

STEP 1: **Initial Appointment With VSO**

- Determine eligibility
- Identify issues for claim
- Prepare evidence checklist
- Submit Intent to File (ITF) if necessary



STEP 2: **Gather Evidence**

- Order service records
- Obtain private medical evidence
- Confirm current diagnosis of disabilities

STEP 3: **Follow-up Appointment**

- Review evidence and prepare application
- Discuss claim process with VSO
- Submit Fully-Developed Claim (FDC)

STEP 4: **Veteran Notification**

- If notified by VA for additional information, call VSO promptly
- If no notification from VA for additional information, wait for C&P exam notification

STEP 5: **Veteran C&P Appointments**

VERY IMPORTANT—YOU MUST ATTEND!

- A Compensation & Pension (C&P) Examination is usually required to confirm diagnosis, provide nexus to service and evaluate severity of impairment
- May be scheduled by a VA medical facility or VA- contracted medical provider (VES or QTC)
- If you miss or can not attend your appointment please call VSO immediately

STEP 6: **Claim Adjudication**

- VA Rater considers C&P exam results and all other evidence to render a decision

STEP 7: **Veteran Receives Rating Decision**

- VA sends Rating Decision and Award Notification by mail
- Contact VSO promptly to review Rating Decision

Note: this is a time-sensitive document