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**STATE OF WISCONSIN
DEPARTMENT OF VETERANS AFFAIRS**

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January 7, 2014

WDVA Bulletin No. 998

TO: County Veterans Service Offices

SUBJECT: Stakeholder Enterprise Portal Dependency Claims

Since August 2013 the WDVA Claims Office has been processing dependency claims received via the Stakeholder Enterprise Portal (SEP). This process has improved the receipt of additional benefits for dependents to WI veterans to a matter of days versus 9-12 months under the traditional claims process time frames.

When the Claims Office receives VA Form 21-686c from the CVSO office, the Claims Officer will make every attempt to process this claim in SEP so the benefits can be delivered in a more timely manner. There have been many claims submitted that have not been able to be placed into SEP because the information presented is not complete. When you in the CVSO community submit the 21-686c please make sure the following information is complete on the form:

- Complete marital history
- Social Security Numbers for dependent spouse and children
- Address of the person who has custody of the dependent child not in the veteran's custody
- If a child is over 18 and in school, provide a completed VA Form 21-674

SEP demands 100% accurate and complete dependent information for acceptance of the claim. We acknowledge it is difficult at times to provide this information but if WDVA receives a 100% accurate and complete 21-686c; it is to the veteran's advantage. When we receive an incomplete 21-686c we do contact the veteran/claimant in an effort to obtain the missing information.

We appreciate your cooperation in this matter and will continue to work to provide timely and accurate assistance to the veterans of WI. If there are any questions, please contact Kim T. Michalowski at kim.michalowski@va.gov or Colin Overstreet at colin.overstreet@va.gov in the claims office.