

CENTRALIZED MAIL PROCESSING

BACKGROUND INFORMATION AND FREQUENTLY ASKED QUESTIONS

ISSUED DATE: MARCH 7, 2016

BACKGROUND INFORMATION

Prior to July 7, 2014, most Veterans mailed paper compensation claims and supporting documentation to the VBA regional office (RO) or Pension Management Center (PMC) in the state or region where they lived. With the implementation of the Veterans Benefits Management System (VBMS), obtaining digital files became necessary to electronically process compensation claims. To feed VBMS with digital files, the ROs and PMCs sent incoming material to document-scanning vendors for upload into VBMS.

In order to improve timeliness of this scanning process, VBA is implementing Centralized Mail Processing (CMP). Under these new procedures, claimants and beneficiaries should now send any mail directly to the scanning vendor, eliminating the need for RO or PMC mail processing. New addresses for the submission of material went into effect on July 7, 2014. The U.S. Postal Service (USPS) will automatically re-direct material that is mailed to ROs or PMCs to the scanning vendor for processing. The vendor will scan and upload the digital images to the Centralized Mail Portal for processing in VBMS.

Note: PCRs should continue to follow all current guidance regarding VAI business rules and jurisdiction and routing of VA Form 27-0820(series).

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



FREQUENTLY ASKED QUESTIONS

Q1. WHAT IS CENTRALIZED MAIL PROCESSING?

A1: Centralized Mail Processing is a VA initiative to shorten the timeframe to scan paper mail into VBMS for processing. Under CMP, the beneficiary sends mail directly to the scanning vendor instead of to the RO or PMC. The vendor will scan and upload the information into the Centralized Mail Portal for processing through VBMS.

In other words, any mail that would have been sent to the RO or PMC to establish or support a claim or appeal should now be sent to the appropriate CMP address/fax number (listed below in Q9 and Q10).

Q2. HOW DOES THIS INITIATIVE HELP VETERANS?

A2: Centralized Mail Processing will reduce the time it takes documents to reach a processing agent and assist VBA in reaching its goal for claims and appeals processing timeliness.

Q3. WHAT HAPPENS IF A PAPER CLAIM IS SENT TO A REGIONAL OFFICE OR PENSION MANAGEMENT CENTER?

A3: The USPS will automatically redirect mail sent to a RO or PMC to the scanning vendor. This will eliminate the delay associated with the upfront processing of paper mail at each RO and PMC and will further reduce incoming paper handling, processing, shipping, and storage requirements by VBA.

Q4. ONCE MAIL IS ROUTED STRAIGHT TO THE SCANNING FACILITY, AND NO LONGER RECEIVES A DATE STAMP AT THE RO, WILL THERE BE PROBLEMS WITH THE EFFECTIVE DATE? A LOT OF CLAIMS ARE SUBMITTED TO THE ROS ON THE LAST DAY OF THE MONTH IN ORDER TO PROTECT AN EFFECTIVE DATE.

A4: Vendors will open and date stamp all mail on the date of receipt to ensure that the Veteran receives the correct effective date. This will provide the same protections as the current mail structure.

If mail is hand delivered to the RO or PMC, it will be date stamped prior to forwarding it to the scanning vendor.



Q5. DOES THIS APPLY TO MAIL FOR APPEALS?

A5: Yes, this process applies to appeals.

Q6. HOW CAN VETERANS AVOID THE ADDITIONAL TIME IT TAKES TO SCAN A CLAIM FROM PAPER?

A6: While VA continues to pursue improvements to mail processing, filing a Fully Developed Claim (FDC) electronically through the joint VA/Department of Defense online portal, eBenefits, is the fastest way to apply for benefits and track the status of the claim. Veterans can also get help from accredited Veterans Service Organizations when submitting either an electronic or paper application.

Note: If the Veteran does not have an eBenefits premium account, follow existing eBenefits procedures.

Q7. I WANT TO REQUEST A COPY OF MY RECORDS. WHERE DO I SEND MY REQUEST?

A7: FOIA/PA requests should be sent to the address listed below:

Department of Veterans Affairs
Claims Intake Center
PO Box 5235
Janesville, WI 53547-5235

Toll Free Fax: 844-822-5246

DID Fax: 608-373-6690

Q8. I AM FILING A CLAIM FOR COMPENSATION BENEFITS. WHERE SHOULD I SEND MY CLAIM?

A8: VBA encourages Veterans and Servicemembers to file compensation claim electronically through eBenefits. However if you are filing a paper claim for compensation, you should send the claim to the address or fax number listed below:

Department of Veterans Affairs
Claims Intake Center
PO Box 5235
Janesville, WI 53547-5235



Toll Free Fax: 844-822-5246

DID Fax: 608-373-6690

Q9. WHERE SHOULD I SEND ADDITIONAL EVIDENCE TO SUPPORT MY COMPENSATION CLAIM OR APPEAL?

A9: If you received a letter from VA requesting additional evidence to support your claim or appeal, you can mail/fax to the following address or fax number:

Department of Veterans Affairs

Evidence Intake Center

PO Box 4444

Janesville, WI 53547-4444

Toll Free Fax: 844-822-5246

DID: 608-373-6690

**** Important:** Evidence to support a request to expedite a claim /appeal should be sent to the street address/fax number for the ROJ.

Q10. I WANT TO FILE A CLAIM/APPEAL FOR PENSION/SURVIVOR/BURIAL BENEFITS OR I HAVE EVIDENCE/DOCUMENTS TO SUBMIT. WHERE DO I SEND THE INFORMATION?

A10: If you need to send in pension-related information, you should submit to the appropriate address below:

Pension Mail	
All Pension-related Mail (new claim, new appeal, evidence, etc.)	Philadelphia PMC Department of Veterans Affairs Claims Intake Center Attention: Philadelphia Pension Center PO Box 5206 Janesville, WI 53547-5206



Toll Free Fax: 844-822-5246
DID Fax: 608-373-6690

St. Paul PMC

Department Of Veterans Affairs
Claims Intake Center

Attention: St. Paul Pension
Center

PO Box 5365

Janesville, WI 53547-5365

Toll Free Fax: 844-822-5246
DID Fax: 608-373-6690

Milwaukee PMC

Department Of Veterans Affairs
Claims Intake Center

Attention: Milwaukee Pension
Center

PO Box 5192

Janesville, WI 53547-5192 Toll

Free Fax: 844-822-5246
DID Fax: 608-373-6690

Q11. I WANT TO FILE A CLAIM FOR VOCATIONAL REHABILITATION & EMPLOYMENT OR I HAVE EVIDENCE/DOCUMENTS TO SUBMIT FOR VR&E-RELATED BENEFITS. WHERE DO I SEND THE INFORMATION?

A11: If you need to send in VR&E-related information, you should submit to the appropriate Regional Office.





Vocational Rehabilitation & Employment Mail	
Return forms to VA Regional Office street address and review VR&E website for additional information	http://www.benefits.va.gov/vocrehab/

Q12. I WANT TO APPLY FOR LIFE INSURANCE OR I HAVE EVIDENCE/DOCUMENTS TO SUBMIT FOR INSURANCE- RELATED BENEFITS. WHERE DO I SEND THE INFORMATION?

A12: If you need to send in life insurance-related information, you should submit to the appropriate office based on the type of form you are submitting.

Life Insurance Mail	
Review Life Insurance website and form(s) for Return Address	http://www.benefits.va.gov/insurance/

Q13. I WANT TO APPLY FOR EDUCATION BENEFITS OR I HAVE EVIDENCE/DOCUMENTS TO SUBMIT FOR EDUCATION-RELATED BENEFITS. WHERE DO I SEND THE INFORMATION?

A13: If you need to send in education-related information, you should submit to the appropriate Regional Processing Office (RPO).

Education Mail	
Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, Foreign Schools	Buffalo RPO P.O. Box 4616 Buffalo, NY 14240-4616
Georgia, North Caroline, Puerto Rico, US Virgin Islands	Atlanta RPO P.O. Box 100022 Decatur, GA 30031-7022



Colorado, Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, South Dakota, Tennessee, Wisconsin, West Virginia, Wyoming	St. Louis RPO P.O. Box 66830 St. Louis, MO 63166-6830
Alabama, Alaska, Arizona, Arkansas, California, Florida, Hawaii, Idaho, Louisiana, Mississippi, New Mexico, Nevada, Oklahoma, Oregon, South Carolina, Texas, Utah, Washington, Trust Territories/Philippines	Muskogee RPO P.O. Box 8888 Muskogee, OK 74402-8888

Q14. I WANT TO APPLY FOR HOME LOAN GUARANTY BENEFITS OR I HAVE EVIDENCE/DOCUMENTS TO SUBMIT FOR HOME LOAN GUARANTY- RELATED BENEFITS. WHERE DO I SEND THE INFORMATION?

A14: If you need to send in home loan guaranty-related information, you should submit to the appropriate Regional Loan Center. You can obtain the certificate of eligibility in eBenefits; however, if you choose to apply by paper, applications should be sent to the VA Loan Eligibility Center.

Home Loan Guaranty Mail	
Requests for a Certificate of Eligibility	VA Loan Eligibility Center Attn: COE (262) PO Box 100034 Decatur, GA 30031
Georgia, North Caroline, South Carolina, Tennessee	Atlanta Regional Loan Center Department of Veterans Affairs VA Regional Loan Center PO Box 100023 Decatur, GA 30031-7023



Connecticut, Delaware, Indiana, Maine, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont	Cleveland Regional Loan Center Department of Veterans Affairs VA Regional Loan Center 1240 East Ninth Street Cleveland, OH 44199
Alaska, Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming	Denver Regional Loan Center Department of Veterans Affairs VA Regional Loan Center Box 25126 Denver, CO 80225
Hawaii, Guam, American Samoa, Commonwealth of the Northern Marianas	Honolulu Regional Loan Center Department of Veterans Affairs VA Regional Office Loan Guaranty Division (26) 459 Patterson Rd Honolulu, HI 96819
Arkansas, Louisiana, Oklahoma, Texas	Houston Regional Loan Center Department of Veterans Affairs VA Regional Loan Center 6900 Almeda Road Houston, TX 77030-4200
Arizona, California, New Mexico, Nevada	Phoenix Regional Loan Center Department of Veterans Affairs VA Regional Loan Center 3333 N. Central Avenue Phoenix, AZ 85012-2402



District of Columbia, Kentucky, Maryland, Virginia, West Virginia	Roanoke Regional Loan Center Department of Veterans Affairs VA Regional Loan Center 116 North Jefferson St. Roanoke, VA 24016
Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wisconsin	St. Paul Regional Loan Center Department of Veterans Affairs VA Regional Loan Center 1 Federal Drive, Ft. Snelling St. Paul, MN 55111-4050
Alabama, Florida, Mississippi, Puerto Rico, U.S. Virgin Islands	St. Petersburg Regional Loan Center Department of Veterans Affairs VA Regional Loan Center PO Box 1437 St. Petersburg, FL 33708

Q15. I WANT TO APPLY FOR A HEADSTONE/MARKER/MEDALLION OR I HAVE EVIDENCE/DOCUMENTS TO SUBMIT. WHERE DO I SEND THE INFORMATION?

A15: If you need to send in headstone-related information, you should submit to Memorial Services.

Memorial Services Mail	
All States	Memorial Programs Service (41B) Department of Veterans Affairs 5109 Russell Road Quantico, VA 22134-3903 Fax: 1-800-455-7143



Q16. I HAVE EVIDENCE/DOCUMENTS TO SUBMIT REGARDING A DEBT. WHERE DO I SEND THE INFORMATION?

A16: If you need to send in information related to a debt, you should submit to the Debt Management Center.

Debt Management Center Mail	
All States	U.S. Department of Veterans Affairs Debt Management Center P.O. Box 11930 St Paul, MN 55111 Fax: 1-612-970-5688

Q17. I HAVE A CHECK THAT I NEED TO RETURN. WHERE DO I SEND IT?

A17: Checks should be returned to the Treasury Department.

Treasury Department	
Returning Checks, All States	Treasury Department Financial Management Services P.O. Box 51320 Philadelphia, PA 19115-6320





EFFECTIVE DATE FOR QUALITY REVIEW PURPOSES	CHANGE
5/1/16	<ul style="list-style-type: none">• Updated to reflect only one CM processing location (Janesville, WI)• Updated to include Pension and Survivors issues as benefit types that fall under CM Processing Initiative• Updated to include new address for FOIA/PA requests
7/1/15	<ul style="list-style-type: none">• Document updated to reflect foreign claim jurisdiction
11/1/14	<ul style="list-style-type: none">• Updated to include non-compensation business line mailing information
8/1/14	<ul style="list-style-type: none">• Original Document Issued

