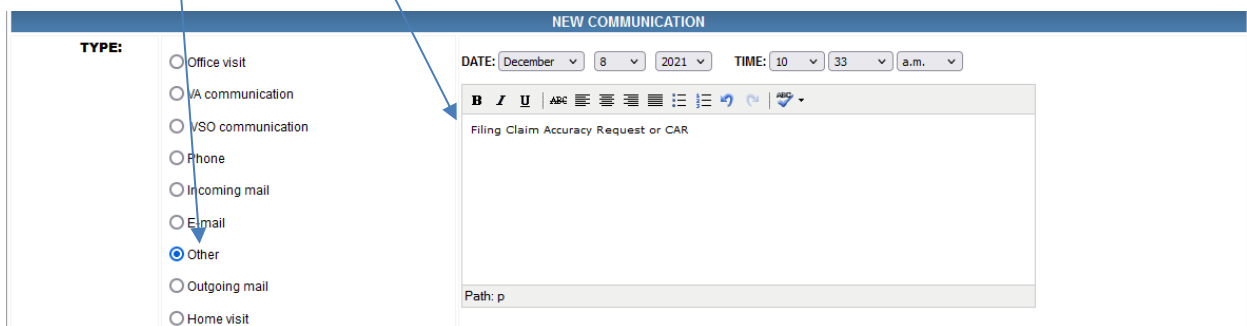


- Package the VA Form 20-0996 with the phrase "Claim Accuracy Request prominently noted within the application just like you would any other form or document using Vetra Spec's Package A Claim function.

How Should I Document VetraSpec?

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"



The screenshot shows a web form titled "NEW COMMUNICATION". On the left, under the heading "TYPE:", there is a list of radio button options: Office visit, VA communication, VSO communication, Phone, Incoming mail, Email, Other (which is selected), Outgoing mail, and Home visit. On the right, there are fields for "DATE:" (December 8, 2021) and "TIME:" (10:33 a.m.). Below these is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, and unlink. The text "Filing Claim Accuracy Request or CAR" is entered in the editor. At the bottom, there is a "Path:" field with the value "p". Two blue arrows point from the list items in the instructions above to the "Other" radio button and the text in the editor.

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 lisa.ware@tn.gov.