



# **Department of Veterans Affairs**

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Veterans Benefits Administration

Veterans Claims Intake Program (VCIP)

## ***Document Conversion Rules***

**Version 18.2**

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## 1.0 Purpose

The purpose of the Document Conversion Rules (DCRs) is to provide general guidance for converting VA source materials to be stored in the Veterans Benefits Management System (VBMS) image repository. These rules apply to those source materials delivered to a conversion vendor from a recognized VA shipping entity (e.g. VA Regional Office (VARO) including File Bank Extraction efforts, Appeals Management Center (AMC), Records Management Center (RMC), and Centralized Mail Processing Center). DCRs also apply to source materials received via the US Postal Service (USPS) or faxes established and maintained at VA's contracted Intake, Conversion, and Mail Handling Service (ICMHS) vendor locations. The Date of Receipt Flowchart (Appendix E) and a separate Document Type Identification and Date of Receipt Guide accompany the DCRs to provide specific document type and date of receipt guidance when assigning indexing values.

VBA has a duty to ensure the integrity, accuracy, and completeness of every electronic folder (e-Folder). The Document Conversion Rules and the companion Document Type Identification and Date of Receipt Guide provide sufficient information supporting this objective.

## 2.0 General Information

### 2.1 Definitions

A **claims folder** (c-Folder) is defined as a three-fold, "red rope" file, created by a VA Regional Office (RO), containing claims-related source material for a specific Veteran. The Veteran's name and VA file number will be clearly displayed either in handwritten form or on a label affixed to the outside of the folder. Multiple volumes may be assigned to a single Veteran. No other labeling or "Flashes" affixed to the folder (e.g. VA Employee or otherwise) alters this definition. The c-Folder contains claims-related source material that is affixed to prongs on each of the three-fold sections. The folder may also contain loose material not affixed to prongs, although this is an exception.

**Supplemental (loose) mail** is defined as all other claim documents / source material shipped separate from, or in addition to, the claims folder.

A **box** or **container** is defined as the single object containing identified claims-related source material to be shipped to a location for conversion. Examples would include a standard VA shipping box or a standard United Parcel Service (UPS) container, either of which can be used to ship multiple batches of loose paper claims-related source material or already established claim folders; and UPS two-day envelopes normally used to ship small quantities of loose source material or single claim folders. A box or container may include a single or multiple batches of source material.

A **batch** is defined as a group or collection of claims-related source material submitted at one time associated with a single Veteran / claimant, which will be imaged together. The batch is considered the smallest set of traceable source material.

A batch may include a single item of source material relating to a Veteran / claimant (i.e., a single VA Form 21-4142) or may be a collection of claims-related source material for a single Veteran / claimant (i.e. a single VA Form 21-4142 with attached private treatment record and a VA Form 21-4138; or a VA Form 21-526 with a VA Form 21-22, a VA Form 21-4138, and six VA For 21-4142s). A batch may also be represented by a single or multiple volume claim folder aligned to a single Veteran / claimant (i.e. Veteran name Brown, Joe containing volumes 1, 2 and 3 is considered a single batch of source material). Each batch will be assigned a separate document control sheet.

A **page** refers to any single physical representation of source material, including photographs, or a single image from a CD / DVD, flash drive, microfiche, or microfilm. A paper page may have two sides resulting in two electronic images (front and back) once converted.

A **VA date stamp** refers to a manually or electronically applied time-date stamp which typically includes time and date, designation (VA), installation; (i.e., Regional Office, Central Office, Medical Center, and location (NV, CA, KY, TN, etc.)). The VA date stamp identifies the “when” and “where” materials were received at a VA facility; and for document conversion purposes, is the primary means for identifying the date of receipt indexing value unless otherwise stated in the Document Identification and Date of Receipt Guide.

A **handwritten annotation** is often encountered on documents and typically contains a VA employee’s initials, a date corresponding to the date the annotation was made, and a variety of short-hand descriptions of the action taken requiring the annotation. Examples of those action descriptions include: “CEST 020,” “Rcvd’ 01/20/08,” “PCLR’d 10/23/11,” or other similar annotations. Handwritten annotations may be used for assigning date of receipt indexing values as approved in these DCRs and in the Document Type Identification and Date of Receipt Guide.

A **skewed image** refers to any resulting image that is slanting in one direction, or one that is misaligned, resulting in loss of data / information contained on the original source document.

A **notification letter** is defined as communications / letters generated by VA for the purpose of notifying a Veteran / claimant regarding a decision on a pending action.

**Correspondence** is defined as communications / letters between VA and a Veteran / claimant. Correspondence may either be from VA or to VA but must be between VA and the Veteran / claimant. Specific guidance for indexing “Correspondence” may be found in the Document Type Identification and Date of Receipt Guide.

**VA Memorandums (VA Memos)** are communications between VA entities within a VA facility or between VA facilities.

**Internally generated documents** are defined as those source materials created / generated by VA and may be disseminated to Veterans / claimants or to other third party entities. Internally generated documents typically do not contain a regional office mailroom date stamp as those documents are consolidated in the mailroom for US Postal Service pickup only. Examples include but are not limited to:

- MAP-D development letters
- Notification letters
- Rating Decision Narrative
- DPRIS materials
- Veterans Claims Assistance Act (VCAA) / Duty to Assist (DTA) letters)
- Compensation and Education writeouts
- VA Medical Center records prints

Other internally generated documents are created solely for the purpose of initiating or updating compensation benefit payments. These internally generated documents are not mailed to a Veteran / claimant as they are administrative in nature. Examples include but are not limited to:

- Compensation award
- Retired pay calculator
- Education awards

**Externally generated documents** are defined as those source materials typically submitted to VA in support of pending claims. Externally generated documents typically have regional office mailroom date stamps as the materials are generally received via the United States Postal Service (USPS) or other independent carrier. Examples include but are not limited to:

- Letters from Veterans / claimants or letters / evidence from third party entities (i.e., private physicians / facilities, Veterans Service Organizations (VSOs), Social Security Administration (SSA) records).

Faxes received within the Veterans Service Center (VSC) are considered externally generated documents but will not typically have a RO date stamp as those materials are not commonly routed through the RO mail room.

A **signature date** is the date a VA employee signed internally generated source material denoting action being taken on a Veterans' file. This is typically found on the Compensation Award in the blocks labeled "Generated by" or "Authorized by".

**Grouped documents**, for conversion purposes, is defined as source material fastened / bound by a staple or some other means and typically sent and / or received on the same day. Typically, source materials received at a regional office bound together will receive the same date stamp. For a full description of handling grouped documents refer to Section 4.3 of these Document Conversion Rules.



### 3.0 General Conversion Requirements

The following are general guidelines to be used when converting documents:

- Paper records shall be prepared for conversion to ensure the best possible images are obtained. At a minimum, resulting images must be as legible as the source material from which the images were derived. A fold covering any data on source material is considered an error.
- Images on CDs, DVDs, eFax, Microfiche, thumb drives or Microfilm must be converted and uploaded. The contents of the media, where possible, shall be captured either directly from the media, if the conversion system supports the associated image format or via printing from the media to paper, and then converted. Where printing is not available, or if the material is damaged such that the information cannot be retrieved, an *Unscannable Item Placeholder* image (Appendix D) shall be inserted in place of items that cannot to be imaged. The copying and imaging of any physical media (i.e., making a photocopy of a DVD, thumb drive, or microfilm container and converting the copy) is not required.
- The contractor shall convert and upload the following document types in color regardless of the presence or lack of color:
  - Photographs
  - DD214s and DD215s
- Source material should not be edited or altered in any manner that affects the content integrity of the source material. This excludes the requirement for the placement of an “x” on documents to identify them as having been converted in accordance with Section 18, “Image Confirmation”.
- Resulting images shall be oriented upright in such a way to support the viewing and reading of content on a computer screen in a normal fashion (i.e., top to bottom, left to right), regardless of the orientation of any date stamps or other handwritten annotations applied to the document. No other orientation is required.
- Perforated documents may be separated, unless the result of that separation will result in damaging the document or a loss of data that could otherwise be captured by not separating a perforated document.
- Personal Identifiable Information (PII) shall not be redacted from any source material.
- All correspondence sent to and received from the Veteran / claimant shall be converted and imaged. This includes duplicate documents, unless otherwise instructed.

- Envelopes, to include used, returned envelopes (e.g., incorrect address, forwarding expiration stickers, etc.), and their contents shall be converted and retained as a single document. **NOTE:** This does not apply to Central Mail envelopes received by the vendors. These envelopes will have their images appended to each separate document found within it.
- Documents, following all deletion actions and otherwise ready for upload, shall not exceed 100mb, unless specifically identified elsewhere in these DCRs. Split and create multiple documents when this limit is exceeded.
- Sticky notes, tabs, or other temporary markers used as placeholders, when encountered, should be handled in accordance with the following guidance:
  - Blank sticky notes, blank tabs, or other blank temporary markers used as placeholders should not be converted. As a general rule and for the purpose of this guidance, “blank” is defined as containing no hand-writing. Commercial sticky notes or tabs with graphical (alpha-numeric, pre-printed sticky notes or tabs) or typed logos, and no handwritten information, are to be considered “blank” for the purposes of document conversion activities and shall not be imaged.
  - Sticky notes or tabs containing handwritten information shall be placed on approved “VBA Attached Notes Page” (Appendix F) and imaged separately with the resulting image immediately following the image from which the sticky note or tab was removed. It is not permissible to image sticky notes on source material where, upon imaging, it will appear to become a part of the content (i.e., on the front or reverse of a document containing text wherein the sticky note is placed in an empty space so as to not obscure the text).
- Stickers shall not be removed from the outside of the claims folders.
- Source material containing foreign language shall be imaged and indexed in accordance with the Document Type Identification and Date of Receipt Guide.
- If an empty FNOD makes it to the ICMHS conversion facility, insert a sheet into the FNOD reading “FNOD Empty”, scan the sheet, index as VA Memo, and use the date of scan as the date of receipt.

### 3.1 Items NOT to be Scanned

When encountered, the following source material shall **NOT** be scanned:

- “Charge cards” - Used by VA ROs, Records Management Center (RMC) or Federal Records Centers (FRC) for file management purposes. Refer to Appendix C for a sample “Charge Card.”

- Unused, returned postage-paid envelopes - If a Veteran / claimant returns documents and returns the postage paid envelope as an enclosure, the unused postage paid envelope should not be imaged. This applies to any and all unused, returned postage-paid envelopes.
- Blank sticky notes, tabs, or other temporary markers used as placeholders. Refer to Section 3 above for a complete description of these items.
- DNA packets.
- Unmarked routing slips.
- ~~Instruction pages of VA forms (unmarked, without handwriting).~~
- Carbon copy overlays.
- Poster-board separator strips (typically 1" wide varying in color) – Historically, used by the Appellate Litigation Staff (ALS) to mark evidence within a claims folder to be copied for use in preparing briefs for members of the Court of Appeals for Veterans Claims (CAVC). These strips were also used by members of the Board of Veterans Appeals to mark evidence within a claims folder. As these strips do contain written information, they cannot be considered under “Blank sticky notes, tabs, or other temporary markers used as placeholders.” However, they are **NOT** to be imaged.
- Miscellaneous flashes (may be white or color paper) and affixed to the outside of a claims folder; used to bring attention to a claims folder for a specific reason.
- X-rays and / or X-ray jackets (bones, chest, abdomen, etc.).
  - **Exception:** X-ray jackets (jackets only) containing written information shall be imaged.
- Dental X-rays and / or X-ray jackets (bite wings and / or panoramic film).
  - **Exception:** Dental X-ray jackets (jackets only) containing written information shall be imaged. Bite wing envelopes may be combined on one page for the purposes of imaging.
- Blank military health STR (medical or dental) jackets.
  - **Exception:** If there is any writing, label, etc. on or in a military health jacket, it shall be imaged.
- Live, undeposited bank checks or cash. Please contact the assigned COR/ VCIP representative to obtain the correct RO mailing address, RO point of contact, and current handling procedure.

These items shall be placed behind a cover sheet in the claims folder that reads, **“Items Behind This Sheet Have Not Been Converted.”** After the last item, an end sheet shall be inserted that reads, **“End of Items Not Converted.”** Refer to Appendix B, *Sample Cover Page and End Sheet “Do Not Convert Items.”*

### **3.2 Vendor created copies**

In an attempt to achieve the best possible image of original source material, the vendor may make photocopies of source material to be scanned. When such copies are used in place of source material, they shall be retained within the file as if they were the original material from which they were created. Any additional copies that were created and NOT used as digital conversion source material shall be retained as the last set of material not converted, in accordance with the procedures set out in section 3.1, behind a separate cover sheet (see Appendix K) and before the “End of Items Not Converted” sheet.

### **3.3 Unscannable Source Material**

Some source material may not be convertible due to content formatting, password protection enabled, etc. These may include CDs, flash drives, DVDs, or other devices for storing images. When determined to be unscannable, complete the *VCIP Unscannable Document Placeholder* referenced in Appendix D. When completing the unscannable placeholder include identifying information from any label affixed to an unscannable item that may be used to identify the contents (e.g., Eastern Orthopedics – MRI; Dr. Joe Smith – CT Scan dtd 4-23-2011).

### **3.4 Social Security Administration (SSA) CD Decryption Instructions**

SSA CDs typically have decryption instructions attached to them in order to facilitate the extraction of information. Occasionally SSA CDs will not contain the decryption instructions. If the instructions are not included, please contact the COR for a copy. If the COR deems the instructions are unavailable and the data cannot be extracted, use the *VCIP Unscannable Document Placeholder*.

## **4.0 General Indexing Requirements**

### **4.1 Indexing Values**

A minimum of four (4) indexing values shall be associated with each imaged document and transmitted to VA as metadata:

- Veteran’s full name (Last, First, MI)
- Veteran’s file number
- Document Type
- Date of Receipt, commonly referred to as the document receipt date

While indexing is accomplished at the document level, each image of an indexed document shall carry the same indexing value. As conversion operations are expanded to support additional document types and business lines, additional indexing values will be required.

### **4.2 Document Type Identification**

Each transmitted document shall be indexed in accordance with the *Document Conversion Rules* and the *Document Type Identification and Date of Receipt Guide*. Each document shall be assigned a value from the existing VBMS taxonomy, defined in the ACR156-Document Type Category Updates. The exception to this general rule occurs with correspondence sent from VA to Veterans / claimants or third party recipients wherein the correspondence includes forms for completion or previously completed forms requiring additional action on behalf of the recipient.

- **Example:** VA letters with enclosures consisting of blank VA forms shall be converted as a single document and indexed as the VA letter.
- **Example:** A letter to a third party physician / medical treatment facility including a signed VA Form 21-4142 shall be converted as a single document and indexed as "Third Party Correspondence".

### 4.3 Grouped Documents

Any documentation which cannot be clearly identified and is attached to / grouped with an identifiable document will be indexed the same as the identifiable document. For the purposes of grouping, "Identifiable" shall be defined as any document with a defined taxonomy value in the *Document Type Identification and Date of Receipt Guide*. Exceptions to this rule exist and are described in the relevant entries in the *Document Type Identification and Date of Receipt Guide*.

For document conversion purposes, grouped documents are those documents bound or fastened together and are typically sent and / or received on the same day. To the extent possible, grouped documents shall remain intact and be indexed in accordance with the *Document Type Identification and Date of Receipt Guide*. Retaining grouped documents throughout the conversion process supports date of receipt integrity for the specific group of documents where applicable.

- **Example:** A Veteran / claimant submits to VA a VA Form 21-4138, *Statement in Support of Claim*, with a completed VA Form 21-4142, *Authorization and Consent to Release Information to the Department of Veterans Affairs (VA)*. Both documents were received on the same date in the same envelope. These forms may or may not be stapled upon receipt in the VA mail room and both may be date stamped. If it is readily determined the documents came in together they should be converted as separate documents.
  - **NOTE:** For those instances wherein documents with valid VA date stamps reflecting different dates are erroneously grouped together, the vendor shall disregard the grouping, and instead, index documents in accordance with the *Document Type Identification and Date of Receipt Guide*.
- **Example:** A Veteran / claimant submits to VA a VA Form 21-4138, *Statement in Support of Claim*, with a completed VA Form 21-4142, *Authorization and Consent to Release Information to the Department of Veterans Affairs (VA)*.

The documents were received on different dates based on the date stamps applied. The forms are stapled upon receipt at the conversion vendor. In this scenario the documents are considered to be grouped based on the presence of the staple. However, the presence of different date stamps reflects that the documents were received in the regional office on different dates. The grouping should be disregarded, and the documents indexed in accordance with the *Document Type Identification and Date of Receipt Guide* resulting in each document assigned a date of receipt corresponding to the VA date stamp on each.

- **Example:** A Veteran / claimant submits to VA a VA Form 21-4138, *Statement in Support of Claim*, with a completed VA Form 21-4142, *Authorization and Consent to Release Information to the Department of Veterans Affairs (VA)*. The documents were received on the same date based on the date stamps applied. The Veteran then submits an additional VA Form 21-4138 and private treatment records. Upon receipt, the mailroom staff fails to apply a valid VA date stamp to the additional 21-4138 or private treatment records. Instead, mailroom staff staples the additional documents to the previously submitted 21-4138 and 21-4142. All forms and private treatment records are stapled upon receipt at the conversion vendor. The documents are considered to be grouped based on the presence of the staple. In this scenario, the conversion vendor shall assign the same date of receipt to all of the documents within the group.

## 5.0 Freedom of Information Act Packets

All Freedom of Information Act packets shall be indexed together as a single document under the indexing value "FOIA/Privacy Act Request." In order to distinguish if materials constitute a FOIA packet, the first page will be a "Privacy and FOIA Request Worksheet" and the materials will be bound together by staple, clip, etc. If the "Privacy and FOIA Request" worksheet is not present, index the records separately as they are encountered. If the "Privacy and FOIA Request" is present and not bound to any material, index the "Privacy and FOIA Request" worksheet under the indexing value "FOIA/Privacy Act Request," and index the records separately as they are encountered. Typical FOIA packets may include the following materials, see Appendix I: Freedom of Information Act (FOIA) Packet Example:

- Privacy and FOIA Request Worksheet
- Correspondence –Letter from Veteran to VA
- SF 180--Request Pertaining to Military Records
- VA Form 10-5345 Request for and Authorization to Release Medical Records or Health Information
- VA Form 3288 Request for and Consent to Release of Information from Claimant's Records
- Correspondence—Private Attorney Form—Authorization for Use and Disclosure of Protected Health Information Pursuant to The Health Insurance Portability and Accountability Act of 1996

- VA Form 21-4138, Statement In Support Of Claim
- VA Form 27-0820, Report of General information
- Correspondence – Letter From Attorney or Agent, describing request
- Correspondence – Forwarding letter from NPRC
- Correspondence – Cover Letter from VSO
- Correspondence – FAX cover sheet
- SSA packet to include SSA-827, Authorization to Disclose Information to the Social Security Administration
- Support documents from the Veteran or 3rd party, i.e. copies of correspondence from the VA, DD Form 214, death certificate, birth certificate, marriage license, Appointed Guardianship.

The date of receipt for FOIA packets shall be assigned in accordance with the *Document Type Identification and Date of Receipt Guide*.

## **6.0 Congressional Requests / Packets**

Congressional requests to VA typically contain a letter from the Member of Congress (identified by Congressmen's or Senator's letter head), a statement from the Veteran, and / or supporting information, medical evidence, etc. Congressional packets may also have a Congressional response generated by a Regional Office as a cover page. These will normally be created on VA Letterhead and be addressed directly to a Congressional Member or other member of the Presidential Cabinet Level offices. Regardless of the content of the request / packet, all Congressional requests / packets shall be indexed together as a single document, under the indexing value "Congressionals". Congressionals can be in a packet or a single letter.

The date of receipt for Congressional requests / packets shall be assigned in accordance with the *Document Type Identification and Date of Receipt Guide*.

## **7.0 Official Military Personnel File (OMPF)**

Official Military Personnel Files are received from RMC's VA Liaison Office (VALO) and require special handling for conversion.

### **7.1 OMPF Handling Instructions**

For conversion facilities processing OMPFs received directly from VALO, the following handling instructions apply:

- No use of tape on any OMPF materials. In place of tape Mylar sleeves, or its equivalent, will be used. Any equivalent would require approval by the National Archives and Records Administration (NARA).
- STRs will be identified within the OMPF and separated based on current guidance/instructions for Document Conversion.

Please see the following table for handling instructions and requirements regarding processing and handling of OMPFs:

<b>Material</b>	<b>Standard to be Met</b>
Lab Slips in STRs	No unapproved tape on any OMPF materials at any time. Following conversion, lab slips must be replaced loose inside a folder / document holder with document from which removed. The folder and its contents shall be returned to the original location of the lab slips.
Small photos attached to entry document	No unapproved tape on any OMPF materials at any time. If removed, photographs must be replaced loose inside a folder / document holder with document from which photograph was removed. The folder and its contents shall be returned to the original location of the document with the photograph.
Less than full size (<8.5 X 11) – also known as ½ sheet materials	No unapproved tape on any OMPF materials at any time.
Pages with perforations	Follow current Document Conversion process when the documents are encountered.
EKG strips	EKG strips may be cut. No unapproved tape on any OMPF materials at any time.
“Two-hole punch” torn holes	No unapproved tape on any OMPF materials at anytime.
Carbon copy sheets	Follow current Document Conversion process when perforated documents are encountered.

## 7.2 OMPF Conversion Process

The OMPF conversion process must adhere to the following:

- All personnel records are prepped in place within the folders to ensure materials are returned to their proper location during de-prep.
  - Each flap is a separate document type with its own document separator sheet
  - Each loose group of documents is a separate document type with its own document separator sheet
- Any documents left in an STR jacket are indexed as “Military Personnel Record” unless the vendor readily identifies the material as an STR.
- Any documents left in the OMPF folders are indexed as “Military Personnel Record”.
- Photographs, DD214s / DD214 equivalents and DD215s shall be converted in color regardless of the presence or lack of color.



- During de-prep STRs are returned to the associated STR envelope and OMPFs are replaced to locations from which they were removed.
- OMPFs are return shipped to VALO.
- In the absence of an identifiable STR jacket / folder / envelope (meaning all STRs, medical and dental, are loose within the OMPF), extract and separate all identifiable STR medical and dental records into distinct groups (medical or dental), convert as distinct documents, and index each as single “STR-Med” and / or “STR-Den”.
  - This step assumes the OMPF does not contain a recognizable STR jacket or envelope of any kind.
  - 150-image limit applies per document.
- Where OMPFs include STRs, both loose and in readily identifiable STR jackets:
  - Separate loose STRs into either medical or dental and convert as separate documents (do not place into the STR jackets) then follow de-prep procedures for loose STRs.
- Prep all STRs within any container labeled “Medical” as a single document and index as “STR-Medical”.
  - This step assumes some STRs are contained within a recognizable STR jacket or envelope but are not properly labeled as “Medical” or “Dental”. If the jacket is labeled, index based on label.
- Where a group of loose personnel documents and STR documents are encountered and temporarily bound via rubber band or paper clip, separate the contents of the group into STRs and personnel records.
- Prep all OMPFs based on location in the folder (left flap / right flap).
- Where multiple L&T sheets are found within the OMPF folder, only use the date on the L&T sheet on the outside of the folder and scan all documents (including additional L&T sheets / NPRC dispatch sheets / Manila folders within the OMPF) into the same folder using one date.
- Where a Veteran has multiple OMPFs and one OMPF is found inside the other, the date of receipt shall be taken from each L&T sheet associated with the specific OMPF.
- File charge cards are considered a part of the veteran’s OMPF and will be scanned with other OMPF source material.
- Documents received in a mylar sleeve are required to be returned in the mylar sleeve.
- Education documents found within the OMPF folder shall be scanned in and indexed as OMPF.
- During de-prep, place any loose STRs onto the prong on the right flap of the OMPF jacket in which the loose STRs were found, regardless of what may already be on that prong.
- During de-prep, replace any loose OMPFs to the prong on the left flap of the OMPF jacket in which the loose OMPFs were found, regardless of what may already be on that prong.
  - If no prongs exist on the left flap, leave loose OMPFs loose.
  - If no holes in OMPFs, place loose OMPFs into envelope. This includes small documents found in the OMPF.

**SPECIAL NOTE:** The following documents are commonly found within both the personnel records and the STRs:

- Separation Examination (may also be called “Final”, “Discharge” or “Exit”)
  - Identifiable by text located in Block 5 of the Report of Medical Examination
- Enlistment Examination (may also be called “Induction”, Pre-Induction”, “Original”, or “Initial”)
  - Identifiable by text located in Block 5 of the Report of Medical Examination
- Physical Profile
  - Identifiable by document title
- Immunization Record
  - Identifiable by document title
- Medical Evaluation Board (MEB) package
  - Identifiable by document title
- Physical Evaluation Board(PEB) package
  - Identifiable by document title
- Line of Duty (LOD) package
  - Identifiable by document title

When encountered in an STR jacket, these records shall be indexed as “STR-Medical”. When encountered within the personnel records these documents shall be indexed as “Military Personnel Record” unless grouped with other readily identifiable STRs and there is no STR jacket, in which case they shall be indexed as “STR-Medical”.

### **7.3 Process for ICMHS Vendor Comingled and Mis-filed OMPF Material**

As part of the ICMHS contract, the vendor receives Official Military Personnel Files (OMPF) from the Records Management Center (RMC). On occasion, these files contain files within a file belonging to another veteran who is not on the manifest nor has a document control sheet (DCS) attached. This is considered a folder maintenance error, a veteran co-mingle, and should not be scanned with veteran John Doe’s material. The co-mingled documents should be sent back to RMC/VALO for RMC/VALO to then pass to the National Personnel Records Center (NPRC) to re-file. Similarly if the ICMHS vendor discovers an entire file belonging to a veteran who is not on the manifest, nor has a DCS sheet attached, the file should be sent back to the RMC/VALO for them to pass to the NPRC to refile, as this is considered a folder maintenance error, a mis-file.

The purpose of this discussion is to outline an approved process for the vendor to follow in the above situation.

1. When the ICMHS vendor determines that they have a veteran co-mingle or a mis-file in an OMPF shipment, they will pull the applicable documents/file from the box.
2. The vendor will return the documents/file to the RMC within 5 days, consistent with the turn around time applicable to processing the OMPFs.
3. Included in the shipment back to the RMC, the vendor will insert an 8.5x11 flash (bright pink sheet) indicating it was an OMPF Misfile (see Appendix J)

## **8.0 Vocational Rehabilitation and Employment (VR&E) Service Counseling, Evaluation and Rehabilitation (CER) Folder and VRE Centralized Mail Conversion Process**

The Counseling, Evaluation, and Rehabilitation file is a three-flap folder used by VBA's VR&E Service to maintain all pertinent documentation related to a Veteran's or Servicemember's request for, and receipt of, VA vocational benefits and services. VR&E CER folders are not maintained with Compensation files but are typically housed within the regional office. VR&E CER folders do not include bar-coded labels and require special handling for conversion.

VR&E utilizes two types of folders; a 3-flap CER folder and a 2-flap manila folder used to distinguish between the various Chapters of education benefits. Vendors will encounter both types of folders. While distinctly different in appearance, the manila folders will be referred to as CER folders throughout these rules. The conversion rules will be the same for each type of folder encountered.

CER folders and content may arrive at conversion facilities through several channels:

1. Inactive folders received as part of Full Service Shipping operations
2. Inactive folders received directly from the regional office following the completion of Full Service Shipping operations
3. Folders erroneously filed within Veteran claims files received from the regional office
4. Follow on mail received through Centralized Mail operations

For conversion facilities processing CER folders, the following handling instructions apply for each of the above listed scenarios:

1. CER folders received as part of Full Service Shipping operations:
  - CER folders received as part of Full Service Shipping operations are considered "Inactive" for conversion purposes.
  - Convert contents of each volume of the CER folder as a single, searchable PDF document, not to exceed 100MB in file size. Any CER folder resulting in a converted document exceeding 100MB will be separated into multiple documents, none exceeding 100MB.
  - CER folders are to be converted in the following order:
    - 3-flap folders - left flap, center, and right flap
    - 2-flap manila folders – left flap then right flap
  - During document preparation, insert a cover page corresponding to the section of the CER file (left flap, center, or right flap) to be converted. These include sheets reading "LEFT", "CENTER", or "RIGHT". These sheets will be converted to images during the scanning process to allow end users to see the separation of folder content. There will not be more than one "LEFT", "CENTER", or "RIGHT" cover sheet in any VRE-CER PDF.
  - Assign the document type indexing value "VR&E General" to all documents.

- The date of receipt shall be the date of scan of the folder and its contents.
  - Documents within the contents of the CER folders that are identified as misfiled will not be removed and will be scanned with the misfiled documents in place.
2. CER folders received directly from the regional office following the completion of Full Service Shipping Operations:
- CER folders received as part of Full Service Shipping operations are considered “Inactive” for conversion purposes.
  - Convert contents of each volume of the CER folder as a single, searchable PDF document, not to exceed 100MB in file size. Any CER folder resulting in a converted document exceeding 100MB will be separated into multiple documents, none exceeding 100MB.
  - CER folders are to be converted in the following order:
    - 3-flap folders - left flap, center, and right flap
    - 2-flap manila folders – left flap then right flap
  - During document preparation, insert a cover page corresponding to the section of the CER file (left flap, center, or right flap) to be converted. These include sheets reading “LEFT”, “CENTER”, or “RIGHT”. These sheets will be converted to images during the scanning process to allow end users to see the separation of folder content. There will not be more than one “LEFT”, “CENTER”, or “RIGHT” cover sheet in any VRE-CER PDF.
  - Assign the document type indexing value “VR&E General” to all documents.
  - The date of receipt shall be the date of scan of the folder and its contents.
  - Documents within the contents of the CER folders that are identified as misfiled will not be removed and will be scanned with the misfiled documents in place.
3. CER folders erroneously filed within Veteran claims files:
- Erroneously filed CER folders are to be considered as “Inactive” for conversion purposes.
  - CER folders received as part of Full Service Shipping operations are considered “Inactive” for conversion purposes.
  - Convert contents of each volume of the CER folder as a single, searchable PDF document, not to exceed 100MB in file size. Any CER folder resulting in a converted document exceeding 100MB will be separated into multiple documents, none exceeding 100MB.
  - CER folders are to be converted in the following order:
    - 3-flap folders - left flap, center, and right flap
    - 2-flap manila folders – left flap then right flap
  - During document preparation, insert a cover page corresponding to the section of the CER file (left flap, center, or right flap) to be converted. These include sheets reading “LEFT”, “CENTER”, or “RIGHT”. These

sheets will be converted to images during the scanning process to allow end users to see the separation of folder content. There will not be more than one “LEFT”, “CENTER”, or “RIGHT” cover sheet in any VRE-CER PDF.

- Assign the document type indexing value “VR&E General” to all documents.
- The date of receipt shall be the date of scan of the folder and its contents.
- Documents within the contents of the CER folders that are identified as misfiled will not be removed and will be scanned with the misfiled documents in place.

4. CER follow-on mail received through the Centralized Mail operations:

- Follow on mail received through Centralized Mail operations is to be considered as “Active” for conversion purposes.
- Convert contents into searchable PDF documents based on existing Document Conversion Rules.
- Assign the document type indexing value based on individual document content in accordance with VR&E document taxonomy.
- Apply the date of receipt based on existing date of receipt guidance for Centralized Mail operations described in Section 11.1.5 of this document.

## 9.0 Misfiled and Disassociated Documents

In the event that more than one Veterans’ information is found within a packet of material (e.g., c-Folder or loose mail packet), with the exception of STRs and OMPFs (covered in section 7.3), that appears to contain documents, or pages within a document, belonging to another Veteran or other party, the following actions shall be taken:

- If received through Centralized Mail, the material which does not pertain to the Veteran identified shall be scanned and routed to the appropriate Centralized Mail Queue (route to the **unsolicited** mail queue, based on shipping RO), for resolution. The remaining material within the packet shall be processed normally.
- 

If Veteran source material becomes disassociated from the original file, and the ICMHS vendor has determined it has been ‘misplaced’, and is unable to match the material back to the original file; then the ICMHS vendor will:

1. Attach proof of their attempt to locate to the document.
2. Place the disassociated document(s), along with proof of attempt to locate, in a current year, named folder and container, and kept on site at the scanning facility.
3. Consolidate disassociated documents to the vendor’s primary scan site quarterly, if applicable.

4. Store the documents in a single box ready to be recalled if they are requested by VA.

## 10.0 General Rules for Date of Receipt

For VA purposes, Date of Receipt for indexing purposes is defined as the earliest date source material was either received by VA (e.g., at a regional office (RO), VA Medical Center or Outpatient Clinic, VA National Cemetery, the VA Records Management Center (RMC), Central Mail Processing Center or any other recognized VA facility) or the date correspondence was sent from VA to a Veteran / claimant or to a third party (e.g., date of a notification letter, date of a MAP-D development letter, date of a request to a private physician or medical facility requesting records on behalf of a Veteran / claimant, date a Statement of the Case was released to a Veteran / claimant). Date of receipt guidance will vary based on the source material encountered. Assigning the correct date of receipt indexing value requires (1) identifying a valid VA date, and (2) assigning a valid VA date as the date of receipt. **The date of receipt for inbound EXTERNAL correspondence (from the Veteran / claimant to VA) shall be taken from the valid VA date stamp affixed to the correspondence.**

### 10.1 Identifying a Valid VA Date

Identifying a valid VA date is a critical component in assigning a correct date of receipt indexing value. For the purposes of identifying a valid VA date the following sections provide general guidelines.

#### 10.1.1 VA Date Stamps

For much of the claims related source materials (i.e. Education, Compensation Service, Pension, etc.), a mechanically applied valid VA date stamp is the primary means for identifying the appropriate date of receipt. All ROs now have electronic date stamping machines; however, additional non-electronic, manual ink-based official VA date stamps are shared commonly throughout VA. Generally, each RO or VA facility uses a similar date stamp identifying date and time, designation (VA), installation (i.e.; Central Office, Regional Office), and location (KY, NV, FL, etc.).

For a mark to be considered a valid VA date stamp it must include all of the following information:

1. Legible month and year (e.g. December 2014)

For a mark to be considered a valid VA date stamp it must NOT include any of the following:

1. Information that clearly identifies the stamp as coming from an organization external to VA, e.g. a VSO or the Social Security Administration.

Valid VA date stamps may be applied sideways, upside down, or at various angles on claims-related source materials. If a legible date stamp appears at an angle and is the only notation or writing on the page, though helpful to VA claims processors, there is no requirement for the date stamp to be re-oriented prior to transmission. VA

date stamps may also be applied to the reverse / back side of a source document, jacket, or envelope. Date stamps on the reverse / back side of a document, jacket, or envelope shall be considered valid for imaging and indexing purposes.

In addition to VA date stamps, other non-VA date stamps may be found affixed to documents. Date stamps that are clearly Non-VA are **NOT** to be used for purposes of determining date of receipt for indexing. In the absence of a valid VA date stamp, a claimant's signature and date of signature are **NOT** to be used for purposes of determining date of receipt for indexing.

### **10.1.2 Handwritten Date Stamps**

In addition to manual ink-based and electronically applied VA date stamps, source materials may also include a hand written annotation that replicates the content of a manual ink-based or electronic date stamp. A "handwritten date stamp" will consist of, but is not limited to handwritten initials, facility identifying information, and date (i.e. JRM, RO 351, 3/17/2002). They will only be used in determining the appropriate date of receipt indexing value in the absence of a valid VA date stamp or other guidance detailed in the *Document Type Identification and Date of Receipt Guide* directing the use of some other date for the document in question:

- A handwritten date stamp on a STR Jacket is acceptable for date of receipt indexing purposes in the absence of a valid VA date stamp. If a handwritten date stamp and a Defense Personnel Records Information System (DPRIS) acknowledgement are available, use the earliest date of receipt of the two.
- A handwritten date stamp on an OMPF Jacket is acceptable for date of receipt indexing purposes in the absence of a valid VA date stamp. If a handwritten date stamp and a Defense Personnel Records Information System (DPRIS) acknowledgement are available, use the earliest date of receipt of the two.

### **10.1.3 Handwritten Date Annotations**

Source materials received in support of claims are not always routed through a VA mailroom, resulting in materials without an official manual ink-based or electronically applied VA date stamp. Examples include faxes, printed emails, Reports of Contact wherein a VA employee makes telephonic contact with a Veteran / claimant and a paper form documenting the specifics of the call is generated and placed inside a claims file, or batch printed forms sent to the regional office in bulk shipments then associated with a Veteran / claimant claims file. In all of these cases, VBA employees often annotate the materials upon receipt at their desk. The most common of these annotations include "Rcvd", the date the material was received, and the employees' initials. When encountered, this form of handwritten date annotation is considered valid for indexing purposes. Please refer to the *Document Type Identification and Date of Receipt Guide* for guidance on when the handwritten date annotation should be assigned as the official date of receipt.

#### **10.1.4 System Generated Dates**

Claims-related source material may also include dates that were system generated at the time of document creation. Examples include the Veterans On-Line Application (VONAPP) historical development letters, current MAP-D development letters, notification letters, VA Medical Center records printed through the Compensation and Pension Records Interchange (CAPRI). System generated dates are considered valid VA dates for indexing purposes. Examples of system generated specific document dates of receipt may be found in Appendix G: *Document Type Date of Receipt Examples (Not VA Stamps)*. Please refer to the *Document Type Identification and Date of Receipt Guide* for guidance on use of the system generated date as the official date of receipt.

#### **10.1.5 Date of Receipt for Mail Processed in the Centralized Mail (CM) Portal**

Date of receipt for mail routed through DMHS is determined by the earliest official date.

1. Stamped by the RO upon receipt and prior to forwarding to the scanning vendor
2. Stamped by the scanning vendor, or
3. Found on documents such as VA Form 27-0820, Report of General Information, or facsimiles.

Notes:

The date of receipt used by the scanning vendor and displayed in DMHS generally reflects the earliest date of receipt.

#### **10.1.6 Assigning a valid VA date of receipt**

The first tool to be used in determining the date of receipt is the *Document Identification and Date of Receipt Guide*. If still unclear, use the *Date of Receipt Flowchart (Appendix E)*.

While there will be exceptions to the general rules for date of receipt, the earliest valid VA date stamp on a document is considered the date of receipt for imaging purposes. Please refer to the *Document Type Identification and Date of Receipt Guide* for identifying the appropriate date of receipt to be applied.

#### **10.1.7 General Rules for Date of Receipt**

If individual documents within a group of documents have valid VA date stamps, apply each date of receipt separately to each document when indexing. This applies to those group of documents received at the regional office and a VA date stamp is applied. This does not include a development letter with 6 blank forms enclosed with the



letter. Those blank forms are indexed as though they were a part of the letter and the date of receipt is taken from the date of the letter.

**Example:** A group of documents consisting of a VA Form 21-4142, a VA Form 21-4138, and a VA Form 21-22 are grouped together in the claims folder or manila folder. Each of these documents is affixed with separate and different valid VA date stamps. Each of these identifiable forms shall be indexed separately and the date of receipt for each shall be the date of the valid VA date stamp.

- If only one document within a group of documents contains one or more valid VA date stamp(s), apply the earliest valid VA date stamp as the date of receipt for all identifiable documents within the group.

**Example:** A group of documents consisting of a VA Form 21-4142, a VA Form 21-4138, and a VA Form 21-22 are grouped together in the claims folder or manila folder. Only the VA Form 21-22 has been stamped with a valid VA date stamp. Each of these identifiable forms shall be indexed separately and the date of receipt for each shall be the date of the valid VA date stamp on the VA Form 21-22.

- If two or more documents, but not all documents within the group, have one or more valid VA date stamp(s), apply the earliest valid VA date stamp as the date of receipt for all identifiable documents within the group that have no valid VA date stamp.

**Example:** A group of documents consisting of a VA Form 21-4142, a VA Form 21-4138, a VA Form 21-22, a collection of private treatment records, and a separate letter (correspondence) from the claimant, are grouped together in the claims folder or manila folder. Only the VA Form 21-22 and the VA Form 21-4142 have valid VA date stamps with separate dates. Both the 21-22 and 21-4142 will be assigned a date of receipt based on the valid VA Date stamp on each. Remaining documents from the grouped documents (VA form 21-4138, the collection of private treatment records), and the letter (correspondence) from the claimant) will be assigned a date of receipt based on the earliest valid VA date stamp on either the 21-22 or the 21-4142.

- Any date stamp encountered which can be clearly identified as from an organization external to VA shall be considered invalid and the *Document Type Identification and Date of Receipt Guide* shall be used. Contact the ICMHS COR or VCIP representative for additional guidance.

### 10.1.8 Erroneous or Future Dates

Occasionally VA personnel will apply an erroneous or future date of receipt to claims-related source material. Erroneous dates of receipt are those that do not exist

such as January 32, 2013. For imaging purposes only, a future date is a date applied to source material, either stamped or handwritten, that falls after the date on which the materials are converted. When encountered, these dates will be disregarded; treated as though they were not present on the source material. If the document is grouped with other materials it shall be handled in accordance with Section 4.3, Grouped Documents, of the *Document Conversion Rules*. If the erroneous or future date is affixed to an individual document, meaning it was not received with any other source material, the date of receipt shall be determined by the rules pertaining to the document type found in the Document Type Identification and Date of Receipt Guide and its companion Date of Receipt Flowchart (Appendix E), where applicable.

### **11.0 Deletion of Blank Pages and “Bleed-throughs”**

- Blank images and “bleed-throughs” shall be deleted prior to image transmission.
- Pages in STRs having only page numbering, date stamps, indication of treatment facility, or any other informational marking, are not considered blank pages and shall not be deleted.
- Images containing only dark “hole-punched” areas are considered blank pages and shall be deleted.

### **12.0 Irregularly Sized Documents**

If a document is irregular in size and the conversion solution (scanner, etc.) does not automatically resize it to an 8.5” x 11,” where possible, resize before converting so long as doing so does not alter information contained in the document. If efforts fail to produce a quality image, provide the best image possible and assign a “Best Copy Available” stamp.

### **13.0 Fire-Related or Molded Documents**

A portion of STRs and other military documents were damaged in a fire at the NPRC in 1973. Some records were salvaged and show evidence of fire and / or water damage, to include mold. When requested, these records are copied by NPRC prior to shipment. In some cases, original fire and / or molded material was sent directly to Regional Offices in specially marked containers.

- When envelopes marked as containing NPRC related fire or mold damaged documents are received by the vendor, the vendor will take the following actions:
  - Pull the specially marked container from the file. Do not remove the damaged documents from the specially marked container..
  - Scan undamaged documents following existing procedures.
  - Fill out and scan an Unscannable Placeholder (see Appendix D) in place of the damaged documents.

- The unscannable placeholder will indicate what the documents were, the reason pulled, that these documents were sent to RMC, and include the date of scan. For example: Fire damaged STRs pulled and sent to RMC. 10/31/17.
- Ship the damaged documents contained within the specially marked container in a box chosen to prevent further damage to the documents. For example, the box should be sized such that files do not move around during shipping.
  - Pending and completed material shall be shipped separately, with a manifest that clearly indicates its status.
- Material will be shipped to the following address:
 

Records Management Center  
1 Archive Dr  
Attn: VALO Suite 101  
St. Louis MO 63138

#### **14.0 Fragile Documents**

Fragile documents such as those made from “onion-skin” paper, damaged by water or fire (other than those related to the NPRC fire, as described previously), torn, or frayed, and / or appears that it may tear when converted, shall be processed in such manner as to convert the source material without damage or further damage to the fragile source material.

#### **15.0 Damaged Documents**

If damage occurs at an offsite document conversion facility, the contractor shall adhere to the following guidelines and notify VA of any damaged claims-related source materials within one (1) business day:

- If a document is damaged, an incident report that documents any damage to a record that occurred during the conversion process will be completed. Please refer to Appendix H *Damaged Document Incident Report*, for the required report template.
- All remnants of damaged source material will be packaged together with the incident report in an envelope (to be provided by VA). The claim number or other specific identifying control number shall be written on the outside of the envelope containing the damaged record(s) and, if associated with a claims folder, will be inserted in the claims folder.

#### **16.0 Rules for use of “Best Copy” Label**

Paper records shall be prepared for conversion to ensure the best possible images are obtained. At a minimum, attempts shall be made to ensure resulting images are as legible as the source material from which the images were derived. Occasionally, some records, by virtue of their original condition, will not scan clearly. This is generally encountered with onion-skin paper, badly faded materials, or damaged materials. In addition, certain documents containing gray colored sections that, when converted in black and white, result in unreadable or near unreadable images. It is conceded that

technical limitations prevent, in some cases, the generation of a resulting image of similar quality to that of the source material. To alert end users of such occurrences, where images within a document do not scan clearly or legibly, or are otherwise unclear, the resulting image will be labeled “best copy”.

Examples of converted images source material for which a “Best Copy” label should be used, include:

- Paper documents that are creased and the resulting image reflects the crease line.
- Edge of paper is badly frayed to the extent that data cannot be read on the resulting image.
- Older documents showing deterioration with data lost on the resulting image.
- Torn paper documents missing portions of the paper, with data clearly missing.
- Photocopies that are clearly skewed with data cut off.
- Badly faded paper or print, which is difficult to read.
- Paper documents in which the data is made unclear by “bleed-through” from carbon overlays.
- Paper documents with lines covering up data.
- Photocopies of photos
- Any stains that cover data in the image.
- Documents with multiple date stamps where the date stamps are not legible, or cover up information / data on the document.
- Documents where the date stamp is faded and was enhanced to ensure adequate readability by the end user.
- Documents containing gray color resulting in a black appearance image.

## **17.0 Metadata and Data Extraction**

Data extraction via Optical Character Recognition (OCR) or keying is required to furnish the VA with specific metadata. If the VA form has been recognized as one for which metadata is required, the information shall be extracted and transmitted, given the fields have been completed.

When extracting contentions from a VA Form 21-526 and 526EZ, according to the governing task orders, the vendor shall not correct misspellings and shall extract the contentions and data as it appears. The number of contentions is dependent upon the version of the 526. In the case of handwritten or distorted contentions or data, the vendors shall use their best judgment to extract the information. Where a contention extends beyond a field, the entire contention shall be extracted. Contentions from VA Form 21-526 received via RMN will not be extracted. If a word, letter, or phrase is indecipherable, and if the vendors’ best judgment is used, errors may not be called if the extraction closely resembles the written information.

## **18.0 Image Confirmation**

For all documents that have been successfully converted and indexed, an indicating “x” will be placed in the margin of each page of the source document. This “x” may be done manually or imprinted by the scanner. The “x” will serve as confirmation that the document has been successfully imaged into the repository. Some scanners or other document conversion devices may imprint the “x” on the paper prior to it being imaged, resulting in images with an “x” appearing on them.

- If space is available, place the “x” in the bottom right margin of the document.
- If space is not available, place the “x” in the available right margin space on the document.
- If no space is available, place the “x” in available margin space on the left side of the document.

For non-paper source material, ICMHS vendors must contact their COR for optional marking options.

## **19.0 De-Prep**

All source materials shall be reassembled in accordance with existing retention policies. Jacketed STRs and OMPFs shall be re-jacketed and placed in order of the folder in which it was imaged. Remaining source material shall be placed back into the folder in which it was received in the order in which it was imaged. Source material is not required to be re-pronged within claim folders.

- All STRs and OMPFs arriving for imaging, which are filed in multiple jackets, shall be returned to their respective jackets at de-prep.
- For the purposes of separating original STRs for separate retention, all STRs shall be treated as originals.
- Sticky notes, tabs, or other temporary markers used as placeholders, described in Section 3, General Conversion Requirements, will **NOT** be returned to the pages from which they were removed.

## **20.0 Disposition**

All source material shall be retained in accordance with current guidance, found in the relevant PWS, unless otherwise directed.

## **21.0 Contact Information**

ICMHS conversion service contractors with questions regarding document conversion rules should contact their aligned ICMHS COR. VA conversion facilities with questions shall contact the VCIP mailbox at [VCIP.VBACO@va.gov](mailto:VCIP.VBACO@va.gov)



## APPENDIX A: Document Control Sheet



### Department of Veterans Affairs Veterans Benefits Management System

Please Return To:

380 Westminster Street  
Providence RI US 02903

VA - 304 Box #	1234	
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### Document Control Sheet

Last Name : Pepper

First Name : Bob

Middle Initial : \_\_\_\_\_

File Number : \_\_\_\_\_

RMN : 304VB1012111234A

DCS ID : GTOFI0HW6DBZ4M

Participant ID : \_\_\_\_\_



#### NOTICE!!!

1. Access to these records is limited to: AUTHORIZED PERSONS ONLY.
2. Information may not be disclosed from this file unless permitted by all applicable legal authorities, which may include the Privacy Act; 38 U.S.C. §§ 5701, 5705, 7332; the Health Insurance Portability and Accountability Act; and regulations implementing those provisions, at 38 C.F.R. §§ 1.460 – 1.599 and 45 C.F.R. Parts 160 and 164.
3. Anyone who discloses information in violation of the above provisions may be subject to civil and criminal penalties.  
(This notice should cover any exposed text inside of the envelope or package.)

**ITEMS BEHIND THIS  
SHEET HAVE NOT  
BEEN CONVERTED**



**END OF ITEMS NOT  
CONVERTED**

## APPENDIX C: Sample of Documents Not to be Converted

## Charge Card

NAME \_\_\_\_\_

FILE NO.

[illegible]

## APPENDIX D: VCIP Unscannable Document Placeholder

### VCIP UNSCANNABLE DOCUMENT(S) PLACEHOLDER



Insert this page when there is an item in the paper file that cannot be scanned. Annotate this sheet with the information requested below.

Include any identifying information that is on the unscannable item that may be used to identify the contents e.g. Eastern Orthopedics – MRI; Dr. Doe Smith – CT Scan dated 4-23-2011; etc. **and** the reason the item is unscannable e.g. damaged, password not included, etc.

*Please note that X-rays and bite wings are no longer being labeled as unscannable items.*

### VETERAN RECORD INFORMATION

Name: \_\_\_\_\_  
Last First MI

File Number: \_\_\_\_\_

#### UNSCANNABLE ITEM(S):

- ☐ Microfiche Quantity: \_\_\_\_\_ Date of Receipt: \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ CD Quantity: \_\_\_\_\_ Date of Receipt: \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ Slides Quantity: \_\_\_\_\_ Date of Receipt: \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ Floppy Disk Quantity: \_\_\_\_\_ Date of Receipt: \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ Other (describe quantity and date): \_\_\_\_\_  
☐ Other (describe quantity and date): \_\_\_\_\_

Information from Label (if present): \_\_\_\_\_

- Reason Item is Unscannable: ☐ No password/Password invalid  
☐ Broken/Damaged  
☐ Files in format equipment can't open  
☐ Blank  
☐ Sound/Audio  
☐ Other: \_\_\_\_\_

File Extension(s) of Unscannable Media: \_\_\_\_\_

#### Passwords Attempted:

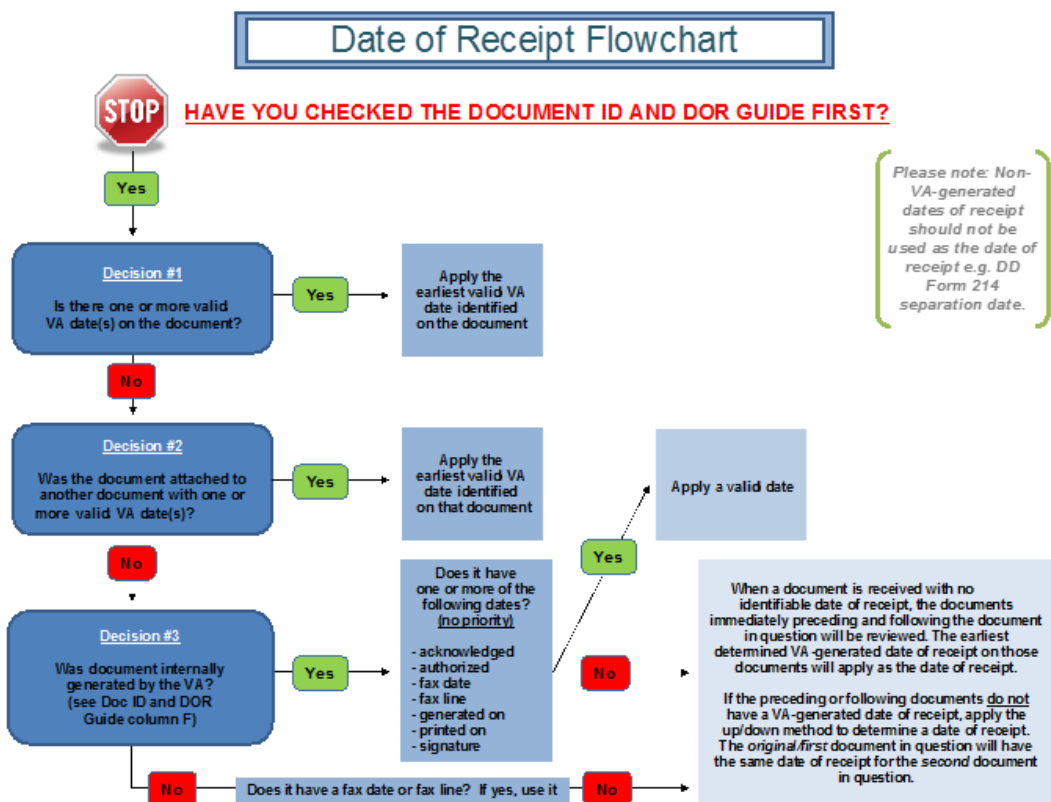
1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

### DISCLAIMER

The electronic document identified on this form is not to be considered an official VBA copy of record, as its paper or microfiche hardcopy has been retained for clarity purposes (see VBA Records Control Schedule VB1-1, Section XIII, Subsection 052.100).



## APPENDIX E: Date of Receipt Flowchart



## APPENDIX F: VBA Attached Notes Page



ATTACHED NOTES PAGE

## APPENDIX G: Document Type Date of Receipt Examples (Not VA Stamps) Internal Document with Decision Date



DEPARTMENT OF VETERANS AFFAIRS  
WINSTON-SALEM (318)  
251 NORTH MAIN STREET  
WINSTON-SALEM, NC 27155

VA File Number

Represented by:  
VETERANS OF FOREIGN WARS OF THE US

Rating Decision  
September 22, 2010

Utilize date of rating  
decision as date of  
receipt.

### INTRODUCTION

The records reflect that you are a veteran of the Peacetime and Gulf War Era. You served in the Army from November 15, 1984 to January 31, 2008. We received a request to reopen a previous claim on December 18, 2009. We grant service connection for a disease or disability that began in service or was caused by some event or experience in service. Based on a review of the evidence listed below, we have made the following decision(s) on your claim.

### DECISION

The previous denial of service connection for recurring sinusitis is confirmed and continued.

### EVIDENCE

- Duty to Assist Letter dated February 24, 2010
- Service treatment records from November 15, 1984 through January 31, 2008
- VA examination dated June 30, 2010
- Treatment reports, Carolina Imaging, dated April 28, 2008

## Internal Document with Decision Date

<b>Rating Decision</b>		Department of Veterans Affairs WINSTON-SALEM (318)		Page 1 09/22/2010
NAME OF VETERAN	VN FILE NUMBER	SOCIAL SECURITY NR	POA VETERANS OF FOREIGN WARS OF THE US	CDR 11

ACTIVE DUTY			
EOB	ROD	BRANCH	CHARACTER OF DISCHARGE
11/15/1984	01/31/2008	Army	Honorable

LEGACY CODES			
ADPTL SVC CODE	COMBAT CODE	SPECIAL PROV CODE	FUTURE EXAM DATE
			None

Utilize for date of receipt.

JURISDICTION: Reopened Claim Received 12/18/2009

ASSOCIATED CLAIM(s): 020; New/Reopen; 12/18/09

### SUBJECT TO COMPENSATION (I. SC)

9999-9905 TEMPOROMANDIBULAR JOINT DISORDER [PredischARGE Exam]  
Service Connected, Peacetime, Incurred  
20% from 02/01/2008

5237 RIGHT SACROILIAC JOINT INSTABILITY [PredischARGE Exam]  
Service Connected, Gulf War, Incurred  
Static Disability  
10% from 02/01/2008

5299-5260 RIGHT KNEE CHONDROMALACIA [PredischARGE Exam]  
Service Connected, Gulf War, Incurred  
Static Disability  
10% from 02/01/2008

6260 TINNITUS [PredischARGE Exam]  
Service Connected, Peacetime, Incurred  
10% from 02/01/2008

5299-5230 FRACTURE OF DISTAL PHALANX, RIGHT RING FINGER [PredischARGE Exam]  
Service Connected, Peacetime, Incurred  
0% from 02/01/2008

5276 PES PLANUS, BILATERAL [PredischARGE Exam]  
Service Connected, Peacetime, Aggravated  
0% from 02/01/2008



## VA Letter with Date of Letter (may be handwritten, stamped or typed)



DEPARTMENT OF VETERANS AFFAIRS  
Winston-Salem Regional Office  
100 North Main Street  
Suite 1700  
Winston-Salem NC 27101

Date of letter will generally be stamped in this area. Utilize date stamp as date of receipt.

Date stamp can also be located in this area.

In Reply Refer To: 318/AUTH/THG  
CSS

Dear Mr. Lawson:

We made a decision on your claim for service connected compensation received on December 18, 2009.

Your claim was processed by the Winston-Salem Regional Office, North Carolina. Our office will maintain permanent jurisdiction of your electronic claims folder for administrative purposes. Please forward all claims and correspondence to the address below:

Department of Veterans Affairs  
100 NORTH MAIN STREET  
SUITE 1700  
Winston-Salem NC 27101

This letter tells you what we decided. It includes a copy of our rating decision that gives the evidence used and reasons for our decision. We have also included information about what to do if you disagree with our decision, and who to contact if you have questions or need assistance.

### What We Decided

- The previous denial of service connection for recurring sinusitis is confirmed and continued.

Your VA Compensation payment in the amount of \$644.00 will continue unchanged.

We have enclosed a copy of your Rating Decision for your review. It provides a detailed explanation of our decision, the evidence considered, and the reasons for our decision. Your Rating Decision and this letter constitute our decision based on your claim received on December 18, 2009. It represents all claims we understood to be specifically made, implied, or inferred in that claim.



# VA 21-0820 Report of General Information

OMB Control No. 2990-0734  
Respondent Burden: 5 minutes

Department of Veterans Affairs		REPORT OF GENERAL INFORMATION	
NOTE - This form must be filled out in ink or on a typewriter or computer, as it becomes a permanent record in the veteran's folder.		1. VA OFFICE 341/SLC	2. IDENTIFICATION NUMBERS (C, XC, SS, XSS, F, K, etc.)
3. LAST NAME - FIRST NAME - MIDDLE NAME OF VETERAN (Type or print)		4. DATE OF CONTACT (Month, day, year) 2/10/2009 A	
5. ADDRESS OF VETERAN (Include number and street or rural route, city or P.O., State and ZIP Code)		6A. TELEPHONE NUMBER OF VETERAN (Include Area Code) DAY (254) 493-4962 EVENING (254) 742-2654 6B. E-MAIL ADDRESS (if applicable)	
7. NAME OF PERSON CONTACTED Tonya with - Temple VAMC Comp and Pen division		8. TYPE OF CONTACT <input type="checkbox"/> PERSONAL <input checked="" type="checkbox"/> TELEPHONE	
9. ADDRESS OF PERSON CONTACTED 1901 Veterans Memorial Drive Temple, TX 76504-7451		10. TELEPHONE NUMBER OF PERSON CONTACTED (Include Area Code) 254-778-4811 Ext. 41495	
<input checked="" type="checkbox"/> I certify that I properly identified my caller using the ID Protocol.			
11. BRIEF STATEMENT OF INFORMATION REQUESTED AND GIVEN Tonya transferred me to Liz the Supervisor who canceled the exam 254-743-1806. Liz stated that information from the veterans wife and documentation in the veterans medical file show that he looks to be out of the country for the military and unable to attend his exams. When the comp and pen called to schedule the veteran for his exams the veterans wife asked that they not be scheduled at this time.  RSK/225 Appeals XSR			
<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Date of contact is located in box 4. If this box is complete, utilize for date of receipt. If box 4 is not complete, utilize date of signature for date of receipt.</p> </div>			
<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>This box serves as the secondary date of contact if box A is not complete. If box A is incomplete, utilize the date in this box as the date of receipt.</p> </div>			
<p>Notification of Action</p> <p><input checked="" type="checkbox"/> I read the following statement to the caller:</p> <p>"I am a VA employee who is authorized to receive or request evidentiary information or statements that may result in a change in your VA benefits. The primary purpose for gathering this information or statement is to make an eligibility determination. It is subject to verification through computer matching programs with other agencies."</p> <p>cc: POA (if applicable):</p>			
DIVISION OR SECTION		EXECUTED BY (Signature and title) B	
<p><b>PRIVACY ACT NOTICE:</b> The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 5, Code of Federal Regulations 1.576 for routine use (i.e., civil or criminal law enforcement, congressional communications, epidemiological or research studies, the collection of money owed to the United States, litigation in which the United States is a party or has an interest, the administration of VA programs and delivery of VA benefits, verification of identity and status, and personnel administration) as identified in the VA system of records, 58VAV21/22/28 Compensation, Pension, Education and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. Your obligation to respond is required to obtain or retain benefits. The responses you submit are considered confidential (38 U.S.C. 5701). Information submitted is subject to verification through computer matching programs with other agencies.</p> <p><b>RESPONDENT BURDEN:</b> We need this information to obtain evidence in support of your claim for benefits (38 U.S.C. 501(a) and (b)), Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 2 minutes to respond to the questions on this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. Valid OMB control numbers can be located on the OMB Internet Page at <a href="http://www.whitehouse.gov/electronic/government/OMB/USVA/VA-EPA.html">www.whitehouse.gov/electronic/government/OMB/USVA/VA-EPA.html</a>. If desired, you can call 1-800-827-1090 to get information on where to send comments or suggestions about this form.</p>			

VA FORM  
JUL 2009 21-0820

## Email Correspondence

From: Blackburn, Caryn, VBAHQ  
Sent: Friday, August 06, 2010 3:30 PM  
To: VBAHQ@BVA.gov  
Subject: 646

For email correspondence,  
utilize the date sent for date of  
receipt.

A 646 is needed for

Please complete a 646 and insert into virtual by August 23, 2010. If a 646 is not received the appeal will be forwarded to the BVA without 646.

The issues on appeal are

1. Evaluation in excess of 50 percent for bilateral hearing loss.
2. Evaluation in excess of 20 percent for arthritis, lumbar spine.
3. Evaluation in excess of 20 percent for degenerative joint disease and tendonitis, right shoulder.
4. Evaluation in excess of 10 percent for arthritis, right knee.
5. Evaluation in excess of 10 percent for arthritis, left knee.

While a 646 was requested previously computer access problems were specified. Virtual now shows that a new 21-22 has been received on June 30, 2010 which should preclude any computer access difficulty.

Thanks, Caryn Blackburn ORO

## Internal document with Authorized Date

STATION OF JURISDICTION: WINSTON-SALEM (318)

FILE NUMBER:

### Claim Information

Date of Claim	Type of Claim	End Product	POA	Claimant	Claim Jurisdiction
09/24/2008	DRO Decision	174	TEXAS VETERANS COMMISSION		Winston-Salem (318)

### Miscellaneous Data

Net Effect of Award as of Generation	Cross Reference	Employable	Competent Status	Fiduciary Status	PGF Loc
\$3,308.00		Y	Competent	Pay Direct	

### Verified Service

Name	Branch	Duty	EOD	RAD	Char Disch
	Army	Active Duty	11/12/1987	01/31/2008	Honorable

### Gross Retired Pay

Date	Amount
02/01/2008	\$1,775.00

### Separation Pay

Amount

### Disability Severance Pay

Before Tax	After Tax

### Primary Beneficiary Information

Mailing Address	Payment Address	Date of Birth:
	USAA FEDERAL SAVINGS BANK	Gender:
	Routing: -	SSN:
	Checking:	

### Compensation Award

Eff Date	Reason	Gross	IVAP	MAPR	Total W/H	Alot W/H	Net	Dis Lvl	\$	M	H	S	P
03/01/2008	Original Award	\$728.00			\$190.00		\$538.00	050					
05/01/2008	Retired Pay Adjustment	\$728.00					\$728.00	050					

### Remarks

Rating dated 10/17/08. CRDP award, 1st time at 50% or more.
---

Generated By 4789945 CATHY HUNT	Authorized By <i>[Signature]</i>	Date 11/5/08 A
------------------------------------	-------------------------------------	-------------------

B

The date corresponding with the "Authorized By" section should be used as the date of receipt.

If this date is not present, utilize the date corresponding with the "Generated By" Section as the date of receipt.

VETSNET COMPENSATION AND PENSION AWARD

1 of 1

## VA Letter with Date of Letter (may be handwritten, stamped or typed)

DEPARTMENT OF VETERANS AFFAIRS  
VA Regional Office  
Paperless Delivery of Veterans Benefits  
Po Box 58067  
550 Foothill Drive  
Salt Lake City, UT 84158-8867  
179(p) upd susp 45d VAE Temple  
MJ 184 0401/10

For outbound VA correspondence,  
utilize the date listed at the top left as  
the date of receipt.

Note: If a date stamp is present, the  
date stamp should be utilized as the  
date of receipt.

April 1, 2010

In reply, refer to:  
341/2121/MJ/184  
File Number:

Dear Mr. :

### Important Information

We asked the VA medical facility nearest you to schedule you for an examination in connection with your claim. They will notify you of the date, time, and place of the examination. If you can't keep the appointment or want to be re-scheduled, contact the medical facility on the appointment notice as soon as possible.

When a claimant, without good cause, fails to report for an examination or reexamination, the claim shall be rated based on the evidence of record, or even denied. Examples of good cause include, but are not limited to, illness or hospitalization, death of a family member, etc.

### How Can You Contact Us?

If you are looking for general information about benefits and eligibility, you should visit our web site at <http://www.va.gov>. Otherwise, you can contact us in several ways. Please give us your VA file number, , when you do contact us.

- Call us at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the number is 1-800-829-4833.
- Send us an inquiry using the Internet at <https://iris.va.gov>.
- Write to us at the address at the top of this letter.

We look forward to resolving your claim in a fair and timely manner.

Please Note: Our office will maintain permanent jurisdiction of your claim folder for administrative purposes. Please forward all claims and correspondence to the address at the top of this letter.

# Internal Document with Print or Generated On Date

## Department of Veterans Affairs Request for Information

### General Information

Address Code 13	File No	Insurance No
VA Requesting Office		Requester ID VSCDWARD304
PROVIDENCE RO		Submit Date 04/09/2010
380 WESTMINSTER MALL		PIES ID 3626458
PROVIDENCE, RI 02903		-304
Veteran Name	SSN	Date of Birth 03/27/1935
Place of Birth		Date of Death
Claim Date 03/02/2010		Receipt Date
Branch Completion Date		Branch Completed By
Overall Status SU		Overall Completion Date

### Period of Service Data for Branch: ARMY

Name	SN	EOD	RAD	COD	Duty Status	RT Date	Retired Status	Pay Grade
		04/07/1957	10/06/1957	HON	DCH			

### Request/Response Information

REQUEST: M01  
MEDICAL/DENTAL, FURNISH COMPLETE MEDICAL/DENTAL RECORD (STRS)

RESPONSE:

REQUEST: O21  
SEPARATION DOCUMENTS, FURNISH COPIES OF ANY SEPARATION DOCUMENTS (DD 214 OR EQUIVALENT)

RESPONSE:

REQUEST: S01  
SERVICE, VERIFY ONLY THE UNVERIFIED PERIODS OF SERVICE SHOWN AND NAME, SSN, SN, AS APPLICABLE

Utilize the System Printed On / System  
Generated Date as the date of receipt.

Note: If a date stamp is present, utilize the date  
stamp as the date of receipt

RESPONSE:

3101 Print

Page 1 of 1

04/09/2010

## Internal Document with Requested On Date

### COMPENSATION AND PENSION EXAM INQUIRY

Name  
SSN:  
C-Number:  
DOB:  
Address:  
City,State,Zip+4: CUMBERLAND, RHODE ISLAND No Zip  
Res Phone:  
Bus Phone:  
Entered active service APR 7,1957  
Released active service OCT 6,1957

=====

>>> Future C&P Appointments <<<

No future C & P appointments found.

Requested exams currently on file:

AUDIO

Requested on JUL 29,2010@08:13:27 by PROVIDENCE-RO - Open

Utilize the date of  
request as the date of  
receipt.

-----

This request was initiated on JUL 29,2010 at 08:13:27

Requester WARD,DEREK C

Requesting Regional Office PROVIDENCE-RO

VHA Division Processing Request: PROVIDENCE VAMC

Exams on this request.

AUDIO

\*\* Status of request.

New

-----

No rated disabilities on file

Other Disabilities:

#### General Remarks:

This case has been worked in the paperless environment at the VA Regional Office, and is available for review in Virtual VA. A review of the paper claims folder may be done with approval of VHA and VBA leadership.

Veteran is claiming Service Connection for:

- Hearing Loss
- Tinnitus

Veteran served in the Army from 4/7/1957 to 10/6/1957 His MOS in service was an Anti Aircraft Crewman.

Issue: Service connection for hearing loss and or tinnitus

Contention: Veteran states that due to military noise exposure, he has developed hearing loss and or tinnitus.

REPORT C&P Exam Detail

Page 1

Printed on Jul 29, 2010 8 13 32 am

System VISTA PROVIDENCE MED VA GOV

Division 304

# Scheduling Inquiry

Form Approved  
Budget Bureau No. 76-R310.1

VETERANS ADMINISTRATION SCHEDULING INQUIRY			
FROM (Originating Office) Veterans Administration Regional Office 20 Washington Place Newark 2, New Jersey		DATE 5/15/61	CLAIM NO. C-
NAME AND ADDRESS OF VETERAN  TO  <i>See below</i>		THIS IS NOT AN AUTHORIZATION TO REPORT. Fill out and return this form IMMEDIATELY to the originating office shown above.	
We plan to have you report on the date and to the place shown below for the reason stated. DO NOT REPORT UNTIL YOU RECEIVE AUTHORIZATION.			
REASON WHY WE PLAN TO HAVE YOU REPORT Examination for assessment of social efficiency.  Anticipated reporting time will be 3:30 PM of June 6, 1961. It is expected that your appointment will be concluded on the afternoon of June 7, 1961.		DATE WE PLAN TO HAVE YOU REPORT June 6 and 7, 1961  PLACE TO WHICH WE PLAN TO HAVE YOU REPORT Audiology and Speech Pathology Section  SIGNATURE OF REQUESTING OFFICIAL <i>[Signature]</i> JAMES T. GRAHAM, Ph.D.	
PLEASE FURNISH THE INFORMATION REQUESTED BELOW. BASED ON THIS INFORMATION, AUTHORIZATION, WITH NOTICE OF DATE AND PLACE TO REPORT, WILL BE MAILED TO YOU SHORTLY.			
1. CAN YOU REPORT ON DATE PLANNED?  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO (If "No," state why you cannot report and give date you can report. Use reverse if additional space is required)  <i>I CAN NOT REPORT DURING THE WEEK DUE TO MY WORK. IF THIS MATTER CAN NOT BE WORKED OUT ON A SAT. I WILL DROP MY CLAIM.</i>		2. ARE YOU STILL LIVING AT THE ADDRESS TO WHICH THIS FORM WAS MAILED?  <input type="checkbox"/> YES <input type="checkbox"/> NO (If "No," give new address)  <i>927 FAHS. ST.</i>	
3. I DESIRE TO TRAVEL (Check A, B, or C)			
A. <input type="checkbox"/> AT MY OWN EXPENSE AND BE PAID AN ALLOWANCE AT THE RATE OF 5 CENTS PER MILE FOR THE TOTAL MILEAGE INVOLVED (Including both incoming and return trip)			
<del>XXXXXX</del>			
C. <input type="checkbox"/> AT GOVERNMENT EXPENSE BY <input type="checkbox"/> BUS <input type="checkbox"/> BOAT <input type="checkbox"/> TRAIN <input type="checkbox"/> OTHER (Specify) (Government requests will be furnished which can be used to purchase tickets, and which can be exchanged for necessary meals and lodging)			
If Option "C" above is chosen, please furnish this information		MY TRIP BY PUBLIC TRANSPORTATION WILL START FROM (Name of city, town, junction, etc.)	
		NAME OF TRANSPORTATION COMPANY	
SIGN YOUR NAME BELOW AND RETURN THIS FORM IMMEDIATELY IN THE ENCLOSED ENVELOPE WHICH REQUIRES NO POSTAGE			
4. DATE <i>5/17/61</i>		5. SIGNATURE OF VETERAN	

V A FORM 10-2506

EXISTING STOCK OF VA FORM 10-2506, NOV 1946, WILL BE USED.

GPO 937453





## APPENDIX H: Damaged Document Incident Report

### Damaged Document Incident Report

DATE OF INCIDENT:

TIME OF INCIDENT:

VENDOR:

LOCATION:

---

Description of damage (Provide a description of the damage and how the source material was damaged):

Description of any action(s) taken to preserve source material:

---

Printed Name and Signature

---

Date of Report

# **APPENDIX I: Freedom of Information Act (FOIA) Packet Example**

VBM S

<b>Veteran Information</b>	<b>PRIVACY AND FOIA REQUEST WORKSHEET</b>	
File Number:		Name:

<b>Request Information</b>			
Type:			
PA Received	02/14/2013	VA Received:	02/14/2013
Requested by:			
Street			
City, State Zip			
Fee:		Request #:	1
Received VA 21-4138 from Veteran requesting a copy of all all medical records			

<b>In Processing:</b>	
Date: 02/15/2013	Initial PAO
File location:	318 FILES
Note:	

<b>Request Processing:</b>	Total pages 138
Copied by: JHG	Copy Date 02/15/2013
Redacted by: JHG	Redacted Date: 02/15/2013

<b>Closing:</b>		Delivery Tracking #	
Closed by JHG	Date closed: 02/15/2013		
How we responded	What was copied?		
Copy of all medical records, including STRs	Yes No		
	STRs		
	OMPF		
	DD 214		
	C-file		

February 15, 2013

Department of Veterans Affairs Regional Office  
Federal Building  
251 N Main Street  
Winston-Salem, NC 27155

Re: Release of Records/Documentation

To Whom It May Concern:

I am being represented in my Social Security Disability claim by attorney, \_\_\_\_\_ and \_\_\_\_\_ would like my records send directly to my attorney. I would also like a copy of all my compensation and pension exams.

If there is any problem with this, please send all the documents to my \_\_\_\_\_  
Thank you for your attention to this matter.

Sincerely,

*[Handwritten signature]*

REC'D. VARD ST. LINDSEY/33  
MAR 07 2013  
2013 FEB 25 PM 1:46

RECEIVED  
MAR 04 - 4 A 8:13  
VARD MILW 330 # 10

2013 MAR 13 PM 2:30

2013 MAR 13 PM 3:15

## REQUEST PERTAINING TO MILITARY RECORDS

\* Requests from veterans or deceased veteran's next-of-kin may be submitted online by using eVetRecs at <http://www.archives.gov/veterans/military-service-records/>

(To ensure the best possible service, please thoroughly review the accompanying instructions before filling out this form. Please print clearly or type.)

### SECTION I - INFORMATION NEEDED TO LOCATE RECORDS (Furnish as much as possible.)

1. NAME USED DURING SERVICE (last, first, and middle)	2. SOCIAL SECURITY NO.	3. DATE OF BIRTH	4. PLACE OF BIRTH			
5. SERVICE, PAST AND PRESENT (For an effective records search, it is important that all service be shown below.)						
	BRANCH OF SERVICE	DATE ENTERED	DATE RELEASED	OFFICER	ENLISTED	SERVICE NUMBER (If unknown, write "unknown")
a. ACTIVE COMPONENT						
b. RESERVE COMPONENT						
c. NATIONAL GUARD						
6. IS THIS PERSON DECEASED? If "YES" enter the date of death. <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES		7. IS (WAS) THIS PERSON RETIRED FROM MILITARY SERVICE? <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES				

### SECTION II - INFORMATION AND/OR DOCUMENTS REQUESTED

1. CHECK THE ITEM(S) YOU ARE REQUESTING:

☐ DD Form 214 or equivalent. When was the DD Form(s) 214 issued? YEAR(S):  
If more than one period of service was performed, even in the same branch, there may be more than one DD214.  
This form contains information normally needed to verify military service. A copy may be sent to the veteran, the deceased veteran's next of kin, or other persons or organizations if authorized in Section III, below. An UNDELETED DD214 is ordinarily required to determine eligibility for benefits. Sensitive items, such as, the character of separation, authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and dates of time lost are usually shown.  
An undeleted copy will be sent unless you specify a deleted copy. Indicate here if you want a deleted copy of the DD Form 214. ☐  
The following items are deleted: authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and for separations after June 30, 1979, character of separation and dates of time lost.

☒ All Documents in Official Military Personnel File (OMPF)

☒ Medical Records (Includes Service Treatment Records, Health (outpatient) and dental records.) If hospitalized (inpatient) the facility name and date for each admission must be provided: \_\_\_\_\_

☐ Other (Specify): \_\_\_\_\_

2. PURPOSE: (An explanation of the purpose of the request is strictly voluntary; however, such information may help to provide the best possible response and may result in a faster reply. Information provided will in no way be used to make a decision to deny the request.) Check appropriate box.

☒ Benefits ☐ Employment ☐ VA Loan Programs ☐ Medical ☐ Genealogy ☐ Correction ☐ Personal

☐ Other, explain: \_\_\_\_\_

### SECTION III - RETURN ADDRESS AND SIGNATURE

1. REQUESTER IS: (Signature Required in # 3 below of veteran, next of kin, legal guardian, authorized government agent or "other" authorized representative. If "other" authorized representative, provide copy of authorization letter.) No signature required for Archival records

☐ Military service member or veteran identified in Section I above

☐ Next of kin of deceased veteran \_\_\_\_\_ (Relationship)

☒ Legal guardian (Must submit copy of court appointment.)

☒ Other (specify) ATTORNEY

MUST HAVE PROOF OF DEATH - See item 2a on instruction sheet

2. SEND INFORMATION/DOCUMENTS TO:

(Please print or type. See item 4 on accompanying instructions.)

Name \_\_\_\_\_ Apt \_\_\_\_\_ Daytime phone \_\_\_\_\_ Fax Number \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Email address \_\_\_\_\_

3. AUTHORIZATION SIGNATURE WHEN REQUIRED (See items 2a or 3a on accompanying instructions.) I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the information in this Section III is true and correct. No signature required for Archival records.

Signature Required \_\_\_\_\_ Date 02/20/2013

\* This form is available at <http://www.archives.gov/now/as-a-order-standard-form-180p> from the National Archives and Records Administration (NARA) web site.

### LOCATION OF MILITARY RECORDS

The various categories of military service records are described in the chart below. For each category there is a code number which indicates the address at the bottom of the page to which this request should be sent. Please refer to the Instruction and Information Sheet accompanying this form as needed.

BRANCH	CURRENT STATUS OF SERVICE MEMBER	ADDRESS CODE	
		Personnel Record	Medical or Service Treatment Record
AIR FORCE	Discharged, deceased, or retired before 5/1/1994	14	14
	Discharged, deceased, or retired 5/1/1994 – 9/30/2004	14	11
	Discharged, deceased, or retired on or after 10/1/2004	1	11
	Active (including National Guard on active duty in the Air Force), TDRL, or general officers retired with pay	1	
	Reserve, retired reserve in nonpay status, current National Guard officers not on active duty in the Air Force, or National Guard released from active duty in the Air Force	2	
	Current National Guard enlisted not on active duty in the Air Force	13	
COAST GUARD	Discharge, deceased, or retired before 1/1/1898	6	
	Discharged, deceased, or retired 1/1/1898 – 3/31/1998	14	14
	Discharged, deceased, or retired on or after 4/1/1998	14	11
	Active, reserve, or TDRL	3	
MARINE CORPS	Discharged, deceased, or retired before 1/1/1905	6	
	Discharged, deceased, or retired 1/1/1905 – 4/30/1994	14	14
	Discharged, deceased, or retired 5/1/1994 – 12/31/1998	14	11
	Discharged, deceased, or retired on or after 1/1/1999	4	11
	Individual Ready Reserve	5	
	Active, Selected Marine Corps Reserve, TDRL	4	
ARMY	Discharged, deceased, or retired before 11/1/1912 (enlisted) or before 7/1/1917 (officer)	6	
	Discharged, deceased, or retired 11/1/1912 – 10/15/1992 (enlisted) or 7/1/1917 – 10/15/1992 (officer)	14	
	Discharged, deceased, or retired after 10/16/1992	14	11
	Active enlisted, officers	7	
	Former National Guard/USAR personnel	14	
NAVY	Discharged, deceased, or retired before 1/1/1886 (enlisted) or before 1/1/1903 (officer)	6	
	Discharged, deceased, or retired 1/1/1886 – 1/30/1994 (enlisted) or 1/1/1903 – 1/30/1994 (officer)	14	14
	Discharged, deceased, or retired 1/31/1994 – 12/31/1994	14	11
	Discharged, deceased, or retired on or after 1/1/1995	10	11
	Active, reserve, or TDRL	10	
PHS	Public Health Service - Commissioned Corps officers only	12	

#### ADDRESS LIST OF CUSTODIANS (BY CODE NUMBERS SHOWN ABOVE) – Where to write/send this form

1	Air Force Personnel Center 110 AFPC/DPSIRP 550 C Street West, Suite 19 Randolph AFB, TX 78150-4721	6	National Archives & Records Administration Old Military and Civil Records (NWC TB-Military) Textual Services Division 700 Pennsylvania Ave., N.W. Washington, DC 20408-0001	11	Department of Veterans Affairs Records Management Center P.O. Box 5020 St. Louis, MO 63115-5020
2	Air Reserve Personnel Center Records Management Branch (DPTARA) 18420 E. Silver Creek Ave. Bldg. 390 MS 68 Buckley AFB, CO 80011	7	U.S. Army Human Resources Command ATTN: AHRC-PDR-V 1600 Spearhead Division Ave., Dept 420 Fort Knox, KY 40122-5402 ashrc.army@us.army.mil	12	Division of Commissioned Corps Officer Support ATTN: Records Officer 1101 Wootton Parkway, Plaza Level, Suite 100 Rockville, MD 20852
3	Commander, Personnel Service Center (PSD-MR) MS7200 U.S. Coast Guard 4200 Wilson Blvd., Suite 1100 Arlington, VA 22203-7200 http://uscg.mil/psc/adm	8	Reserved.	13	Reserved.
4	Headquarters U.S. Marine Corps Manpower Management Support Branch (MMSB-10) 2008 Elliot Road Quantico, VA 22134-5030	9	Reserved.	14	National Personnel Records Center (Military Personnel Records) 1 Archives Dr. St. Louis, MO 63138-1002
5	Marine Forces Reserve 4400 Dauphine St. New Orleans, LA 70146-5400	10	Navy Personnel Command (PERS-312E) 8720 Integrity Drive Millington, TN 38055-3120		eVetRecs! http://www.archives.gov/veterans/military-service-records



<b>Department of Veterans Affairs</b>		<b>REQUEST FOR AND AUTHORIZATION TO RELEASE MEDICAL RECORDS OR HEALTH INFORMATION</b>	
<p><b>Privacy Act and Paperwork Reduction Act Information:</b> The execution of this form does not authorize the release of information other than that specifically described below. The information requested on this form is solicited under Title 38, U.S.C. The form authorizes release of information in accordance with the Health Insurance Portability and Accountability Act, 45 CFR Parts 160 and 164, 5 U.S.C. 552a, and 38 U.S.C. 5701 and 7332 that you specify. Your disclosure of the information requested on this form is voluntary. However, if the information including Social Security Number (SSN) (the SSN will be used to locate records for release) is not furnished completely and accurately, Department of Veterans Affairs will be unable to comply with the request. The Veterans Health Administration may not condition treatment, payment, enrollment or eligibility on signing the authorization. VA may disclose the information that you put on the form as permitted by law. VA may make a "routine use" disclosure of the information as outlined in the Privacy Act systems of records notices identified as 25VA19 "Patient Medical Record - VA" and in accordance with the VHA Notice of Privacy Practices. You do not have to provide the information to VA, but if you don't, VA will be unable to process your request and serve your medical needs. Failure to furnish the information will not have any effect on any other benefits to which you may be entitled. If you provide VA your Social Security Number, VA will use it to administer your VA benefits. VA may also use this information to identify veterans and persons claiming or receiving VA benefits and their records, and for other purposes authorized or required by law. The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 5507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average 2 minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form.</p>			
<b>ENTER BELOW THE PATIENT'S NAME AND SOCIAL SECURITY NUMBER IF THE PATIENT DATA CARD IMPRINT IS NOT USED.</b>			
TO: DEPARTMENT OF VETERANS AFFAIRS (Print or type name and address of health care facility)		PATIENT NAME (Last, First, Middle Initial)	
SOCIAL SECURITY NUMBER		SOCIAL SECURITY NUMBER	
NAME AND ADDRESS OF ORGANIZATION, INDIVIDUAL OR TITLE OF INDIVIDUAL TO WHOM INFORMATION IS TO BE RELEASED			
VETERAN'S REQUEST: I request and authorize Department of Veterans Affairs to release the information specified below to the organization, or individual named on this request. I understand that the information to be released includes information regarding the following condition(s):			
<input type="checkbox"/> DRUG ABUSE <input type="checkbox"/> ALCOHOLISM OR ALCOHOL ABUSE <input type="checkbox"/> TESTING FOR OR INFECTION WITH HUMAN IMMUNODEFICIENCY VIRUS (HIV) <input type="checkbox"/> SICKLE CELL ANEMIA			
INFORMATION REQUESTED (Check applicable box(es) and state the extent or nature of the information to be disclosed, giving the dates or approximate dates covered by each)			
<input checked="" type="checkbox"/> COPY OF HOSPITAL SUMMARY <input checked="" type="checkbox"/> COPY OF OUTPATIENT TREATMENT NOTE(S) <input checked="" type="checkbox"/> OTHER (Specify)			
Inpatient records from Portsmouth VA Naval Hospital, Durham VA Hospital, Mountain Home VA Hospital, Winston Salem VA Hospital, Asheville VA Hospital Disability Determination Documents, Pension and compensation evaluation documents			
PURPOSE(S) OR NEED FOR WHICH THE INFORMATION IS TO BE USED BY INDIVIDUAL TO WHOM INFORMATION IS TO BE RELEASED			
Claim for social security benefits			
NOTE: ADDITIONAL ITEMS OF INFORMATION DESIRED MAY BE LISTED ON THE BACK OF THIS FORM			
AUTHORIZATION: I certify that this request has been made freely, voluntarily and without coercion and that the information given above is accurate and complete to the best of my knowledge. I understand that I will receive a copy of this form after I sign it. I may revoke this authorization, in writing, at any time except to the extent that action has already been taken to comply with it. Written revocation is effective upon receipt by the Release of Information Unit at the facility housing the records. Redisclosure of my medical records by those receiving the above authorized information may be accomplished without my further written authorization and may no longer be protected. Without my express revocation, the authorization will automatically expire: (1) upon satisfaction of the need for disclosure; (2) on <u>N/A</u> (date supplied by patient); (3) under the following condition(s):			
N/A			
I understand that the VA health care practitioner's opinions and statements are not official VA decisions regarding whether I will receive other VA benefits or, if I receive VA benefits, their amount. They may, however, be considered with other evidence when these decisions are made at a VA Regional Office that specializes in benefit decisions.			
DATE	SIGNATURE OF PATIENT OR PERSON AUTHORIZED TO SIGN FOR PATIENT (Attach authority to sign, e.g., POA)		
02/20/2013			
<b>FOR VA USE ONLY</b>			
IMPRINT PATIENT DATA CARD (to enter Name, Address, Social Security Number)		TYPE AND EXTENT OF MATERIAL RELEASED	
DATE RELEASED		RELEASED BY	

## INSTRUCTION AND INFORMATION SHEET FOR SF 180, REQUEST PERTAINING TO MILITARY RECORDS

**1. General Information.** The Standard Form 180, Request Pertaining to Military Records (SF180) is used to request information from military records. Certain identifying information is necessary to determine the location of an individual's record of military service. Please try to answer each item on the SF 180. If you do not have and cannot obtain the information for an item, show "N/A" meaning the information is "not available." Include as much of the requested information as you can. Incomplete information may delay response time. To determine where to mail this request see Page 2 of the SF180 for record locations and facility addresses.

Online requests may be submitted to the National Personnel Records Center (NPRC) by a veteran or deceased veteran's next of kin using eVetRecs at <http://www.archives.gov/veterans/military-service-records/>.

**2. Personnel Records/Military Human Resource Records/Official Military Personnel File (OMPF) and Medical Records/Service Treatment Records (STR).** Personnel records of military members who were discharged, retired, or died in service less than 62 years ago and medical records are in the legal custody of the military service department and are administered in accordance with rules issued by the Department of Defense and the Department of Homeland Security (DHS, Coast Guard). STR's of persons on active duty are generally kept at the local servicing clinic, and usually are available from the Department of Veterans Affairs approximately 40 days after the last day of active duty. (See item 3, Archival Records, if the military member was discharged, retired or died in service over 62 years ago.)

**a. Release of information:** Release of information is subject to restrictions imposed by the military services consistent with Department of Defense regulations and the provisions of the Freedom of Information Act (FOIA) and the Privacy Act of 1974. The service member (either past or present) or the member's legal guardian has access to almost any information contained in that member's own record. An authorization signature, of the service member or the member's legal guardian, is needed in Section III of the SF180. Others requesting information from military personnel records and/or STR's must have the release authorization in Section III of the SF 180 signed by the member or legal guardian. If the appropriate signature cannot be obtained, only limited types of information can be provided. If the former member is deceased, surviving next of kin may, under certain circumstances, be entitled to greater access to a deceased veteran's records than a member of the general public. The next of kin may be any of the following: unremarried surviving spouse, father, mother, son, daughter, sister, or brother. Requesters must provide proof of death, such as a copy of a death certificate, newspaper article (obituary) or death notice, coroner's report of death; funeral director's signed statement of death, or verdict of coroner's jury.

**b. Fees for records:** There is no charge for most services provided to service members or next of kin of deceased veterans. A nominal fee is charged for certain types of service. In most instances service fees cannot be determined in advance. If your request involves a service fee, you will be notified.

**3. Archival Records.** Personnel records of military members who were discharged, retired, or died in service 62 or more years ago have been transferred to the legal custody of NARA and are referred to as "archival" records.

**a. Release of Information:** Archival records are open to the public. The Privacy Act of 1974 does not apply to archival records, therefore, written authorization from the veteran or next of kin is not required. However, in order to protect the privacy of the veteran, his/her family, and third parties named in the records, the personal privacy exemption of the Freedom of Information Act (5 U.S.C. 552 (b) (6)) may still apply and preclude the release of some information.

**b. Fees for Archival Records:** Access to archival records is granted by offering copies of the records for a fee (44 U.S.C. 2116 (c)). You will be notified if there is a charge for photocopies of documents contained in the record you are requesting. For more information see <http://www.archives.gov/st-louis/archival-programs/military-personnel-archival/ompf-archival-requests.html>.

**4. Where reply may be sent.** The reply may be sent to the service member or any other address designated by the service member or other authorized requester.

**5. Definitions and abbreviations.** DISCHARGED -- the individual has no current military status; SERVICE TREATMENT RECORD (STR) -- The chronology of medical, mental health and dental care received by service members during the course of their military career (does not include records of treatment while hospitalized); TDRL -- Temporary Disability Retired List.

**6. Service completed before World War I.** National Archives Trust Fund (NATF) forms must be used to request these records. Obtain the forms by e-mail from [inquire@nara.gov](mailto:inquire@nara.gov) or write to the Code 6 address on page 2 of the SF 180.

### PRIVACY ACT OF 1974 COMPLIANCE INFORMATION

The following information is provided in accordance with 5 U.S.C. 552a(e)(3) and applies to this form. Authority for collection of the information is 44 U.S.C. 2907, 3101, and 3103, and Public Law 104-134 (April 26, 1996), as amended in title 31, section 7701. Disclosure of the information is voluntary. If the requested information is not provided, it may delay servicing your inquiry because the facility servicing the service member's record may not have all of the information needed to locate it. The purpose of the information on this form is to assist the facility servicing the records (see the address list) in locating the correct military service record(s) or information to answer your inquiry. This form is then retained as a record of disclosure. The form may also be disclosed to Department of Defense components, the Department of Veterans Affairs, the Department of Homeland Security (DHS, U.S. Coast Guard), or the National Archives and Records Administration when the original custodian of the military health and personnel records transfers all or part of those records to that agency. If the service member was a member of the National Guard, the form may also be disclosed to the Adjutant General of the appropriate state, District of Columbia, or Puerto Rico, where he or she served.

### PAPERWORK REDUCTION ACT PUBLIC BURDEN STATEMENT

Public burden reporting for this collection of information is estimated to be five minutes per request, including time for reviewing instructions and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of the collection of information, including suggestions for reducing this burden, to National Archives and Records Administration (NHP), 8601 Adelphi Road, College Park, MD 20740-6001. DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. SEND COMPLETED FORMS AS INDICATED IN THE ADDRESS LIST ON PAGE 2 OF THE SF 180.



Department of Veterans Affairs		
REQUEST FOR AND CONSENT TO RELEASE OF INFORMATION FROM CLAIMANT'S RECORDS		
<p><b>NOTE:</b> The execution of this form does not authorize the release of information other than that specifically described below. The information requested on this form is solicited under Title 38, United States Code, and will authorize release of the information you specify. The information may also be disclosed outside VA as permitted by law to include disclosures as stated in the "Notices of Systems of VA Records" published in the Federal Register in accordance with the Privacy Act of 1974.</p>		
<p><b>RESPONDENT BURDEN:</b> VA may not conduct or sponsor, and the respondent is not required to respond, to this collection of information unless it displays a valid OMB Control Number. The Privacy Act of 1974 (5 U.S.C. 552a) and VA's confidentiality statute (38 U.S.C. 3701) as implemented by 38 CFR 1.526(a) and 38 CFR under any other provision of law. The information requested is approved under OMB Control Number 2900-0025 and is necessary to ensure that the statutory requirements of the Privacy Act and VA's confidentiality statute are met.</p> <p>Responding to this collection of information is voluntary. However, if the information is not furnished, we may not be able to comply with your request. Public reporting burden for this collection of information is estimated to average 7.5 minutes per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspects of this collection of information, including suggestions for reducing this burden, to the VA Clearance Officer (045A4, 810 Vermont Avenue, NW, Washington, DC 20420. <b>SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.</b></p>		
TO	Department of Veterans Affairs 400 South 18th Street St. Louis, MO 63103	NAME OF VETERAN (Type or print) VA FILE NO. (Include prefix) SOCIAL SECURITY NO.
NAME AND ADDRESS OF ORGANIZATION AGENCY, OR INDIVIDUAL TO WHOM INFORMATION IS TO BE RELEASED		
<b>VETERAN'S REQUEST</b>		
I hereby request and authorize the Department of Veterans Affairs to release the following information from the records identified above to the organization, agency, or individual named hereon:		
INFORMATION REQUESTED (Number each item requested and give the dates or approximate dates covered from and to covered by each)		
Inpatient records from Portsmouth, VA Naval Hospital, Durham VA Hospital, Maimonides VA Hospital, Winston-Salem VA Hospital and Asheville VA Hospital		
Disability determination documents		
Pension and Compensation evaluation documents		
PURPOSE(S) FOR WHICH THE INFORMATION IS TO BE USED		
Claim for Social Security benefits		
NOTE: Additional information may be listed on the reverse side of this form.		
SIGNATURE AND ADDRESS OF CLAIMANT, OR FIDUCIARY IF CLAIMANT IS INCOMPETENT		DATE
[Signature]		02/30/2013
VA FORM 3288		

To: Department of Veterans Affairs, St. Louis Regional Office, 400 South, 18th Street, St. Louis, MO 63103  
Health Care Provider

AUTHORIZATION for USE or DISCLOSURE of PROTECTED HEALTH INFORMATION Pursuant To THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 [45 C.F.R. 164.508]

Patient Name and Address: \_\_\_\_\_

I consent to and authorize the above named Health Care Provider, and/or their duly designated billing or records agent to release to:

**Walker & DiVenere, Attorneys at Law**  
Mailing address: 783 West King Street, Boone, NC 28607

medical information including physician or nurses notes/summaries and diagnostic results for the following periods:

February 15, 1973 through present

The information will be used/disclosed for the purposes of Legal Representation.

Description of information that may be used/disclosed: This will authorize **Walker & DiVenere**, 783 West King Street, Boone, North Carolina 28607, (828) 268-9640, or its duly authorized representatives, to examine, reproduce, or otherwise copy in any manner, and to discuss orally or obtain oral and written reports thereon as they may request, any of the following:

1. Any and all hospital records, x-rays and reports thereof, laboratory reports and records, all tests and reports thereof, statements of charges, and any and all records pertaining to my hospitalization(s);
2. Any and all medical records, including patient's record cards, file jackets, x-rays and reports thereof, laboratory reports and records, all tests and reports thereof, statements of charges, and any and all records pertaining to my medical care;
3. All notes, correspondence, or records of any other nature made by my physicians, nurses, or other persons concerning me, my condition, or my treatment;
4. All tissue blocks and/or tissue slides;
5. All pathology specimens of any nature;
6. All electron microscopy films and/or reports;
7. Any and all education and/or vocational records, reports, transcripts or other papers;
8. Any and all lien/subrogation claims information for Medicare, Medicaid and third party insurers.

(The information may include medical information related to treatment of alcohol, psychiatric care, psychological assessments, substance abuse, and/or HIV/AIDS, if applicable.)

I understand that if the person or entity that receives the information is not a health care provider or health plan covered by federal privacy regulations, the information described above may be redisclosed and no longer protected by these regulations. I understand that I may refuse to sign this Authorization and that my refusal to sign will not affect my ability to obtain treatment or payment or my eligibility for benefits. I may inspect or copy any information used/disclosed under this Authorization to the extent allowed by law. I understand I may revoke this Authorization at any time by sending a notice of revocation in writing to the Health Care Provider. I further understand that I may not revoke this Authorization to the extent that action has been taken in reliance on this Authorization. Unless revoked this Authorization will not expire and will continue to be valid throughout the term of my representation by **Walker & DiVenere**. A copy of this signed Authorization is as effective and valid as the original.

This the 20 day of February, 2013

Signature of Patient or Personal Representative (if applicable)

Patient's Date of Birth

Attorney Representative  
Relationship to Patient Requestor

Home Phone

Work Phone

**Notice!**

**OMPF**

**Misfiled Documents**

**File/documents were not converted and are being  
returned**

ITEMS BEHIND THIS  
SHEET ARE COPIES  
OF  
SOURCE MATERIAL  
MADE BY THE SCAN  
VENDOR