

Office of Administrative Review

Establishing a Claim Accuracy Request in Caseflow and VBMS Job Aid

Purpose



This Job Aid provides guidance on establishing a Claim Accuracy Request (CAR) in Caseflow and the Veterans Benefits Management System (VBMS). This Job Aid is valid for Phase II of the CAR pilot beginning October 1, 2021. This Job Aid supersedes all previous Job Aids relating to the CAR pilot.

Audience



- Mail processors in the Decision Review Operations Center

References



- VA Form 20-0996, *Decision Review Request: Higher-Level Review*
- 38 CFR 3.2601, *Higher-level review*
- M21-1, Part III, Subpart ii, Chapter 5, Section A, Topic 1, *Jurisdiction of Claims*, Blocks b and c (III.ii.5.A.1.b and c)
- Claim Accuracy Request Pilot Standard Operating Procedure

Instructions




Step 1: Confirm the application is for a CAR by searching for the phrase “Claim Accuracy Request” or “CAR” displayed within VA Form 20-0996 *Decision Review Request: Higher Level Review*

Office of Administrative Review Establishing a Claim Accuracy Request in Caseflow and VBMS Job Aid

Claim Accuracy Request

CAR

OMB Control No. 2900-0862
Respondent Burden: 15 minutes
Expiration Date: 4/30/2024

 Department of Veterans Affairs	VA DATE STAMP DO NOT WRITE IN THIS SPACE
DECISION REVIEW REQUEST: HIGHER-LEVEL REVIEW	
INSTRUCTIONS: Before completing this form, read the Privacy Act and Respondent Burden on page 5. Use this form to request a Higher-Level Review of a decision you received. A Higher-Level Review is a new review of an issue(s) previously decided by VA based on the evidence of record at the time of the prior decision. For more information call us toll-free at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the Federal relay number is 711. VA forms are available at www.va.gov/vaforms .	
SECTION I - VETERAN'S IDENTIFICATION INFORMATION	
NOTE: You may complete the form online or by hand. If completed by hand, print the information requested in ink, neatly and legibly, insert one letter per box, and completely fill in each applicable circle to help expedite processing of the form.	
1. VETERAN'S NAME (First, Middle Initial, Last)	
<input type="text"/>	

Step 2: Establish EP 030 in Caseflow. On the **Add/Remove Issues** screen, select **Add Issue**.

Note: VSOs can request an Informal Conference with their CAR applications. If the car is ineligible or untimely, VSOs can have an informal conference in support of the non-expedited HLR. Follow current procedures for informal conferences.

1. Select Form 2. Search 3. Review 4. Add Issues

Add / Remove Issues

Form	Decision Review Request: Higher-Level Review — VA Form 20-0996
Veteran	[REDACTED]
Receipt date of this form	03/23/2021
Benefit type	Compensation
Informal conference request	No
Same office request	No
SOC/SSOC Opt-in	No
Claimant	[REDACTED]

Step 3: If the CAR includes a listed contention on the Add Issue screen, select the contention from the past decisions list and click **Establish EP**. If the request includes a rating issue that is not listed under the past decisions list, select **None of these match, see more options** to add it as an unidentified rating issue.

*Note: Users must bypass the first non-rating option by selecting **None of these match, see more options** again to be able to establish the unidentified rating issue*

Office of Administrative Review Establishing a Claim Accuracy Request in Caseflow and VBMS Job Aid

Add issue 1

Does issue 1 match any of these issues from past descriptions?

Tip: sometimes applicants list desired outcome, not what the past decision was – so select the best matching decision.

Past decisions from 02/03/2021

- Service connection for umbilicus scar is granted with an evaluation of 0 percent effective July 10, 2019.
- Service connection for hemorrhoids is granted with an evaluation of 0 percent effective July 10, 2019.

Notes Optional

Cancel adding this issue

None of these match, see more options

Next

Step 4: Populate the information in the fields for an Unidentified rating issue and select **Add this issue**.

Add issue 1

Describe the issue to mark it as needing further review.

Transcribe the issue as it's written on the form

CAR Review - Missed SMC-K

Notes Optional

Rating decision dated 3/8/21

Cancel adding this issue

Add this issue

Step 5: The unidentified issue will display. Select **Establish EP**.

Office of Administrative Review Establishing a Claim Accuracy Request in Caseflow and VBMS Job Aid

Add / Remove Issues

Decision Review Request: Higher-Level Review – VA Form 20-0996

[Redacted]

03/23/2021

Compensation

No

No

No

[Redacted]

1. Unidentified issue: no issue matched for "CAR Review - Missed SMC-K"
Notes: Rating decision dated 3/8/21

Remove

+ Add issue

Cancel intake **Establish EP**

Step 6: If the CAR includes a non-rating issue that is not listed under the past decision list, select **None of these match, see more options**. Under the **Issue Category**, select the appropriate non-rating issue category. If the non-rating issue is not listed, select **Other non-rated**. Fill out the rest of the information and select **Add this issue**.

Add issue 1

If the issue is a rating issue, please select "None of these match, see more options" and add it as an unidentified rating issue.

Does issue 1 match any of these non-rating issue categories?

Issue category

Select or enter... [v]

Other non-rated

Active Duty Adjustments

Apportionment

Audit Error Worksheet (DFAS)

Character of discharge determinations

Contested Claims - Apportionment

Contested Claims - Attorney fees

None of these match, see more options

Step 7: Review the information and select **Establish EP**

Office of Administrative Review Establishing a Claim Accuracy Request in Caseflow and VBMS Job Aid

Add / Remove Issues

Decision Review Request: Higher-Level Review – VA Form 20-0996

[REDACTED]

05/23/2021

Compensation

No

No

No

[REDACTED]

1. Other non-rated - CAR Review - Service date correction
Decision date: 03/08/2021

[Remove](#)

[+ Add issue](#)

[Cancel intake](#)

[Establish EP](#)

Step 8: In VBMS, confirm the 030 was established. If the CAR was received within 30-calendar days of the previous decision, add the **Claim Accuracy Request** special issue to at least one contention.

[Add Contention](#) [Edit in Caseflow](#) [Expand All](#)

Effective date for left knee meniscal tear is granted and an evaluation of 30 percent is assigned effecti

Modification of the Contention Title must occur in Caseflow.

Contention: Effective date for left knee meniscal tear is granted and an evaluation of 30 percent is assigned effecti

* Classification: Musculoskeletal - Knee

Special issue(s): claims

Claims Accuracy Request

Rated issue(s): [Add](#)

There are currently no associated Rated Issues.

Step 9: If the CAR was not received within 30-calendar days of the previous decision, add the **CAR – Untimely** special issue to at least one contention in VBMS and continue establishing the HLR.

Office of Administrative Review Establishing a Claim Accuracy Request in Caseflow and VBMS Job Aid

Contention: Effective date for left knee meniscal tear is granted and an evaluation of 30 percent i

* Classifications: Musculoskeletal - Knee

Special Issue(s): car

Rated Issue(s):
CAR - Ineligible
CAR - No Error Found
CAR - Untimely
Emergency Care - CH17 Determination