

# VA Claims Transformation Plan

## Walk-In Claims



## Fact Sheet – Walk-In Claims

The Walk-In Claims program is one of more than three dozen initiatives currently being evaluated in the Department of Veterans Affairs as part of its aggressive plan to *Break the Back of the Backlog* by transforming the claims process to better serve Veterans and their families.

### THE WALK-IN CLAIMS INITIATIVE

Piloted in Milwaukee and Wichita, the Walk-In Claims Initiative essentially conducts on-the-spot reviews of claims for disability compensation and pension benefits in order to provide expedited claims decisions.

The initiative encourages Veterans or their families to gather all supporting evidence needed at the time of application so that decisions can be provided within days of receipt.

If additional evidence such as a medical examination is needed for a claim submitted through the pilot program, the regional office has established a goal of deciding such claims in no more than 75 days, which is faster than the traditional claims process.

### HOW CAN I PARTICIPATE?

The initiative is currently available for Kansas and Wisconsin residents only, with a national expansion currently under consideration.

To participate in the Walk-In initiative, claimants must personally attend a claims clinic at the regional office where they will learn about the VA disability compensation and pension programs, the claims process, and the documents needed to support their claim. The claimant may then make an appointment to submit their paperwork in person. This is important to ensure all supporting evidence is complete and delays are limited.

#### Claims Clinic, VA Regional Locations

Kansas: 5500 East Kellogg, Wichita, Kan.  
Wisconsin: 5400 West National Ave.,  
Milwaukee, Wis.

#### Walk-In Appointments

Call the VA toll-free number 1-800-827-1000

### SUPPORTING DOCUMENTATION

Claimants should bring the following evidence when they file a walk-in claim:

- Social Security or VA claim number
- Military discharge papers
- Military service treatment records
- Current information from their doctor or hospital about the medical conditions they are claiming
- Any information they have linking their medical conditions to military service.

For pension claims, VA also needs information about yearly income and savings.

If the claimant has filed a disability claim with VA before, VA will already have some of these documents, such as service treatment records and military discharge forms.

The claimant must agree to submit any additional information or evidence needed within 30 days. *VA may still need to request federal records or a medical examination.*

Claimants who provide this information right away can increase their chances of receiving an immediate decision.

### PROCESS REVIEW

1. Attend Claims Clinic in the Regional Office
2. Collect required supporting documentation
3. Complete required Claims Walk-In form
4. Make Walk-In Appointment
5. VA Claims Coach determines if the claim can be decided immediately

*Disability compensation is a tax-free benefit paid to a veteran for disabilities that are a result of or made worse by injuries or diseases that happened while on active duty, active duty for training, or inactive duty training. Pension is a benefit paid to wartime veterans with limited income, and who are permanently and totally disabled or age 65 or older.*