American Legion Partnership w/ CVSO's

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Agenda / Topics

- Code of Procedures
- Vetraspec
- EOM
- Forms
- How we do Business
- Conclusion

Code of Procedures

Vetraspec

- Update Quick Overview
- Update Military Service
- Update Dependents
- Accurate Communications – be short but to the point. If someone else reads your notes, will they understand what you are trying to do?
- Documents – When uploading use mm-dd-yyyy, ignore the options vetra gives you

Vetraspec - continued

- D2D – Must have digital signature

- Direct Submit – Easier to use but slower to process

- Packaged Claims – Direct communication between CVSO and POA. If you put notes in packaged claims, only my person processing will see those. If you have specific instructions put those in communications.

- Follow up on your submissions – don't just "Fire & Forget" We are all humans and make mistakes, let's watch each other's back!!!!!

End of Month

- Worse day to submit claims!
- If you submit to POA get those in before 4pm. Our employees have deadlines to meet as well. We all see veterans.
- If just sending in an Intent, send it yourself to the VA. There are several options available to you, fax, D2D, Direct Submit or have the veteran call the VA.

Forms

- Use the forms in Vetra
- If you are accredited with the American Legion you are authorized to sign POA's, ITF's and all other forms authorized by the VA once the VA&R Director gives you permission
- Use the most updated forms available

How we do Business

- Able to cover every prosperity region in the state
- Work hours
- Workbook
- Assignment of work to VSO's
- Mail Tracker
- Call Tracker
- Hearing Tracker

Conclusion

- We are all in this together, MVC, CVSO, MVAA
- Use Vetra – great system for front line users
- We will cover your 6 if you cover ours