

Benefits Claims(BC) Process - *Sending the 21-22 POA*

Used for 2122 and 21-0966 ITF from the Forms tab ONLY, no other forms are sent via BC

If there is both a 2122 and ITF in the package, **ALWAYS send the 2122 first and alone**

To use BC - the 21-22 **MUST** be a Form submission with a digital signature

To use BC for widow 21-22/ITF - there **MUST** be an email in the file for the process to send

To use BC - the Veteran's address can only have numbers in the Apartment box

After Forms are prepared, reviewed & ready to send to VA, start the BC process...

Click on the 'Package This Claim' tab

Identify the form on the 'Forms To Attach' list (*remember, 21-22 first*)

FORMS TO ATTACH		DOCUMENTS TO ATTACH
☐ 210966	05-15-23 01:53	☐ 2122
☐ 2122	05-15-23 01:54	☐ ITF

Under 'Forms to Attach'

Click the box next to the 21-22 POA to be sent (*is this the correctly dated form*)

Remember - 21-22 first (*and alone*)

Place the cursor in the 'Notes' box - type 'bc' and user last name 'bc ware'

Notes

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bc ware

Click the Benefits Claims button

Send to VA

D2D Benefits Claims

This brings up the confirmation box

Visually confirm the form to be packaged is on the list

You are about to send the following forms and documents to the VA via Benefits Claims. Is this correct?

- 2122

Confirm and Send

Sending the claim and documents can take a few minutes. When the sending process has begun, you will be sh

Is your form listed - **yes**, proceed to the next step

If no, click the 'Package This Claim' tab and start the D2D process again

(*This will generate an extra entry on the package this claim list, leave it*)

Click 'Confirm and Send'

After clicking Confirm and Send, the status screen should show a SUBMITTED SUCCESSFULLY banner and the status should show as 'pending'

VA Claim ID	Status	Accepted Date
efcc11fa-c5da-4088-ba7b-0893ea2aa1fe (claims_api_power_of_attorneys)	pending	2024-06-26

SUBMITTED SUCCESSFULLY

POA

020 - Tennessee Department of Veterans Services
Haven Rivera
Tennessee Department of Veterans Services

Previous POA

083 - Disabled American Veterans

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e constitutes agreement of the TOS

It will also show the new POA, who sent it, and the previous POA

Click the Package This Claim tab
The status here also shows 'pending'

DATE SENT	STATUS (D2D ERROR CODES)	FORMS SENT
06-26-2024	Claim filed with VA on: 2024-06-26 09:55:43 via Benefits Claims VA response: pending Current Status: State filed on: 06-26-2024	21-22

To the far right of the status, click the Check VBMS Info link under ACTION

ACTION
Edit Print / View Details Check VBMS Info

The status now shows as 'updated'

VA Claim ID	Status	Accepted Date
efcc11fa-c5da-4088-ba7b-0893ea2aa1fe (claims_api_power_of_attorneys)	updated	2024-06-26

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Going back to the Package This Claim tab, the status will show as 'updated'

DATE SENT	STATUS (D2D ERROR CODES)	FORMS SENT
06-26-2024	Claim filed with VA on: 2024-06-26 09:55:43 via Benefits Claims VA response: updated Current Status: State filed on: 06-26-2024	21-22

This is a successful send via Benefits Claims (BC)

If there is an error message screen (with red text)...
(Please note: At present VS does not capture this screen for reference - **make notes before closing it**)
Determine if the error is something that can be fixed and the form tried again through BC
If not, send the form via D2D

If there is both a 2122 and ITF in the package, **ALWAYS send the 2122 first and alone**

To use BC - the 21-0966 **MUST** be a Form submission with a digital signature

If the ITF is for Pension or a Survivor/Claimant

These are sent via Direct Submit to 'Pension' to ensure VA establishes it

After Forms are prepared, reviewed & ready to send to VA, start the BC process...

Click on the 'Package This Claim' tab

Identify the form on the 'Forms To Attach' list (*remember, 21-22 first*)

FORMS TO ATTACH		DOCUMENTS TO ATTACH
☐ 210966	05-15-23 01:53	☐ 2122
☐ 2122	05-15-23 01:54	☐ ITF

Under 'Forms to Attach'

Click the box next to the 21-0966 ITF to be sent (*is this the correctly dated form*)

Remember - 21-22 first (*and alone*). The ITF is a *separate BC submission* after the 21-22

Place the cursor in the 'Notes' box - type 'bc' and user last name 'bc ware'

Click the Benefits Claims button

This brings up the confirmation box

Visually confirm the form to be packaged is on the list (*see blue circle below*)

CONFIRM BENEFITS CLAIMS

You are about to send the following forms and documents to the VA via Benefits Claims. Is this correct?

- 210966

Sending the claim and documents can take a few minutes. When the sending process has begun, you will be shown

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Is your form listed - **yes**, proceed to the next step

If no, click the 'Package this Claim' tab and start the D2D process again

(*This will generate a default entry on the package this claim list, leave it*)

Click 'Confirm and Send'

Look for Success - 21-22 Power of Attorney

After clicking Confirm and Send, the status screen should show a SUBMITTED SUCCESSFULLY banner

The status should show as 'active'

SUBMITTED SUCCESSFULLY			
VA ITF ID	Type	Status	Creation Date
12215258 (intent_to_file)	compensation	active	2024-06-26
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The screen also shows the expiration date

Expiration Date
2025-06-26

The status will also show as active on the Package This Claim screen status

DATE SENT	STATUS (D2D ERROR CODES)	FORMS SENT
06-26-2024	Claim filed with VA on: 2024-06-26 10:48:37 via Benefits Claims VA response: active Current Status: State filed on: 06-26-2024	• 21-0966

If the status screen shows Duplicate

VA ITF ID	Type	Status
12215517 (intent_to_file)	compensation	duplicate
VetraSpec		

Check VBMS for the ITF expiration date

Use the Claim and ITF Combined Display button under the Intent To File link

Claim and ITF Combined Display

☐ Compensation
No Results Found

☐ Pension
No Results Found

The duplicate status also shows on the Package This Claim screen status in red text

DATE SENT	STATUS (D2D ERROR CODES)	FORMS SENT
06-25-2024	Claim filed with VA on: 2024-06-25 14:41:50 via Benefits Claims VA response: duplicate Current Status: State filed on: 06-25-2024	• 21-0966

If there is an error message screen (with red text)...

Determine if the error is something that can be fixed and the form tried again through BC

ex: phone number, email, extra spaces

If not, send the form via D2D

Messages seen by the Appeals Team

If you receive the status 'submitted'

Click the Package This Claim tab and click on the Update VBMS Info link

This may need to be done several times to gain the 'updated' status

VA Claim ID	Status	Accepted Date
e966f5cd-86ec-4ab2-a3eb-c961bcc72f37 (claims_api_power_of_attorneys)	submitted	2024-07-23
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If you receive the status 'errored'

Click the Package This Claim tab and click on the Update VBMS Info link

This may need to be done several times to gain the 'updated' status

VA Claim ID	Status	Accepted Date
50c81ec8-93a4-474b-a877-141e5d8f110b (claims_api_power_of_attorneys)	errored	2024-07-19
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Last Modified 7/5/2024

POC: Appeals & Accreditation Division