claim Accuracy Request is not for use when you disagree with the judgment of VA or weight assigned certain evidence.

You must submit a CAR within 30 days of the veterans' decision notification letter.

## **How Do I seek a Claim Accuracy Request?**

Follow the Claim Accuracy Request or CAR instructions in <u>Job Aid for Representatives – 10.01.2021</u>.

- File a CAR on VA Form 20-0996 with the phrase "Claim Accuracy Request or CAR prominently noted within the application.

| CLAIM ACCURACY REQUEST  | OMB Control No. 290<br>Respondent Burden: 1<br>Expiration Date: 4/30  | 5 minutes |
|---|---|-----------|
| Department of Veterans Affairs  DECISION REVIEW REQUEST: HIGHER-LEVEL REVIEW  |   | E         |
| INSTRUCTIONS: Before completing this form, read the Privacy Ar Use this form to request a Higher-Level Review of a decision you review of an issue(s) previously decided by VA based on the evide decision. For more information call us toll-free at 1-800-827-1000. for the Deaf (TDD), the Federal relay number is 711. VA forms are | received. A Higher-Level Review is a new<br>lence of record at the time of the prior<br>). If you use a Telecommunications Device |           |
| SECTION I - VETERAN'S IDENTIFICATION INFORMATION  |   |           |
| NOTE: 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)   |   |           |
|   |   |           |

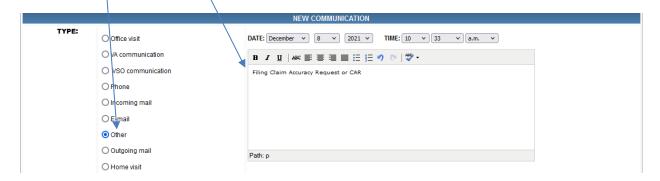


- Package the VA Form 20-0996 with the phrase "Claim Accuracy Request prominently noted within the application just like you would any other form or document using Vetra Spec's Package A Claim function.

### <u>How Should I Document VetraSpec?</u>

TDVS wants to track both participation and the success of this program. To do so, we ask that you document VetraSpec in the following manner when packaging a Claim Accuracy Request.

- Create a New Communication
- Select "Other"
- Include Text "Filing Claim Accuracy Request or CAR"



## Who can I contact if I have questions or concerns?

Please contact either Training Officer Ron Dvorsky at 615-630-0246 or Ronald.dvorsky@tn.gov or Quality and Appeals Specialist Lisa Ware at 615-695-6385 or <a href="mailto:lisa.ware@tn.gov">lisa.ware@tn.gov</a>.