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WDVA Bulletin No. 988

TO: County Veterans Service Offices

SUBJECT: Electronic Submission of Claims to USDVA through WDVA POA

Many of you have expressed the desire submit claims electronically via email to the WDVA office for USDVA claims. In the effort of timeliness and efficiency, the WDVA Claims Office has worked out an agreement with the Veterans Service Center and Pension Management Center in the Milwaukee RO to accept claims submitted electronically through this office, effective **May 1, 2013**.

There will be some parameters that will be required to be followed:

- 1) All claims submitted (electronically or through other means) must be submitted through the WDVA POA office in Milwaukee.
- 2) The subject line of the email should include the following: ELECTRONIC CLAIM with the veteran's last name initial and last-4 of his/her SSN (M0101).
- 3) Only ONE claim should be submitted per email. DO NOT submit multiple claims on one email.
- 4) Claims submitted electronically via email will not exceed 25 pages. Any claim over 25 pages must be submitted using the traditional mail system.
- 5) All documents forwarded must be password protected by the CVSO prior to submission. Please use the following password for protecting these documents: CVSO.WDVA.
- 6) Claims submitted electronically must be sent to the following mail box for proper processing and control by the WDVA Claims Office: *WDVACVSO.VBAMIW@VA.GOV*

The mailbox has been encrypted by USDVA IRM so as to ensure protection of personal identifying information.

Claims will be assigned to sub-email boxes established by digit ranges and Appeals titles for the Claims Officers to review and forward to the USDVA.

Once received and reviewed by a WDVA Claims Officer and found complete, the Claims Office will forward the electronic claim via email to the appropriate RO division mailbox with a read/receipt command. The date the email is received by the USDVA from this office will be the date of claim.

Our office has arranged for specific mailboxes to be used in the Veteran Service Center and Pension Management Center to receive and review these timely. These will not be shared with the CVSO community so as to ensure only claims from the WDVA office are sent/received at these email locations.

Your cooperation and adherence to this bulletin is critical if this process is to succeed. No claim will be printed out using this system by the WDVA. The copy of the email being forwarded to the USDVA will be considered the WDVA Claims Office transmittal letter and will be placed into VIMs.

It is the Claims Office's sincere hope this process assists in getting claims into the system more timely and will result in a better system of delivery for all stakeholders.

If you have any questions, please contact Colin Overstreet at (414) 902-5778 or via email at colin.overstreet@va.gov; or Kim Michalowski at kim.michalowski@va.gov.