Preparing Claims over D2D Using VetraSpec

Criteria for claim

1. You can only submit American Legion POA's through Package this Claim at this time.
2. All forms must be signed using a signature pad.

Form data

1. *No* special characters in any fields. Use *only* letters and numbers in all fields. If a special character is needed, replace it with the word that describes the character. IE, write the word "percent" instead of using %. Do not use apostrophes.
2. All dates must be complete. IE, MM-DD-YYYY. Partial dates are not accepted in *any* field, including the treatment dates and military service fields on the 21-526EZ.
3. All "Yes/No" (checkboxes) on the forms must be answered either Yes or No.
4. Even if the veteran has already established direct deposit, you must enter the banking information on the 21-526EZ.
5. On the 21-526EZ, disabilities must each be listed on a separate line. Each disability gets its own EP code, so don't type sentences.
   Acceptable: Diabetes Type 2 increase
   Not acceptable: Vet is 10% service connected and wants an increase for Type-2 Diabetes.

Attachments

1. Only PDF files can be sent over D2D.
2. When scanning files, do not use anything but letters and numbers in the filename **when saving the file to your computer.** No special characters or spaces are allowed in filenames.

   Step 1) Scan the file
   Step 2) Give it a good filename, without special characters or spaces. Example: john_smith_marriage_cert.pdf
   Step 3) Go to the VetraSpec Documents screen.
   Step 4) Enter anything you want in the "Description" box.
   Step 5) Click Upload.

Instructions

1. Prepare the claim as you normally would (IE, fill out all forms in completeness, insert the electronic signature and upload documents).
2. Click Package This Claim.
3. Check the forms you want to send.
4. Do not send a claim cover letter – it is not needed for claims going over D2D.
5. Check the documents you want to send.
6. In the Notes section enter "Ready for D2D" this helps identify it for the American Legion
7. Click Send.
8. The claim will go to the American Legion for processing. In the meantime, you are free to leave the screen and continue your work elsewhere in VetraSpec.

9. Once the Legion has submitted the claim either through D2D or its normal channels, the sent message is written to the Communication screen, the Claims Status screen and the Package This Claim screen in VetraSpec.

Post-submission

1. After submitting a claim, we ask that you go into the Package This Claim screen and verify the Legion has received the claim and submitted it to the VA. If you see they attempted to submit the claim over D2D and they received an error message back, that is fine. The Legion will follow up with that claim and ensure it is submitted on paper to the VA; there is nothing else you need to do.

Lessons Learned

1. Ensure the data is correct on the forms before submitting. Data validation errors are common and can be fixed by double checking the data on the 21-22, 21-526ez and 21-0966.