

Benefits Delivery at Discharge (BDD) OVERVIEW

Benefits Delivery at Discharge (BDD) Eligibility Requirements for Servicemembers

1. You must have 90-180 days remaining until your release from active duty date (ETS/Retirement Date) at the time you file your complete application package. This does not include any terminal leave period.

If your release from active duty date is more than 180 days out, participation in the program is not permitted. However, you can take steps to prepare yourself to participate in the program when you do meet the criteria:

- Create a VA.gov account
 - Obtain a complete copy of your STRs, to include behavioral health, dental and vision records
 - Prepare a list of the chronic conditions you will claim
2. You must be available for 45 days immediately following the submission of your claim to attend required VA examinations. Examination locations are scheduled based on the mailing address provided in your application package.
 3. You must submit a complete copy of your service treatment records (STRs) to include behavioral health, dental, or vision records if filing a claim for a disability within these specialized areas.
 4. You must submit a complete and signed Separation Health Assessment (SHA) Part A. Your VA examinations cannot be requested unless this document is submitted. Instructions and the form can be found [here](#).

NOTE: If you do not meet the BDD claim criteria, you may still file your VA claim prior to discharge at [VA.gov](#).

BDD PROCESS / SUBMITTING A CLAIM

To ensure timely and seamless processing of your claim, please follow these step-by-step instructions.

1. Request a complete copy of your Service Treatment Records (STRs)

You must provide a complete copy of your Service Treatment Records at the time of your application. STRs can be requested from the Patient Administration Desk at your local Troop Medical Clinic/Hospital and can be sent to you via PDF file(s).

Some records may be stored in a separate location from your primary medical file and must be obtained from the appropriate clinic/location to submit with your claim:

- Military Entrance Physical
- Inpatient and Outpatient Records
- Behavioral Health Records
- Dental and Vision Records (documentation of trauma)

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NOTE: Tricare online portal records are not considered a complete set of Service Treatment Records as they do not contain all necessary elements required.

2. Complete and submit your claim

The VA has three (3) platforms for Service Members and Veterans to submit a disability application and required supporting evidence (STRs, SHA Part A, etc.).

[VA.gov](#)

After indicating you are on active duty and providing your future release from active-duty date, [VA.gov](#) will allow you to begin the claims application.

After you submit your claim online, you will be given a claim ID number, which you must send to your BDD location so we can begin to process your claim. Please send your claim ID number to either:

- KoreaBDD.VBAPIT@va.gov; or
- GermanyBDD.VBAPIT@va.gov

NOTE: Please do not e-mail documents directly to either of these e-mail boxes as they do not have the proper encryption to accept your personal information.

Quick Submit

If you're unable to submit your application, STRs, SHA Part A, and supporting documents through [VA.gov](#), you can submit them via [Quick Submit](#).

Mail or Fax

As a last resort, applications and supporting documents may be mailed or faxed to the VA's Claims Intake Center.

Mail	Fax
Department of Veterans Affairs Claims Intake Center PO Box 4444 Janesville, WI 53547-4444	Toll Free Fax: 844-531-7818 DID Fax: 248-524-4260

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Required application (For Claims Not Filed via VA.gov):

[VA Form 21-526EZ](#) (*Application for Disability Compensation and Related Compensation Benefits*)

Optional form(s) for those with dependents:

[VA Form 21-686c](#) (*Application Request to Add and/or Remove Dependents*)

[VA Form 21-674](#) (*Request for Approval of School Attendance*)

NOTE: Relationship documents are required if you will reside overseas permanently (birth certificates, marriage certificates, divorce decrees, etc.).

3. Attend your VA Examinations

Once VA confirms all necessary documents have been received, a C&P examination will be requested to evaluate the severity of your conditions. You must be able to attend all scheduled VA Examinations.

Overseas examinations are completed by one of two contract exam vendors:

- QTC Medical Services
- Veterans Evaluation Services (VES)

Staff from VA Contractor will mail a letter with the date and time of your examination. You may also get a phone call or email. You will need to confirm the appointment.

NOTE: You may request a male or female provider

- If you're having a reproductive health, breast, rectal, or mental health exam, **or**
- If your claim is related to a mental or physical health condition resulting from military sexual trauma (MST)

More information about examination process can be found [here](#)

NOTE: Appointment scheduling may be delayed due to exam and/or examiner availability.

Any appointments not completed prior to your departure from an overseas location will be rescheduled based on the mailing address you provide at the time of, or following, your departure.

4. Upload a copy of your DD214, Member 4

Please ensure that you provide us with your DD Form 214 (Member 4 copy) after you receive it. This can be uploaded at [VA.gov](#) or dropped of at your BDD office.

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5. Await your VA Decision Letter

The goal of the BDD program is to complete a decision on your claim within thirty (30) days after your release from active duty. The amount of time it takes to review your VA disability claim, and render a decision, depends on multiple factors:

- Type of Claim
- Amount and Complexity of the Injuries and/or Disabilities
- Amount of Time to Collect Evidence

While you wait, you can track your claim status at: [Check your VA claim or appeal status](#)

BDD Locations and Contact Information

For Servicemembers in Europe, Africa, or the Middle East	For Servicemembers in the Pacific Theater
Germany BDD Office Landstuhl Regional Medical Center (LRMC) Building 3724, Room 110-114	Korea BDD Office Camp Humphreys Building 6400, Maude Hall Room V301
E-Mail: GermanyBDD.vbapit@va.gov	E-Mail: KoreaBDD.vbapit@va.gov
Phone: DSN 314-590-8200 Commercial: +49 (0) 06371 9464 8200	Phone: DSN 315-757-2914 Commercial: +82 (0) 50 3357 2914

If you wish to have a VA Representative assist you prior to submitting a claim, and you are within 180 days of active-duty separation, we are available Monday – Friday from 0900 to 1130 and from 1300 to 1600.

- If you are *within* driving distance of your BDD office, we encourage walk-ins during the scheduled hours above.
- If you are *not within* driving distance of your BDD office, you may schedule a telephone appointment via the Visitor Engagement Reporting Application (VERA) at [VERA - Germany BDD](#) or [VERA - Korea BDD](#). Please add a comment in the special request section with your phone number (to include country code).

If a medical records review appointment is desired, the VA will need a copy of your service treatment records **prior to an in-person or phone interview**. A copy of your records must be electronically submitted via [Quick Submit](#).

To receive regular overseas updates and information please view and sign up for OCONUS newsletter here: [Veterans Benefits Administration \(govdelivery.com\)](#)