

## **Resolution No. 621**

### **DIGITAL CLAIMS PROCESS**

WHEREAS, current regulations authorize veteran service organizations (VSOs) activities based on VA paper claims processes; and

WHEREAS, VA now processes compensation and pension claims in a digital environment; and

WHEREAS, VSOs have had to request VA's Office of General Counsel intervention in executing the same principal functions in a digital environment which VSOs previously performed with paper claims; now, therefore

BE IT RESOLVED, by the Veterans of Foreign Wars of the United States, that we urge VA to update all regulations authorizing VSOs the same advocacy rights in the digital environment as were allowed in the paper-based claims process; and

BE IT FURTHER RESOLVED that the Secretary implement regulations mandating VA accept dates of claim actions when files are electronically transmitted to VA; and

BE IT FURTHER RESOLVED, that the Secretary implement regulations mandating VSOs are granted 48 hours to review rating decisions. During this review period, VA shall not finalize decisions without the VSO electronically certifying that a rating review has been conducted.

Submitted by Commander-in-Chief  
To Committee on VETERANS SERVICE RESOLUTIONS