

**DECISION READY CLAIM (DRC)  
Accredited Representative Onboarding Guidance**





## Decision Ready Claim (DRC)

### ***Helpful DRC Links:***

DRC Internet Site: <https://www.benefits.va.gov/compensation/DRC.asp>

DRC Fact Sheet: <https://www.benefits.va.gov/compensation/docs/drc-factsheet.pdf>

DRC FAQs: <https://www.benefits.va.gov/compensation/docs/drc-faqs.pdf>

DRC Infographic Poster: <https://www.benefits.va.gov/compensation/docs/drc-poster.pdf>

Pre-Discharge DRC Fact Sheet:  
<https://www.benefits.va.gov/compensation/docs/drc-factsheet-predischarge.pdf>

Dependency and Indemnity Compensation (DIC) DRC Fact Sheet:  
<https://www.benefits.va.gov/compensation/docs/drc-factsheet-dic.pdf>

KnowVA Knowledge Base – General Information About the DRC Initiative: [M21-1, Part III, Subpart i, Chapter 3, Section C](#)

KnowVA Knowledge Base – Processing DRCs: [M21-1, Part III, Subpart i, Chapter 3, Section D](#)

DRC Email (For Questions/Issues/Inquiries): [DRC.VBAVACO@va.gov](mailto:DRC.VBAVACO@va.gov)

DRC Coversheets: See Attachments



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### ***Required DRC Training:***

In order to participate in the DRC initiative as an accredited representative, you must have completed the DRC curriculum found in VA's Talent Management System (TMS). VA TMS can be accessed here: [www.tms.va.gov](http://www.tms.va.gov).

To take a quick tour of VA TMS, click on this link to view the video tutorial: [Navigating the TMS](#). Additionally, if you need assistance with VA TMS, please contact the VA TMS Help Desk at [vatmshelp@va.gov](mailto:vatmshelp@va.gov) or via phone every day, 24X7, at 1 (855) 673-4357.

**The DRC courses that must be completed prior to assisting claimants with the DRC process are shown below:**

- (VA 4406365) VSO DRC Phase One Training - Part I - Gathering and Evaluating Evidence
- (VA 4406303) VSO DRC Phase One Training - Part II - Examinations and the DRC Initiative
- (VA 4406300) VSO DRC Phase One Training - Part III - How to Request an Exam
- (VA 4406294) VSO DRC Phase One Training - Part IV - DRC and Dependency Indemnity Compensation (DIC)
- (VA 4406297) VSO DRC Phase One Training - Part V - Is the Claim Ready for Submission?
- (VA 4406301) VSO DRC Phase One Training - Part VI - Dimensions 360/Direct Upload Demo
- (VA 4407233) DRC Phase Two - Examinations and the DRC Initiative (Medical Opinions)
- (VA 4407259) DRC Phase Two - Examinations and the DRC Initiative (Presumptive and Pre-Discharge)
- (VA 4407272) DRC Phase Two - Presumptive Conditions
- (VA 4407269) DRC Phase Two - How to Review Medical Records
- (VA 4407834) DRC Phase Two - Direct and Secondary Service Connection Claims
- (VA 4407823) DRC Phase Two - Pre-Discharge Claims

**To complete the DRC training, please login to VA TMS and search by the TMS ID(s) as outlined above for each course.**



## Decision Ready Claim (DRC)

### ***Requesting DRC Access:***

DRCs are submitted through VA's Direct Upload Tool (also known as Dimensions 360 or the Centralized Mail Portal (CMP)).

Completion of the DRC training is required prior to gaining appropriate access. Users also must complete the first-time login steps listed below before requesting access. Once training and first-time login are complete, please contact your regional office (RO) representative to request DRC access.

#### **Instructions for First-Time Login**

These instructions apply to accredited representatives that have not previously logged into the CMP. These steps ensure that an account is created using the user's Windows Authentication.

To ensure that accredited representative users have the correct access within the CMP for the DRC mail queue, users must login to the CMP using the below steps prior to requesting DRC access.

The link to the CMP is: <https://cmp-prod.datadimensions.com/CMP>.

1. From the home page, please select "VA Login."



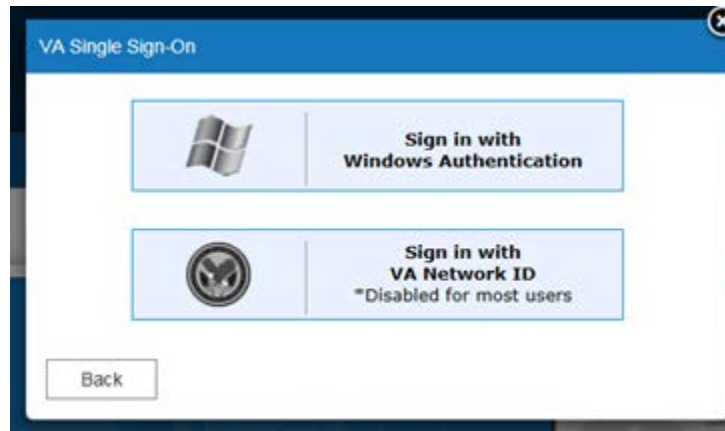


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2. After selecting VA Login, the VA Single Sign-On window opens up. Select “View Other Sign-in Options” (highlighted in yellow).



3. Select the “Sign In with Windows Authentication.”



**Please note: PIV badge is required for CMP login. Users without a PIV badge will not be able to login to the CMP.**



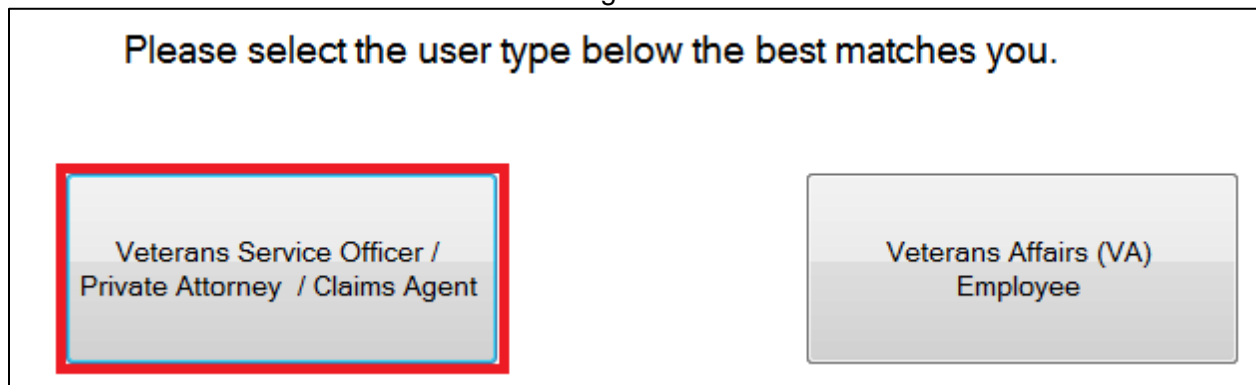
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### ***Direct Upload and DRC User Registration:***

All users are required to complete the user registration page upon initial login of the Centralized Mail platform, which includes Direct Upload and DRC. Upon completion of the user registration, the registration information will be applied to your account (user will have the opportunity to register once; further changes will have to go through VCIP).

1. If you are submitting claims related material on behalf of a claimant or Veteran, please select “Veteran Service Officer/Private Attorney/Claim Agent” (Figure 1)

Figure 1



Please select the user type below the best matches you.

Veterans Service Officer /  
Private Attorney / Claims Agent

Veterans Affairs (VA)  
Employee

2. You will then be prompted to identify your Role. If your specific role is not present, please select the best fit (Figure 2). Next, please add your accreditation number if applicable. If you are unable to determine your accreditation number, please refer to the Office of General Council’s Accreditation Search webpage: <https://www.va.gov/ogc/apps/accreditation/index.asp>

Figure 2



Role:

Accreditation #:



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3. Once you have added your role and accreditation number, select “Add Organization”. From the drop down, select your organization. You can type the name of your organization in the field and it will populate. Once you have selected your organization, select “Add Organization” (Figure 3). Please add all organizations you are accredited with.

Figure 3

Organization

Other

Organization	
AMVETS	<input type="button" value="Delete"/>

4. You can remove any incorrect organization by selecting “delete” next to the organization you wish to remove. Once you have finished adding all of the organization(s) you are accredited with, select “Next” at the bottom of the registration page.
5. If you experience any technical issues when attempting to login, or need to modify your role, organization, or accreditation number post user registration, please reach out to the Veterans Claim Intake Program’s (VCIP) Corporate mailbox: [VCIP.VBACO@va.gov](mailto:VCIP.VBACO@va.gov).



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### **RO Representatives:**

This list includes Change Management Agents (CMAs), or designees, from each RO. **Please refer to the following list when requesting DRC access.** This information is current as of January 9, 2018.

State	City	RO	CMA	Email Address
Alabama	Montgomery	322	Kia Wallace	<a href="mailto:kia.wallace@va.gov">kia.wallace@va.gov</a>
Alaska	Anchorage	463	John McClain	<a href="mailto:john.mcclain2@va.gov">john.mcclain2@va.gov</a>
Arizona	Phoenix	345	Jesus Rodriguez	<a href="mailto:jesus.rodriguez@va.gov">jesus.rodriguez@va.gov</a>
Arkansas	Little Rock	350	Linda Parker (AD)	<a href="mailto:linda.parker4@va.gov">linda.parker4@va.gov</a>
California	San Diego	377	Ciena Faeth	<a href="mailto:ciena.faeth@va.gov">ciena.faeth@va.gov</a>
California	Los Angeles	344	Don Snider	<a href="mailto:donald.snider@va.gov">donald.snider@va.gov</a>
California	Oakland	343	Shannon Fee	<a href="mailto:shannon.fee@va.gov">shannon.fee@va.gov</a>
Colorado	Denver	339	Theadora (Teddi) Kulkoski	<a href="mailto:theodora.kulkoski@va.gov">theodora.kulkoski@va.gov</a>
Connecticut	Hartford	308	Leonardo Nunes	<a href="mailto:leonardo.nunes@va.gov">leonardo.nunes@va.gov</a>
Delaware	Wilmington	460	Andrea Campbell (acting)	<a href="mailto:andrea.campbell2@va.gov">andrea.campbell2@va.gov</a>
Florida	St. Petersburg	317	Eric Jacobosky	<a href="mailto:eric.jacobosky@va.gov">eric.jacobosky@va.gov</a>
Georgia	Atlanta	316	Brian Morgan	<a href="mailto:brian.morgan5@va.gov">brian.morgan5@va.gov</a>
Hawaii	Honolulu	459	Glen Marumoto	<a href="mailto:glen.marumoto@va.gov">glen.marumoto@va.gov</a>
Idaho	Boise	347	Stephen Weiblen	<a href="mailto:stephen.weiblen@va.gov">stephen.weiblen@va.gov</a>
Illinois	Chicago	328	Alden Only	<a href="mailto:alden.only@va.gov">alden.only@va.gov</a>
Indiana	Indianapolis	326	Natalie Gries	<a href="mailto:natalie.gries@va.gov">natalie.gries@va.gov</a>
Iowa	Des Moines	333	Ryan Dickson	<a href="mailto:ryan.dickson@va.gov">ryan.dickson@va.gov</a>
Kansas	Wichita	452	Tara Cisneros	<a href="mailto:tara.cisneros@va.gov">tara.cisneros@va.gov</a>
Kentucky	Louisville	327	Anita Vincent	<a href="mailto:anita.vincent@va.gov">anita.vincent@va.gov</a>
Louisiana	New Orleans	321	Owen (Adam) Rhodes	<a href="mailto:owen.rhodes@va.gov">owen.rhodes@va.gov</a>
Maine	Togus	402	Patrick Crowley	<a href="mailto:patrick.crowley@va.gov">patrick.crowley@va.gov</a>
Maryland	Baltimore	313	Cantrist Hale	<a href="mailto:cantrist.hale@va.gov">cantrist.hale@va.gov</a>
Massachusetts	Boston	301	Grace Lee	<a href="mailto:grace.s.lee@va.gov">grace.s.lee@va.gov</a>
Michigan	Detroit	329	Rodney Cline	<a href="mailto:rodney.cline@va.gov">rodney.cline@va.gov</a>
Minnesota	St. Paul	335	Ron Woolery	<a href="mailto:ron.woolery@va.gov">ron.woolery@va.gov</a>
Mississippi	Jackson	323	Bobbie Carter	<a href="mailto:bobbie.carter@va.gov">bobbie.carter@va.gov</a>
Missouri	St. Louis	331	Oscar Murillo	<a href="mailto:oscar.murillo@va.gov">oscar.murillo@va.gov</a>
Montana	Ft. Harrison	436	Rodney LaPlant	<a href="mailto:rodney.laplant@va.gov">rodney.laplant@va.gov</a>
Nebraska	Lincoln	334	Lillian Miesemer	<a href="mailto:lillian.miesemer@va.gov">lillian.miesemer@va.gov</a>
Nevada	Reno	354	John McGhee (acting)	<a href="mailto:john.mcghee3@va.gov">john.mcghee3@va.gov</a>





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State	City	RO	CMA	Email Address
New Hampshire	Manchester	373	Grace Lee	<a href="mailto:grace.s.lee@va.gov">grace.s.lee@va.gov</a>
New Jersey	Newark	309	Jennifer Myers	<a href="mailto:jennifer.myers6@va.gov">jennifer.myers6@va.gov</a>
New Mexico	Albuquerque	340	Cristopher Sheirer	<a href="mailto:cristopher.sheirer@va.gov">cristopher.sheirer@va.gov</a>
New York	Buffalo	307	Erin Haskins	<a href="mailto:erin.haskins@va.gov">erin.haskins@va.gov</a>
New York	New York	306	Selvin White	<a href="mailto:selvin.white@va.gov">selvin.white@va.gov</a>
North Carolina	Winston-Salem	318	Martiez Taylor	<a href="mailto:martiez.taylor@va.gov">martiez.taylor@va.gov</a>
North Dakota	Fargo	437	Wade Rising	<a href="mailto:wade.rising2@va.gov">wade.rising2@va.gov</a>
Ohio	Cleveland	325	Joe Grasso (acting)	<a href="mailto:joseph.grasso2@va.gov">joseph.grasso2@va.gov</a>
Oklahoma	Muskogee	351	Cynthia Keeling	<a href="mailto:cynthia.keeling@va.gov">cynthia.keeling@va.gov</a>
Oregon	Portland	348	John McClain	<a href="mailto:john.mcclain2@va.gov">john.mcclain2@va.gov</a>
Pennsylvania	Philadelphia	310	Andrea Campbell	<a href="mailto:andrea.campbell2@va.gov">andrea.campbell2@va.gov</a>
Pennsylvania	Pittsburgh	311	Nicholas Boyko	<a href="mailto:nicholas.boyko@va.gov">nicholas.boyko@va.gov</a>
Philippines	Manila	358	Connie Santos	<a href="mailto:constance.santos@va.gov">constance.santos@va.gov</a>
Puerto Rico	San Juan	355	Sharon Delgado	<a href="mailto:sharon.delgado@va.gov">sharon.delgado@va.gov</a>
Rhode Island	Providence	304	Mark Ramos	<a href="mailto:mark.ramos@va.gov">mark.ramos@va.gov</a>
South Carolina	Columbia	319	Leah Carll	<a href="mailto:leah.carll@va.gov">leah.carll@va.gov</a>
South Dakota	Sioux Falls	438	Wade Rising	<a href="mailto:wade.rising2@va.gov">wade.rising2@va.gov</a>
Tennessee	Nashville	320	Stephen Sears	<a href="mailto:stephen.sears@va.gov">stephen.sears@va.gov</a>
Texas	Houston	362	Daniel Irizarry	<a href="mailto:daniel.irizarry@va.gov">daniel.irizarry@va.gov</a>
Texas	Waco	349	Tim Sheppard	<a href="mailto:timothy.sheppard@va.gov">timothy.sheppard@va.gov</a>
Utah	Salt Lake City	341	Rodney LaPlant	<a href="mailto:rodney.laplant@va.gov">rodney.laplant@va.gov</a>
Vermont	White River Junction	405	Grace Lee	<a href="mailto:grace.s.lee@va.gov">grace.s.lee@va.gov</a>
Virginia	Roanoke	314	Terry Knopf	<a href="mailto:terry.knopf@va.gov">terry.knopf@va.gov</a>
Washington	Seattle	346	Kathryn Zaleski (acting)	<a href="mailto:kathryn.zaleski@va.gov">kathryn.zaleski@va.gov</a>
West Virginia	Huntington	315	Antoinette Johnson	<a href="mailto:antoinette.johnson3@va.gov">antoinette.johnson3@va.gov</a>
Wisconsin	Milwaukee	330	Lucas (Luke) Woods	<a href="mailto:lucas.woods@va.gov">lucas.woods@va.gov</a>
Wyoming	Cheyenne	442	Theadora (Teddi) Kulkoski	<a href="mailto:theodora.kulkoski@va.gov">theodora.kulkoski@va.gov</a>