

Lesson 4, VA Claim Scenarios





List of Claim Scenarios Plus Frequently Used VA Forms

The American Legion, Department Service Officer Training

March 2022

Here is a list of various training scenarios and VA forms used to apply for VA benefits for use during Department Service Officer training in March 2022.

Scenarios for When to Use key:

Veteran's Goal	Scenario / Name	Emoji	Situation Description
Service Connection	Neville		Never filed a claim for this benefit before
Service Connection	Debbie		Filed for this benefit in the past but was denied <i>regardless of the length of time</i> since that decision
Higher Rating	Wally		Previously granted service connection for this benefit. It has been <i>at least one year</i> since his last rating decision and his condition is now worse.
Higher Rating	Diane		Received a rating <i>within the past year</i> , but disagrees with the rating VA assigned

List of VA Forms: The “VA Form” column shows VA’s form number along with a link to VA’s web site for VA’s most recent version of the form. The “Name and Function” column shows the official name and describes why the form is required by VA. The “When to Use” column describes the conditions for when to use the form based on scenarios presented in class.

VA Form	Name and Function	When to Use
21-22	Appointment of Veterans Service Organization as Claimant’s Representative (also called “power of attorney” form). Authorizes The American Legion to assist Veterans and beneficiaries.	Every time
21-0966	Intent to File a Claim for Compensation and/or Pension, or Survivors Pension and/or DIC. Preserves effective date of the claim if followed by VA Form 21-526EZ or 20-0995 within one year.	Neville, Debbie, Wally
21-526EZ	Application for Disability Compensation and Related Compensation Benefits. Establishes a new benefits claim.	Neville, Wally

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VA Form	Name and Function	When to Use
<u>20-0995</u>	Decision Review Request: Supplemental Claim. Establishes a new claim for a previously denied benefit, and it must include “new and relevant evidence.”	Appeal / Diane, Debbie
<u>21-4138</u>	Statement in Support of Claim. Explains a Veteran’s argument or provides details regarding a claim for benefits.	Every time
<u>21-4142</u>	Authorization to Disclose Information to the Department of Veterans Affairs. Authorizes VA to obtain private medical records about a Veteran used as evidence to support a claim for benefits.	Every time (if needed)
<u>21-686c</u>	Application Request to Add and/or Remove Dependents. Adds or removes spouse, children, or other dependents from a VA benefit.	Every time (if needed)
<u>21-8940</u>	Veteran’s Application for Increased Compensation Based on Unemployability. Applies for TDIU.	Every time (if needed)
<u>21P-534EZ</u>	Application for DIC, Survivor Pension and/or Accrued Benefits. Establishes claim for survivor benefits.	Survivor benefits
<u>21P-0847</u>	Request for Substitution of Claimant Upon Death of Claimant. Allows a surviving spouse or dependent to continue a claim.	Substitution (not needed if complete 21P-534EZ)
<u>20-0996</u>	Decision Review Request: Higher Level Review. Provides the argument from Veteran to VA to review a benefit claim Rating Decision.	Appeal
<u>10182</u>	Decision Review Request: Board Appeal (Notice of Disagreement). Appeals a Rating Decision from a VA Regional Office to VA’s Board of Veterans’ Appeals.	Appeal
<u>21-572</u>	Request for Change of Address / Cancellation of Direct Deposit. Informs VA of a Veteran’s new address and/or to stop VA payment via direct deposit.	Change of address
<u>10-10EZ</u>	Application for Health Benefits. Enrolls Veteran in VHA care.	Enrolling for VHA medical care