

DISABLED AMERICAN VETERANS
Chapter Service Office

Overview of VA TRADITIONAL Claims Process

It should be remembered, this is intended to be a guide and specific timelines identified below may vary from time to time.

1. Claim is received from claimant (CSO/DSO), reviewed by NSO, and submitted to VA with date stamp.
2. Upon receipt, VA enters claim into system and assigns working End Product code number specific to type of claim. (approximately 30-60 days from date of claim)
3. VA identifies specific development, gathering evidence, medical or otherwise, pertinent to claim.
4. As necessary, the VARO enters request for medical examination into the Automated Medical Information Exchange (AMIE) system shared with the VAMC. Specific VAMC (or QTC location) is dependent upon claimant's address. (approximately 90 days from date of claim)
5. According to VAMC's availability, all necessary medical examinations are scheduled. (approximately 3-5 months from date of claim)
6. Once examination is completed, case is returned to VARO for review.
7. VA reviews all evidence of record and renders rating decision. (approximately 8-12 months from date of claim)
8. Once POA has reviewed rating decision, VA notifies claimant in writing. Written notification must be dated, and include a copy of rating decision and appeal rights. (approximately 4-6 weeks from date of rating decision)