



Claims Submission Policies

Revised November 19, 2019

I. PURPOSE AND PARTIES INVOLVED:

- a. This policy refers to claims submitted on behalf of a veteran to The American Legion using VA Form 21-22, *Appointment of Veterans Service Organization as Claimants Representative* by a County Veteran Service Officer holding accreditation with The American Legion.
- b. The claims mentioned here are in regard to benefits applied to The Department of Veterans Affairs (VA) that a veteran, or surviving family member, has earned, or is entitled, within 38 Code of Federal Regulations, Federal Veterans Laws, Rules and Regulations.
- c. The key people responsible for carrying out the details of this policy are the County Veteran Service Director, County Veteran Service Officer, and the Veterans Affairs & Rehabilitation (VA&R) Director of The American Legion Department of Ohio (AL-OH).

II. DESCRIPTIONS OF ROLES AND RESPONSIBILITIES:

a. The American Legion Code of Procedure:

- i. All accredited agents with The American Legion are held to standards written within *The American Legion - Code of Procedure* which is provided with this policy.

III. SUBMISSION OF VA FORM 21-22, APPOINTMENT OF VETERANS SERVICE ORGANIZATION AS REPRESENTATIVE:

- i. Block 3A must read "The American Legion".
- ii. Block 3B must read the printed name of the specific CVSO and County represented and this person **MUST** hold accreditation with The American Legion through the approval of the Department of Veterans Affairs, Office of General Counsel.
- iii. Block 3C must read al.vbacle@va.gov.
- iv. Block 17 must be the signed name of CVSO printed in Block 3B.

SUBMISSION OF THE NEW 21-22 DATED FEB 2019

- i. Block 15 must read "The American Legion".
- ii. Block 16A must read the name of the Accredited Veteran Service Officer for the American Legion.
- iii. Block 16B list job title CVSO, VSO, DSO.
- iv. Block 17 must read al.vbacle@va.gov
- v. Blocks 19 and 21 must be checked to gain access in VBMS from the VA.
- vi. Block 22A must be signed by the veteran or claimant.
- vii. Block 23A must be signed by the Accredited American Legion representative listed in Block 16A

IV. NEW CLAIMS AND SUPPORTING EVIDENCE:

- a. Due to the extreme volume of new claims and supporting evidence, The American Legion Office in the Cleveland VARO will no longer accept these documents for submission by a CVSO. The following instructions become effective immediately:
 - i. **All new claims and supporting evidence will be faxed or mailed directly to the Department of Veterans Affairs Claims Intake Center (EIC) located in Janesville, Wisconsin at the following fax and mailing address:**

1. Fax: 1-844-531-7818
2. Mailing: DEPARTMENT OF VETERANS AFFAIRS
CLAIMS INTAKE CENTER
PO BOX 4444
JANESVILLE, WI 53547-4444
- ii. As a result of these changes, all claims submitted by a CVSO on behalf of The American Legion directly to the EIC in Janesville, WI, will submit to The American Legion Office in Cleveland the following documents via mail or fax:
 1. CVSO Cover Sheet with “COURTESY” written in bold on document.
 2. VA FORM 21-22.
 3. Fax submission **receipt** from VBA/EIC with unique ID.

V. **APPEALS AND OPT IN LETTERS:**

- a. In support of the appellate process and the Appeals Modernization Act (AMA) the following are documents that will be sent **DIRECTLY** to The American Legion office in the Cleveland VARO:
 - i. VA FORM 21-0958, Notice of Disagreement (legacy appeals for Notification Letter dated Prior to February 19, 2019).
 - ii. VA FORM 9, Appeal to the Board of Veteran Appeals (legacy appeals for Notification Letter dated Prior to February 19, 2019).
 - iii. VA FORM 10182, Decision Review Request Board Request (Notice of Disagreement)
 - iv. VA FORM 20-0995, Decision Review Request (Supplemental Claim)
 - v. VA FORM 20-0996, Decision Review Request (Higher Level Review)
- b. The CVSO will receive a date stamped copy from the VA for these submissions and they will either be mailed or faxed to the County on a monthly basis.
- c. Appeal processing with The American Legion Department of Ohio will be as follows:
 - i. All rating decisions that are being sought for appeal is ultimately the decision of the veteran.
 - ii. The CVSO may sign the 21-0958 *Notice of Disagreement*, (for legacy appeals) VA FORM 20-0995 Block 16A and 16C, VA FORM 20-0996 Block 16A and 16C, VA FORM 10182 Block 13.
 - iii. CVSO’s may **NOT** prepare appellate briefs.
 - iv. The AL-OH reserves the right to make the final decision on all appeal assessments and course of action, with the approval of the veteran.
- d. **Training:**
 - i. The AL-OH recognizes that all training for CVSO’s who hold accreditation with The American Legion is the responsibility of the Ohio Department of Veteran Services (ODVS) as stated within the Ohio Revised Code (ORC) 5901 and 5902, in coordination with the Director of the County Veteran Service Office.
 - ii. CVSO’s can request a representative from the AL-OH to perform training for the implementation of this process and VBA Benefits at their office, the AL-OH Department HQ, or AL-OH Cleveland VARO office. Please contact the VA&R VBA Coordinator William Genochio genochio@ohiolegion.com or at the Veterans Affairs Regional Office 216-522-3504 to make those arrangements.

VI. **DURATION OF POLICY:**

- a. The date of policy is effective immediately for all CVSO’s who are filing VA FORM 21-22’s *Appointment of Veterans Service Organizations as Claimants Representative* on behalf of The

American Legion within the State of Ohio. These policies will remain in effect until the individual CVS SO is no longer accredited by The American Legion and/or employed by a County Veteran Service Office, and/or, The American Legion Department of Ohio implements a policy update to this version and is subsequently submitted to the Ohio Department of Veteran Services.

VII. SIGNATURE OF PARTIES PRINCIPLES:

Signature CVS SO/County

Date

Print CVS SO/County

Signature VBA Coordinator AL-OH

Date

Print VBA Coordinator AL-OH