



**BENEFITS
ASSISTANCE
SERVICE**

BDD UPDATE & ELIMINATION OF QUICKSTART

BACKGROUND INFORMATION, SCRIPT, PROCEDURAL GUIDANCE, & FAQs

ISSUED DATE: SEPTEMBER 15, 2017

BACKGROUND INFORMATION

Currently, the Department of Veterans Affairs (VA) has two programs to support Servicemembers who are leaving active duty and want to apply for disability compensation benefits: Benefits Delivery at Discharge (BDD) and Quick Start (QS). BDD is for those filing between 60 and 180 days prior to separation and QS covers those who file between 1 and 59 days prior to separation, or who are unavailable for an examination at their last duty station.

VA is in the process of updating the BDD program and eliminating the QS program.

The updated BDD program will change the filing window to 90-180 days prior to a known separation date. The Servicemember will also have to be available for 45 days from the date of their claim submission to attend any VA examination(s). Servicemembers must provide a copy of their service treatment records with the claim. The change to the timeframe to file the claim will increase VA's ability to conduct exams, review medical evidence, and process ratings prior to a Servicemember's release from active duty. In most cases, VA benefits will be decided the day after discharge.

Servicemembers who do not qualify for BDD will still be able to submit their claim prior to discharge, however it will be processed as either a Fully Developed Claim (FDC) or traditional claim, as appropriate, after separation.

The effective date for these changes is October 1, 2017. However, VA has begun the process to notify Servicemembers who are approaching separation from active duty of these upcoming changes.

Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



**U.S. Department
of Veterans Affairs**



SUGGESTED SCRIPT FOR GENERAL INQUIRIES

“The Department of Veterans Affairs (VA) is dedicated to ensuring that Veterans get the benefits they have earned and deserve as quickly and accurately as possible. Changes to the Benefits Delivery at Discharge (BDD) program will increase VA’s ability to conduct exams, review medical evidence, and process ratings prior to a Servicemember’s release from active duty. In most cases, VA benefits will be decided the day after discharge. Servicemembers who do not qualify for BDD will still be able to submit their claim prior to discharge and it will be processed either as a Fully Developed Claim or as a traditional claim.”

PROCEDURAL GUIDANCE

Public Contact Representatives (PCRs) must advise Servicemembers who wish to file a BDD claim to fill out a VA Form 21-526EZ, *Veteran’s Application for Compensation and/or Pension*, and submit it online using eBenefits or to the Centralized Mail Intake Center or Intake Site location. Service treatment records must also be submitted at the time of claim submission.

FREQUENTLY ASKED QUESTIONS

Q1. WHY IS VA CHANGING THE BDD DEADLINE FROM 60 DAYS TO 90 DAYS BEFORE SEPARATION?

A1: VA’s goal is to process disability claims for those leaving active duty so they have a decision on their claim the day after they leave active duty. With the current 180 to 60-day timeline, many claims are not complete when Servicemembers leave active duty service. Submitting disability claims between 90 and 180 days prior to separation will ensure claims can be fully developed prior to discharge. VA will administer Compensation and Pension exams, gather other evidence, and process claims the day after discharge for most Servicemembers.



Q2. WHY IS VA ELIMINATING THE QUICK START PROGRAM?

A2: By cancelling Quick Start, VA will be able to focus resources on claims under the BDD program to ensure benefits are delivered at discharge. One of the challenges with Quick Start is the difficulty of scheduling examinations for transitioning Servicemembers since there is a short time before they leave their duty station for a new location. Servicemembers will still be able to file their claims from 1-89 days prior to discharge; however, they will not have priority processing and will be processed after separation from active duty.

Q3. ARE THERE SERVICEMEMBERS WHO ARE NOT ELIGIBLE FOR BDD?

A3: The claims listed below are excluded from the BDD Program, even if Servicemembers submit them prior to discharge. These claims may be covered by other programs, such as the Integrated Disability Evaluation System (IDES), for Servicemembers being medically separated, or the nature of the claim prevents development or evaluation while the Servicemember is on active duty. BDD

Excluded claim types include:

- Claims requiring case management for a Servicemember who is
 - very seriously injured/ill (VSI),
 - seriously injured/ill (SI),
 - a “special category person” (SCP), which is a Servicemember who has suffered loss of a body part, or
 - terminally ill;
- Claims requiring a VA examination that must be completed in a foreign country, **except** when the examination can be completed through VA offices in Landstuhl, Germany, or Yongsan, Korea;
- Claims involving a Servicemember who is awaiting discharge while hospitalized in a VA or military treatment facility;
- Claims from pregnant service women; or
- Claims that require a character of discharge determination.



EFFECTIVE DATE FOR QUALITY REVIEW PURPOSES	CHANGE
11/1/17	• Updated go-live effective date to 10/1/17
10/1/17	• Original Document Issued

