



**DEPARTMENT OF THE NAVY**  
NAVAL TRAINING CENTER  
2701 SHERIDAN ROAD  
GREAT LAKES, ILLINOIS 60088-5001

NTCGLAKESINST 1760.1  
N36

**JUN 11 1997**

NTC GREAT LAKES (COMPLEX<sup>2</sup>) INSTRUCTION 1760.1

From: Commander, Naval Training Center, Great Lakes

Subj: VETERANS AFFAIRS COMPENSATION CLAIMS PROCESS FOR MILITARY SERVICE PERSONNEL

1. Purpose. To establish procedures for separating/retiring service members to process disability claims prior to their separation from military service.

2. Background. The Veterans Affairs Medical Center (VAMC) North Chicago in cooperation with Naval Training Center, Naval Hospital, and Personnel Support Activity Detachment Center (PSAD), Great Lakes established procedures in which separating/retiring service members will be provided complete disability claims processing prior to their separation. This process will enable the VA to provide a decision on the claim immediately following the claimant's separation from service.

2. Action.

a. Command Career Counselor's. Command Career Counselors will counsel separating/retiring officers and enlisted personnel three months prior to their discharge/retirement on their possible benefits and provide assistance in accessing this process. Each interested member will be provided an Application for Benefits (VAF 21-526) which will be completed during the pre-separation counseling session. Members will be advised to obtain a complete copy of their outpatient medical record to include the entrance physical examination and the separation physical. The application and the medical record will be forwarded to the Veterans' Benefits Counselor located at the Naval Hospital.

b. Naval Hospital Physical Examination Section. The Physical Examination Section will ensure that a DD Form 2697 is completed on all members separating/retiring from the military. Copies of the DD Form 2697 will be provided to the member's career counselor and the original will be forwarded to the Veterans' Benefits Counselor.

c. Separating/Retiring Members. In order for the compensation claim process to work, it is imperative that the service member do the following:

(1) Provide copies of his/her outpatient medical record and completed application to the Claims Processing Team, Naval Hospital, as soon as possible.

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(2) Report for all scheduled VA examinations. If the member is unable to report he/she should contact the VAMC North Chicago immediately and attempt to reschedule. Failure to provide medical records and/or failure to report for scheduled VA examinations may result in the administrative disallowance of the claim. The claim can be reopened at any time following separation from the service, however, it must be reopened within one year of the separation date in order to qualify for benefits from the earliest possible effective date.

(3) Provide a complete current mailing address and current telephone number (not just name and address of their command). Without a valid mailing address, the notification to report for the VA examination will be returned as undeliverable and the claim may be denied.

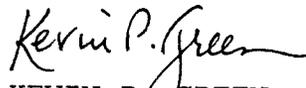
(4) Notify the VAMC North Chicago and the Claims Processing Team of any address changes immediately.

(5) Notify the Claims Processing Team immediately upon separation from the service and provide all required information.

d. Commanding Officers. The Commanding Officers/Officers in Charge are to ensure their separating members report for their scheduled appointments, and encourage widest dissemination of information to all members within their command.

e. Personnel Support Activity Detachment (PSAD). Personnel Support Activity Detachment will notify separating members of the VA Compensation Program. If the member indicates that he/she desires to attend the initial screening process, they will be instructed to report to the VA Compensation Program office with their medical record in hand immediately. PSAD will provide a copy of the DD form 214 and any other relative information in support of the VA Compensation Program office and the member's claim immediately upon separation or as soon as it is available.

f. Veterans Affairs. VAMC North Chicago will schedule examinations on claimants between the sixth and second month prior to the anticipated separation date. The Claims Processing Team will make a disability determination (rating decision) based on the claimant's medical record and the report of the VA examination during the 60 days prior to the anticipated separation date. The Claims Processing Team will take final action on the compensation claim to input an award or disallowance into the Compensation and Pension system immediately following notification of separation.

  
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Distribution:

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VAMC North Chicago