

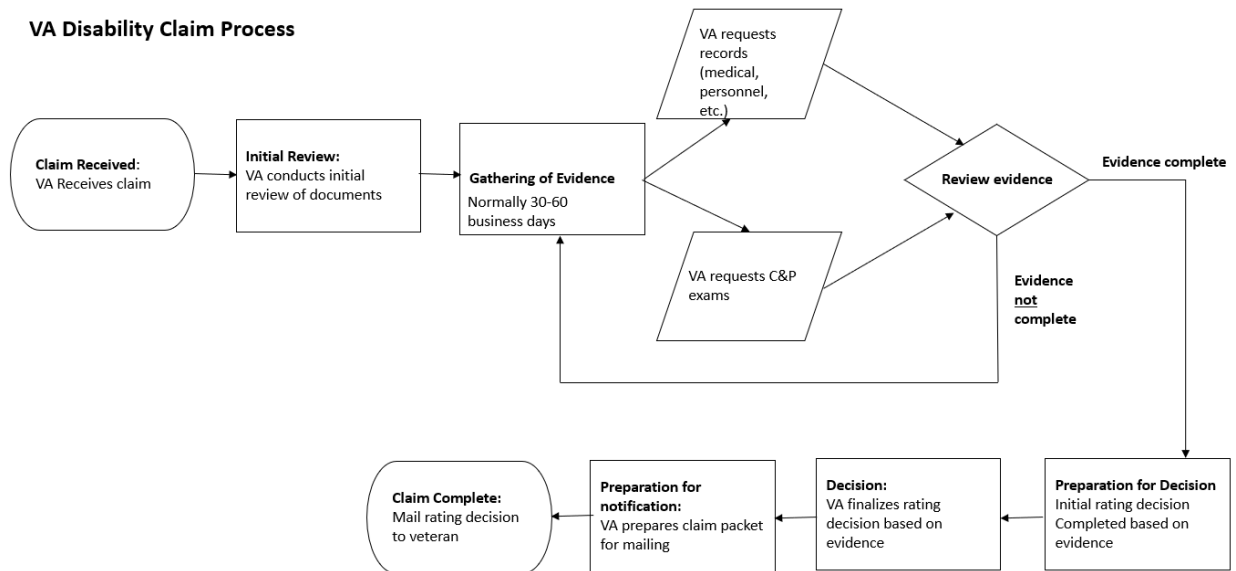


### What to do after your claim is submitted?

For service connection, veterans must provide documentation of:

1. An **in-service event, injury, or illness** that caused the disability
2. A **current diagnosis** of an identified disability
3. A **medical link (nexus)** between the present condition and the incident

#### VA Disability Claim Process



We filed a claim today (VA Form 21-526EZ) for the disabilities you are claiming.

If you do not receive any correspondence from the VA within **45 days** of submitting your claim, **please call our office** so we can follow up.

The VA will always communicate with you, the veteran, about your claim. They will not notify this office. If you have questions about correspondence from the VA, please call.

#### Compensation & Pension Exams

- **VA may request exams**
- **You must attend the exams**
- **Answer or return phone calls** from the companies below. The three companies are calling on behalf of the VA. Have your voice mail set up and make sure it is not full! Keep in mind that they may not tell you they are calling for the VA.

**VES:** Veterans Evaluation Services                      ---Texas  
**QTC:** Quality, Timeliness, Customer Service      ---California  
**Optum:** Logistics Health Incorporated                ---Wisconsin



**LA CROSSE COUNTY**  
Exceptional services. Extraordinary place.

Veterans Service Department  
1<sup>st</sup> Floor, Health & Human Services Building  
300 4<sup>th</sup> St N  
La Crosse, WI 54601-3355  
608-785-9719  
laxveterans@lacrossecounty.org

- These companies will make **3 attempts to contact you by phone**. If they are unable to reach you, they will send you a certified letter. If you do not respond to the letter, they will notify the VA they were unable to reach you. The VA will deny your claim for failing to go an appointment.
- **Note:** These companies may not send you more than **50 miles away for a general appointment, 100 miles for a specialty clinic**, and no more than **150 miles for a TBI appointment**. They will pay you for mileage to and from the appointments. If you agree to

go further than the allotted miles, that is fine, however, **they cannot force you to travel further than the allotted miles if you do not want that.**

- If you are on Title 10 or Title 32 orders, the VA cannot and will not pay you mileage for these trips. If possible, you should request mileage reimbursement from your unit.

If you **change your address, phone number, or direct deposit** information after submitted your claim, call **800-827-1000** and update them immediately. The VA Hospital will not do this for you.

**An average claim may take between 6 to 12 months** to process.

#### **After you receive your rating decision**

You have **1 year from the date of decision to appeal** or submit a disagreement with the VA.

If you receive a combined rating of 30% or higher, you may add your dependents to your award.

#### **How to Monitor Your Claim Online**

Site to **check Your VA Claim, Appeal, Or Decision Review Status** Online: <https://www.va.gov/claim-or-appeal-status/>

Step-by step **instructions:** <https://www.va.gov/resources/how-to-check-your-va-claim-appeal-or-decision-review-status-online/>