



DEPARTMENT OF THE NAVY

BUREAU OF MEDICINE AND SURGERY
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IN REPLY REFER TO

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MEMORANDUM FOR COMMANDER, NAVY MEDICINE EAST
COMMANDER, NAVY MEDICINE WEST
COMMANDER, NAVY MEDICINE NATIONAL CAPITAL AREA
COMMANDER, NAVY MEDICINE SUPPORT COMMAND

Subj: POLICY GUIDANCE ON OPERATING PROCEDURES AND PROCESSES FOR
THE DISABILITY EVALUATION SYSTEM (DES) PROGRAM AT NAVY
MEDICAL TREATMENT FACILITIES AND NON-PARTICIPATING MEDICAL
TREATMENT FACILITIES

- Ref: (a) Directive-Type Memorandum (DTM) Disability Evaluation System (DES) Pilot
Program Policy Guidance of May 3, 2007
(b) SECNAVINST 1850.4E
(c) MANMED Chapter 18
(d) Memorandum of Agreement between Department of Veterans Affairs (VA) and
Department of Defense (DoD), Expansion of the DoD/VA Integrated Pilot Disability
Evaluation System (IPDES) – Providing a Single Disability Evaluation/Transition
Medical Examination and Single Source Disability Rating of January 16, 2009
(e) USD (P&R) memo of December 11, 2008 – Policy and Procedure Update for the
Disability Evaluation System (DES) Pilot Program
(f) DoDI 1332.38, “Physical Disability Evaluation” of November 14, 1996
(g) USD (Policy) memo of October 14, 2008-Implementing Disability-Related
Provisions of the National Defense Authorization Act of 2008 (Pub L.110-181),
Section E3.P1.2.6 “Additional instructions for Disability Medical Evaluation.”
(h) USD (P&R) memo of November 21, 2007 – Policy and Procedural DTM for
Disability Evaluation System (DES) Pilot Program

Encl: (1) DES Pilot Operations Manual of November 2008

1. The Military Health System Senior Oversight Committee (SOC) approved incremental expansion of the DES Pilot program in November 2008 to include Naval Medical Center San Diego; Naval Hospital Camp Pendleton; Naval Hospital Bremerton; Naval Hospital Camp Lejeune; and on 31 March 2010, Naval Medical Center Portsmouth. A proposed Tri-Service World-wide regional expansion plan for the remaining Navy medical treatment facilities was presented to the SOC and their decision is forthcoming.

2. This policy memorandum provides guidance and establishes Navy Medicine policy and responsibilities for DES Program operations. Effective immediately, per references (a), Navy Medicine will implement enclosure (1) as the operating instruction for all medical treatment facilities (MTFs) participating in the DES Program, interim to the revisions of references (b) and (c). Once an MTF begins participating in the DES Pilot Program all prescribed DES clinical,

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administrative, and referral processes will be prescribed by the November 2008 Operations Manual. The Operations Manual provides the scope, policy, responsibilities and execution instructions to be followed in executing the DES Pilot Program. This guidance shall be used in conjunction with the documents in references (a), (d) through (g); and complements, updates and supplements policies and procedures in reference (h). MTFs will ensure that their internal DES processes comply with the guidelines and performance measurements for DES case tracking and timeline goals established in the Operations Manual. Navy MTF compliance will be monitored in the future by the Bureau of Medicine and Surgery, Patient Administration Division (M3/5HCS2) using monthly DES tracking and timeline goal metrics reported through Navy Medicine Regional leadership once the report format is finalized.

3. All non-participating MTFs will continue legacy processes and adhere to the clinical and administrative procedures and timelines referred to in references (b) and (c) and any other Service specific instructions until directed otherwise.

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DISABILITY EVALUATION SYSTEM (DES) PILOT OPERATIONS MANUAL

November 2008

Office of the Under Secretary of Defense
for
Personnel and Readiness

TABLE OF CONTENTS

1. BACKGROUND	1
2. CONCEPT	1
3. SCOPE	2
4. POLICY	4
5. RESPONSIBILITIES	4
6. DES PILOT CASE TRACKING	11
7. DES PILOT TIMELINE GOALS	12
27 ENCLOSURES	
1. DES Pilot Sites	19
2. Metrics	20
3. Data Elements	43
4. DES Pilot Separation Program Designation (SPD) Codes	60
5. Service Member/Veteran Actions	63
6. Military Treatment Facility (MTF) Medical Care Provider Actions	65
7. Patient Administration Actions	66
8. DES Qualified Medical Examiner Actions	67
9. Physical Evaluation Board Liaison Officer (PEBLO) Actions	68
10. Medical Evaluation Board (MEB) Actions	72
11. Military Services Coordinator (MSC) Actions	73
12. Physical Evaluation Board (PEB) Administration Actions	75
13. Informal / Formal Physical Evaluation Board (IPEB/FPEB) Actions	77
14. Disability Evaluation System Rating Activity Site (D-RAS) Actions	78
15. Disability Advisory Council (DAC) Actions	79
16. Military Department Actions	80
17. VA Regional Office Actions	82
18. DES Pilot Timeline Overview	83
19. VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819)	84
20. MEB Case File Minimum Contents	86
21. Narrative Summary (NARSUM) Contents	87
22. DES Pilot Process Flow Diagrams	88
23. DES Pilot Unique Definitions	112
24. DES Pilot Points of Contact	115
25. DES Pilot Acronyms	118
26. DES Pilot Site Implementation Checklist	120
27. Special Operating Instructions for Service Members on the TDRL	121

Guidance for Disability Evaluation System Pilot

This guidance establishes the scope, policy, responsibilities, and execution instructions for the Disability Evaluation System (DES) Pilot. This guidance shall be used in conjunction with the documents referenced in paragraph 4 and complements, updates and supplements policies and procedures in the November 21, 2007 Directive Type Memorandum for the DES Pilot.

1. BACKGROUND

1.1. To honor our wounded, ill, and injured (WII) Service members, Veterans, and their family member(s) by providing them the best services possible, the Departments of Defense (DoD) and Veterans' Affairs (VA) are examining the continuum of care they provide from the point of injury to community reintegration.

1.2. During August 2007, representatives from the Office of the Secretary of Defense (OSD), Military Departments and the VA conducted a Table Top Exercise to evaluate methods for conducting a DES Pilot. The DES procedures tested in the Table Top Exercise were focused on recommendations that could be implemented without legislative change from the reports of the Task Force on Returning Global War on Terrorism Heroes, the Independent Review Group, the President's Commission on Care for America's Returning Wounded Warriors (the Dole/Shalala Commission), and the Commission on Veterans' Disability Benefits. Based on the results of the Table Top Exercise, the Senior Oversight Committee (WII SOC) directed the Military Departments to conduct a DES Pilot beginning November 26, 2007.

1.3. Information contained in the guidance also represents lessons learned from continuous process improvement efforts, stakeholder feedback sessions, and Pilot expansion conferences.

2. CONCEPT

2.1. The DES Pilot is testing a new DoD and VA disability system. The DES Pilot is a Service member centric initiative designed to eliminate the duplicative, time-consuming, and often confusing elements of the two current disability processes of the Departments. A key feature of the DES Pilot is a single disability medical examination appropriate for determining both fitness and disability as well as a single-sourced disability rating. All members in the DES will have a VA general medical examination worksheet completed plus any other applicable examination worksheets based on Service specific medically disqualifying conditions and the member's claimed condition (s). This exam provides information the Military Department Physical Evaluation Boards (PEBs) can use in determining a Service member's fitness for continued military service and meets the needs of the VA disability evaluation system rating activity site (D-RAS) in determining the appropriate disability rating to be awarded a Service member for military unfitting and member-claimed medical conditions incurred or aggravated as the result of military service. The disability rating awarded by the D-RAS, specifically for the military unfitting medical condition(s), will serve as the basis for determining a DES Pilot participant's final disposition (separation with disability severance pay or disability retirement) from military service. The D-RAS's combined disability award, for all medical conditions rated, shall be the basis for determining disability compensation payments and benefits administered by the VA. To ensure a seamless transition of our wounded, ill, or injured from the care, benefits, and services of DoD to the VA system, the DES Pilot will test enhanced case management

methods and identify opportunities to improve the flow of information and identification of additional resources to the Service member and family.

3. SCOPE

3.1. The individual Military Departments have developed a system of medical and personnel management policies and procedures. These policies and procedures are designed to accommodate a population of Service members who are not immediately available for full duty status due to illness or injury. Normally it is expected that Service members will be returned to a full duty status within a prescribed period of time. If a return to a full duty status is not achieved within the allotted time and the Service member's fitness for continued military service is in question, each Military Department's Secretary, by statute, has established a PEB to make a fitness for continued duty determination and a disability determination. The scope of the DES Pilot includes the evaluation and disposition for military service retention along with the possible transition to the VA of these wounded, ill, or injured Service members. The DoD and VA will apply the DES Pilot procedures to active, reserve, and National Guard Service members with duty-related disability physical disability evaluation cases from the Departments of the Army, Air Force, and Navy. The scope includes all non-clinical care and administrative activities, such as case management and counseling requirements associated with disability adjudication case processing from the point of Service member referral by a military medical provider to the DES to the point of return to duty or compensation and provision of benefits to Veterans by the VA. The execution of the VA compensation and pension (C&P) disability examinations performed to VA approved standards are provided by qualified providers using the most current worksheets for the VA C&P. These processes in the pilot are independent of routine clinical care and treatment required by the member. Except as described below, all new, duty-related DES cases that are referred to DES at Pilot sites, will be processed under the Pilot. The DES Pilot will continue to include new DES referral cases at Walter Reed Army Medical Center, the Bethesda National Naval Medical Center and Malcolm Grow Air Force Medical Center. In addition, all new, duty-related DES cases that are referred to the DES at Fort Meade, Fort Belvoir and the 17 additional sites listed in Enclosure 1 will be processed under the Pilot unless due to special circumstances the Military Departments must exclude the Service member.

3.1.1. Managers at DES Pilot sites will refer all new disability cases to the DES Pilot, including new cases within the site's catchment area (defined as the MTF catchment area under TRICARE standards), without regard to whether Service member wounds, illnesses, or injuries were incurred in combat.

3.1.2. The DES Pilot will also include the re-evaluation of Temporary Disability Retired List (TDRL) cases that were processed through the DES Pilot and were subsequently placed on the TDRL.

3.2. Objectives.

3.2.1. Evaluate DES Pilot. The intent of the DES Pilot is to analyze and significantly improve the DES timeliness, effectiveness, simplicity, and resource utilization by integrating DoD and VA processes, eliminating duplication, and improving case management practices. The DoD and VA will assess the effectiveness and efficiency of the DES Pilot using the resource

metrics and data elements at Enclosures 2 and 3. During the course of the DES Pilot, the DoD and VA will review and may adjust the metrics as required.

3.2.1.1. **Balanced Scorecard Approach.** Overall Pilot effectiveness will be measured using a Balanced Scorecard (BSC) focusing on four overarching and inter-dependent dimensions; Process Improvement, Customer Satisfaction, Financial Management and Learning and Growth.

3.2.1.1.1. Process improvement will be measured by analyzing the length of each major process of the DES Pilot against the current DES process in the following phases: time in the Medical Evaluation and MEB disposition phase, time in the PEB phase, time from separation to VA Benefits Letter, time from DES referral to VA Benefits Letter, and development and fielding of automation enablers and Information Technology (IT) as business processes evolve.

3.2.1.1.2. Customer satisfaction will be assessed by surveying DES Pilot Service Members and Veterans during four phases of their disability processing; MEB, PEB, Transition and Post Separation. Surveys will assess the following: Service member and Veteran satisfaction with the DES process, Service member and Veteran satisfaction with adequacy of DES Pilot case management support, Veteran satisfaction with the Vocational Rehabilitation and Employment (VRE) processes, and Veteran overall satisfaction with the DES Pilot one-year post separation.

3.2.1.1.3. Financial management of the DES Pilot will be evaluated to assess the adequacy of funding to support Pilot operations using the following measures: adequacy of funding support for VA compensation and pension (C&P) disability examinations, adequacy of funding support of DES automation enablers, adequacy of funding support of DES IT systems, and adequacy of funding of DES analysis and evaluation systems.

3.2.1.1.4. Learning and growth of DES Pilot stakeholders will be assessed by measuring the following: stakeholder satisfaction with DES Pilot training, stakeholder satisfaction with DES Pilot program information, and stakeholder satisfaction with the availability of support and resources necessary to implement the DES Pilot program.

3.2.2. Refine mechanisms employed. The DoD and VA will determine the utility and adequacy of forms, standardization of key processes, terms and nomenclature, data to be collected, formal or legal notifications, and points at which coordination among DES case administrators approval authorities and managers is required.

3.2.3. Develop DES Pilot administrative case processing training standards (non-clinical). The DoD and VA will assess training standards during the course of the DES Pilot.

3.2.4. Refine and test Case Management procedures. The DoD and VA will examine communication and case management requirements for Service members, Veterans, their family member(s), and other participants in the DES Pilot to determine optimal communication points and ensure seamless case transition throughout the process.

3.2.5. Identify legal and policy issues. The DoD and VA will identify potential legal and policy revisions that will enhance effectiveness or efficiency during the DES Pilot.

3.3. Timing. The DES Pilot began operations at three locations in the National Capital Region on November 26, 2007 and will continue until such time as the WII SOC orders its conclusion. Service members entered in the DES Pilot will continue in the pilot until completion of all phases described herein. Additional locations participating in the DES Pilot are at Enclosure 1.

4. POLICY

4.1. Except as described herein, the DoD and VA will process disability cases in accordance with their existing policies and procedures. Unless otherwise stated in this policy guidance, the DoD will follow the requirements promulgated in DoD Directive (DoDD) 1332.18, "Separation or Retirement for Physical Disability;" DoD Instruction (DoDI) 1332.38, "Physical Disability Evaluation;" "Policy Guidance for the Disability Evaluation System and Establishment of Recurring Directive-Type Memoranda," dated May 3, 2007; "Policy and Procedural Directive-Type Memorandum (DTM) for the Disability Evaluation System (DES) Pilot Program," dated November 21, 2007; "Standards for Determining Unfitness Due to Medical Impairment (Deployability)," dated December 19, 2007; "Implementing Disability-Related Provisions of the National Defense Authorization Act of 2008 (Pub. L. 110-181)," dated March 13, 2008; "Implementing Disability-Related Provisions of the National Defense Authorization Act of 2008 (Pub. L. 110-181)," dated October 14, 2008.

4.2. For the purpose of the DES Pilot and under the authorities granted by 10 USC, 113, 3013, 5014, and 8013, the Military Department Secretary concerned will use the VA disability ratings awarded to each of the military unfitting conditions to determine the combined DoD disability rating for all military unfitting conditions. Military Departments will follow the guidance in DoDI 1332.38 and DoD policy memoranda implementing the disability related provisions of the National Defense Authorization Act of 2008 (Pub L. 110-181) regarding application of the VA Schedule for Rating Disabilities (VASRD).

4.3. In accordance with DoDI 1336.1, "Certificate of Release or Discharge from Active Duty (DD Form 214/15 Series)" and in coordination with the Defense Manpower Data Center (DMDC), unique Separation Program Designation (SPD) codes will be used to identify disability cases processed under the DES Pilot. For those members going through the DES Pilot who do not receive a DD Form 214, a letter will be generated by the Military Department indicating the date of separation with the appropriate unique SPD codes.

5. RESPONSIBILITIES

5.1. The Director, Transition Policy & Care and Coordination Office (TPCC), in coordination with the SOC shall support the DES Pilot, including the following objectives.

5.1.1. Use the DES Pilot to test proposed disability case management enhancements and develop policy and procedural changes necessary to improve disability case management within the DoD and VA.

5.1.2. Use the DES Pilot to identify data requirements and collaboratively develop the systems to collect, store, and analyze data required to generate the metrics at Enclosure 2. In

addition, determine the requirements for creating, capturing, sharing, analyzing, and disseminating disability evaluation data to meet the business needs of the DoD and VA. Focused efforts will include identifying, leveraging, developing and maintaining architectures, infrastructure and tools; plus, implementing and maintaining data-sharing with regards to the DES.

5.1.3. Assist DoD and VA with the development and execution of a strategic communications plan for the DES Pilot. The strategic and tactical plans will include the following elements:

5.1.3.1. Communication to Beneficiaries. The DoD and VA shall communicate to Service members, Veterans, and their family member(s) the features and anticipated benefits of the DES Pilot. The plans will include the tools necessary to inform Service members, Veterans and their family member(s) about the DES Pilot.

5.1.3.2. Leadership Messaging. The DoD and VA shall fully utilize all available public affairs tools to help key DoD and VA communicators address the program, emerging issues, and queries from the public or Congress.

5.1.3.3. Outreach to Stakeholders. The DoD and VA shall ensure that Veteran Service Organizations are informed on an ongoing basis of the DES Pilot.

5.1.3.4. Internal Communication. Ensure awareness and consistency of public affairs messages between the DoD and VA.

5.1.3.5. Proactive Media Outreach Plan. Develop options and ideas for broad media outreach to the public and Congress as the DES Pilot expands.

5.1.4. Use the DES Pilot to test proposed personnel, pay, and financial support enhancements, to include cost sharing or cost shifting between the DoD and VA organizations managing the DES Pilot and DES Pilot post-separation population. Recommend statutory and policy changes necessary to improve those processes within the DoD and VA.

5.2. The Deputy Under Secretary of Defense for Military Personnel Policy (DUSD (MPP)), under the USD (P&R), until such time as authority and responsibility are transferred to the Director, TPCC, shall continue to develop and direct the DES Pilot in collaboration with the VA, and representatives designated by the Secretaries of the Military Departments. Additionally, DUSD (MPP) shall:

5.2.1. In coordination with the Military Departments and the VA, assess the evaluation criteria for the DES Pilot and make improvement recommendations.

5.2.2. Oversee training of Military Department and VA representatives during the execution of DES Pilot on procedures and the requirement for data collection specified in Enclosure 3.

5.2.3. Develop overall standardized training content and materials for Military Departments to implement at Pilot sites.

5.2.4. Ensure the Disability Advisory Council (DAC) performs a periodic quality control review of selected DES Pilot case files.

5.3. The Assistant Secretary of Defense for Health Affairs [ASD (HA)], under the USD (P&R), shall:

5.3.1. In coordination with the Military Departments and the VA, recommend policy that ensures Service members referred to the Pilot receive a single, comprehensive, standardized disability/transition medical examination. This single comprehensive, VA claims-based examination provides specific information about medical condition(s) that meets the criteria contained in the VA rating schedule (38 CFR Part 4) for assigning and supporting a disability rating and provides information the Military Department Physical Evaluation Boards (PEBs) can use in determining a Service member's fitness for continued military service. All members in the DES will have a VA general medical examination worksheet completed plus any other applicable VA Compensation and Pension (C&P) disability examination worksheets based on the member's referred and claimed condition (s).

5.3.2. In coordination with the Military Departments and the VA, develop policy guidance and instructions executing the VA C&P disability examination referenced in paragraph 5.3.1. Such guidance and instructions shall be promulgated prior to any DES Pilot location initial operating capability.

5.3.2.1. In coordination with the Military Departments and the VA, assist in funding requirements and tracking workload/cost data for VA C&P disability examinations and associated administration in accordance with established business rules.

5.3.3. Provide medical and health management-related advice and program support on the policy, procedures, and operation of the DES Pilot as they pertain to treatment, recovery, referral to the DES and completion of VA C&P disability examinations.

5.3.4. Review and formally comment on DES Pilot periodic progress reports.

5.4. The Secretaries of the Military Departments shall:

5.4.1. In coordination with ASD (HA) and the VA, ensure the execution, consistent with paragraph 5.3.1, of a single, comprehensive, standardized medical examination of Service members referred to the DES Pilot. The examination will include the VA protocol-based General Medical Examinations and any applicable VA C&P disability examinations (based upon VA examination worksheets and templates) for all potentially military unfitting and claimed conditions. The Military Departments shall use the medical examination to identify conditions that are potentially unfitting for military service and to determine the fitness for duty of Service members in the Pilot. Note: The examination also serves as the separation physical should separation from military service occur.

5.4.2. In coordination with the DoD and VA, develop and execute strategic and tactical communications plans for the DES Pilot consistent with the overall DoD-VA plan. The plans will include communication tools that ensure Service members who enter the DES Pilot fully

understand the features and anticipated benefits of participation in the DES Pilot as well as tools to ensure internal DoD and VA stakeholders are aware of the features and potential benefits of the Pilot.

5.4.3. Develop and implement standardized training for Military Department personnel who administer the DES Pilot. The training shall include the proper use of VA C&P disability examination worksheets and templates for personnel performing and ordering examinations.

5.4.4. Identify members to participate in the DES Pilot in accordance with paragraph 3.

5.4.5. Ensure Service members in the DES Pilot are available to meet all DES appointments, particularly during the first 80 days of enrollment in the Pilot during which time critical briefings, counseling sessions, VA C&P disability examinations, and the Military Department MEB are completed. Commanders may grant exceptions to this requirement for the welfare or morale of a Service member as long as those exceptions do not prevent timely completion of DES process.

5.4.6. Accept the disability rating(s) awarded for each of the military unfitting condition(s) rendered by the D-RAS in determining separation and other administrative matters including final disposition from the TDRL, as defined in Chapter 61 of 10 USC.

5.4.7. Recommend to Service members who request reconsideration of VA disability ratings prior to separation in accordance that they review the procedures in Enclosure 11 (Medical Services Coordinator actions) and Enclosure 14 (D-RAS actions).

5.4.7.1. Afford legal counsel. In accordance with Military Department regulations and consistent with VA regulations set forth in Part 14 of title 38, Code of Federal Regulations, legal representation is available to the Service member during this Pilot. Uniformed or civilian legal counsel of the Military Department concerned may, at no cost to the member, assist the members at all steps of the PEB determinations and rating(s) determinations by the VA prior to separation or retirement of the member. Military Department counsel representing a member before the VA must comply with VA regulations as described in Part 14 of Title 38, Code of Federal Regulations. There are new standards for legal support outlined in enclosure 8 of reference (f). It is important that DES administrators review enclosure 8.

5.4.8. Correct the records of those Veterans who successfully appeal their ratings to the VA, using the appropriate Military Department Board for Correction of Military Records (BCMR). This same process will apply to TDRL retirees who appeal ratings that affect unfitting conditions for which the retiree was placed on the TDRL.

5.4.9. Use the standard VA claims, medical templates and administrative forms for processing Service members and Veterans through the DES Pilot. Military Department Secretaries may request changes to VA worksheets and templates or the creation of new worksheets and templates through the DoD DAC. Military Department Secretaries will coordinate changes or requests for new worksheet or templates with ASD (HA) prior to presentation to the DAC. Current prescribed worksheets/forms/templates include:

5.4.9.1. VA C&P General Medical Examination worksheet. Detailed information can be found at: <http://www.vba.va.gov/bln/21/Benefits/exams/disexm23.htm>

5.4.9.2. VA C&P Automated Medical Information Exchange (AMIE) worksheets

5.4.9.3. VA/DoD Joint Physical Disability Evaluation Board Claim

5.4.9. Use the appropriate DES Pilot SPD codes at Enclosure 4 in the permanent records of Service members separated from military service through the DES Pilot.

5.4.10. Collect and report all data required by DES Pilot policies and directives.

5.4.11. To the extent allowed by existing data, provide historical data for 2001-present for required DES Pilot metrics.

5.4.12. Request changes to existing VA AMIE worksheets and templates or the creation of new worksheets and templates through the DoD DAC. The Military Department will coordinate their requests with the ASD (HA) prior to presenting them to the DAC.

5.4.13. Adhere to the DES Pilot processing timelines specified in paragraph 6 without reducing Service member's due process time provided by Department regulations.

5.4.14. Utilize the DES Pilot implementation checklist at enclosure 26 as a guide before certifying a new Pilot site as operational.

5.5. The Department of Veterans Affairs shall coordinate procedures with DoD for the training and performance of VA C&P disability examinations to achieve the intended purpose of a single, comprehensive, claims-based medical examination.

5.5.1. The VA and DoD (through the VBA, VHA, ASD (HA) and the Military Departments) will ensure the single disability examination includes all applicable health and service data from the Departments' medical systems and a comprehensive evaluation of potentially military unfitting medical condition(s) identified and referred to the DES Pilot process by military medical care providers and evaluation of medical conditions identified and claimed by Service members as having been incurred in or aggravated by military service.

5.5.2. The VA will coordinate with DoD to ensure DES qualified examination providers are located at Pilot site MTFs or at locations that meet DoD/VA timeliness standards.

5.5.2.1. The Department of Veterans Affairs is granted the right of first refusal for performance of the single VA C&P disability examination in the integrated DES. Use of the local VA Medical Center will be of the highest priority with supplementation of other VA resources as needed. This model aids in the transition of our future veterans, giving them a chance to become familiar with the VA and their resources.

5.5.2.2. When the Department of Veterans Affairs is unable to perform all or some of the required examinations, VA will notify the Department of Defense which will provide any other required examinations or resources.

5.5.3. The VA will ensure C&P disability examination worksheets and/or electronic templates are available to DoD disability examination providers.

5.5.4. The VA, based on the results of the C&P disability examinations, will determine disability percentage ratings. The VA will provide the DoD detailed information on the disability percentage for each potentially unfitting medical condition referred by the DoD provider, for those claimed by the Service member, or for those conditions discovered on examination using the VA Schedule for Rating Disabilities (VASRD).

5.5.5. Provide the Military Departments with points of contact, forms and unique requirements for processing Service members and Veterans through the DES Pilot.

5.5.6. In coordination with DoD, assist with the development of training on the VA Schedule for Rating Disabilities (VASRD) rating system and the utilization of VA templates and worksheets and any automated systems used for accessing those templates and worksheets.

5.5.7. Ensure VA personnel supporting the Pilot are trained and are aware of their responsibilities as jointly agreed to by DoD and VA.

5.5.8. Ensure data required in Enclosure 3 are collected and provided to the DES Pilot Support Team.

5.5.9. Ensure that case files for DES Pilot participants are marked and tracked in compliance with the guidance provided in paragraph 6.

5.5.10. In coordination with DoD and the Military Departments, develop and implement communication tools that inform participating Service members, Veterans, and VA employees on the features and anticipated benefits of the Pilot.

5.5.11. Provide periodic assessments and formal comment regarding the progress of the DES Pilot.

5.5.12. Determine funding requirements and track cost data for C&P disability examinations and associated administration in accordance with established business rules.

5.5.13. Utilize the DES Pilot implementation checklist at enclosure 26 as a guide before certifying a new Pilot site as operational.

5.5.14. Advise Service members of the opportunity to be represented before VA by any attorney, agent or officer of a veterans service organization providing said representation complies with regulations in Part 14 of title 38, Code of Federal Regulations.

5.6. The Director, Defense Manpower Data Center, under the Director, Defense Human Resources Activity, shall provide data query support as requested by responsible agencies associated with the DES Pilot.

5.6.1. Survey DES Pilot participants, stakeholders, family members, and comparison group members not in the DES Pilot and provide DoD and the VA the results of the survey (this will include demographic data for the survey participants).

5.6.2. DMDC will provide comparative data to evaluate the DES Pilot.

5.7. The Office of the Secretary of Defense for Reserve Affairs shall ensure that the DES Pilot policies and procedures reflect the needs of the reserve component Service members concerning the impact of laws and DoD policy on those members who have conditions that are cause for referral into the DES Pilot.

5.8. DES Pilot Entities. The following individual and/or organizational entities have specific responsibilities within the DES Pilot. Each entity's actions are detailed via enclosures (as indicated) to this memorandum:

5.8.1. Service Member/Veteran. Service member/Veteran actions are outlined in Enclosure 5.

5.8.2. Military Treatment Facility Medical Care Provider. Medical Treatment Facility Medical Care Provider actions are outlined in Enclosure 6.

5.8.3. Patient Administration Actions. Patient Administration actions are outlined in Enclosure 7.

5.8.4. Qualified VA C&P Medical Examiner Actions. Qualified VA C&P Medical Examiner actions are outlined in Enclosure 8.

5.8.5. Physical Evaluation Board Liaison Officer. Physical Evaluation Board Liaison Officer actions are outlined in Enclosure 9.

5.8.6. Medical Evaluation Board. Medical Evaluation Board actions are outlined in Enclosure 10.

5.8.7. Medical Service Coordinator. Medical Service Coordinator actions are outlined in Enclosure 11.

5.8.8. PEB Administration. PEB Administration actions are outlined in Enclosure 12.

5.8.9. Informal PEB/ Formal PEB. Informal PEB/ Formal PEB actions are outlined in Enclosure 13.

5.8.10. D-RAS. D-RAS actions are outlined in Enclosure 14.

5.8.11. Disability Advisory Council. Disability Advisory Council actions are outlined in Enclosure 15.

5.8.12. Military Departments. Military Department actions are outlined in Enclosure 16.

5.8.13. VA Regional Office. VA Regional Office actions are outlined in Enclosure 17.

6. DES PILOT CASE TRACKING

6.1. Upon referral of a Service member to the DES Pilot, the PEBLO assigned to the Service member's case will initiate the case in the DES Pilot tracking tool. DoD and VA disability staff will maintain the association between the unique case identifier and the Service member's personal identification number and will execute DES Pilot procedures in accordance with existing standards for the protection of personal and health information.

6.2. If at any point, the Service member is disenrolled from the DES Pilot, the PEBLO will notify the MSC and the D-RAS of case disenrollment. The PEBLO will send official notification using an encrypted email, fax, or FedEx to:

Email: des.vbaspt@va.gov
Fax: 727-319-7754
FedEx Mailing Address:
DES Pilot Case Information VA Regional Office
Attention: Linda Rutland, Coach, Resource Center
9500 Bay Pines Boulevard
St. Petersburg, FL 33708

6.2.3. Examples of reasons for disenrollment from the DES Pilot include:

6.2.3.1. Returned to duty:

6.2.3.1.1. A medical care provider downgrades the Service member's profile.

6.2.3.1.2. The Medical Evaluation Board finds the member meets medical retention standards.

6.2.3.1.3. The Physical Evaluation Board determines the member is fit for continued Service.

6.2.3.1.4. The Military Department determines the member is fit for continued Service.

6.2.3.1.5. The Service member is found unfit but returned to duty by continuation on Active Duty, Active Reserve, Limited Duty, or Permanent Limited Duty status.

6.2.3.1.6. The Physical Evaluation Board terminates the case.

6.2.3.2. Examples of Miscellaneous reasons include:

6.2.3.2.1. Departed the DES Pilot site to a non-DES Pilot location.

6.2.3.2.2. Administratively discharged.

6.2.3.2.3. Deceased.

7. DES PILOT TIMELINE GOALS

7.1. Unless otherwise noted, all actions that specify timeliness requirements are measured in calendar days. Case processing timeliness goals by major portions of the DES Pilot are described below and depicted in Enclosure 18.

7.2. Active Component

7.2.1. The DES Pilot goal is for DoD and VA to complete the cases of active component members in no more than 295 days from the date of referral to the DES to the date of return to duty or disability separation and notification of the VA Benefits decision.

7.2.2. Medical Evaluation Board (MEB) Phase. The MEB phase of the DES Pilot includes activities from the point of referral to the DES to the transfer of a completed MEB case file to the Military Department's PEB Administration function. The MEB phase includes the following sub-stages: Referral, Claim Development, VA C&P disability examination, impartial physician consultation, and Medical Evaluation and disposition of the MEB (to include MEB rebuttals). The DES Pilot goal is to complete the MEB portion of the cases of active component members in no more than 100 days from the date of referral to an MEB by an MTF medical care provider to the date of receipt of the complete MEB case file by the PEB Administration. (Note: pay close attention to revised MEB requirements contained in reference (f)).

7.2.2.1. Referral. The DES Pilot goal is to complete the Referral stage of the cases of active component members in no more than 10 days from the date of referral to an MEB by an MTF medical care provider to the date the PEBLO provides the Service member's complete health treatment record and VA Claim Form 21-0819 to the VA Military Services Coordinator.

7.2.2.2. Claim Development. The DES Pilot goal is to complete the Claim Development stage of the cases of active component members in no more than 10 days from the date the PEBLO provides the Service member's complete health treatment record and VA Claim Form 21-0819 to the VA Military Services Coordinator to the date the MSC requests the Service member's medical evaluation.

7.2.2.3. Disability Examination. The DES Pilot goal is to complete the Disability Examination stage of the cases of active component members, including all VA C&P general and other disability examinations, in no more than 45 days from the date the MSC requests the Service member's disability examinations appointments to the date the MSC downloads the completed disability evaluation results from the CAPRI system and sends it to the PEBLO.

7.2.2.4. Medical Evaluation and disposition of MEB. The DES Pilot goal is to complete the Medical Evaluation and MEB disposition stage of the cases of active component members in no more than 35 days from the date the MSC downloads the completed VA C&P disability examination results from the CAPRI system and sends it to the PEBLO to the date the Military Department's Medical Evaluation Board determines that either the member meets medical retention standards and returns the Service member to duty without referring them to an

Informal PEB (IPEB), or determines the member fails to meet medical retention standards and forwards their DES case file to PEB Administration to begin processing for an IPEB.

7.2.3. PEB. The DES Pilot goal is to complete the PEB phase of the DES Pilot process of the cases of active component members, including the VA disability rating portion, in no more than 120 days from the date of receipt of the complete MEB case file by the PEB Administration to the date the Service member is informed of the Military Department-approved final disability disposition. The PEB phase includes the following sub-stages: IPEB, FPEB, Initial Proposed Ratings, Rating Reconsideration, and Military Department Appeal Process. The PEB phase includes 15 days for administrative processing tasks, such as copy and mailing case files.

7.2.3.1. IPEB. The DES Pilot goal is to complete the IPEB stage of the cases of active component members in no more than 30 days from the date the PEB receives the Service member's DES case file from the Military Department to begin processing for an IPEB to the date the PEBLO informs the Service member of the IPEB disposition decision. This time frame includes the allotted 15 days – see 7.2.3.3 below – for D-RAS to complete and forward rating decision to the PEB, which is part of the disposition.

7.2.3.2. FPEB. The DES Pilot goal is to complete the FPEB stage of the cases of active component members in no more than 45 days from the date the Service member requests an FPEB to the date the Service member is informed of the FPEB disposition decision. This time frame includes the allotted 15 days – see 7.2.3.4 below - for D-RAS to complete and forward rating decision to the PEB, which is part of the disposition).

7.2.3.3. Initial Proposed Ratings. The DES Pilot goal is to complete the Initial Proposed Ratings stage of the cases of active component members in no more than 15 days from the date the VA D-RAS receives the request for rating and STR from the PEB Administration to the date the PEBLO informs the Service member of the rating determination.

7.2.3.4. Rating Reconsideration. The DES Pilot goal is to complete the Rating Reconsideration stage of the cases of active component members in no more than 15 days from the date the VA D-RAS receives the rating reconsideration request from the PEB Administration to the date the PEBLO informs the Service member on the revised ratings.

7.2.3.5. Military Department Appeal Process. The DES Pilot goal is to complete the Military Department Appeal Process stage of the cases of active component members in no more than 30 days from the date the Service member appeals the FPEB disposition to the date the PEBLO informs the Service member of the outcome of his or her appeal.

7.2.4. Service Member Transition. The Service Member Transition phase of the DES Pilot includes processing the Service Member for a return to duty or to VA care. The DES Pilot goal is to complete the Service Member Transition phase of the DES Pilot process of the cases of active component members in no more than 45 days (plus any amount of leave and permissive temporary assigned duty (TDY) the Service member is authorized to take) from the date the Service member is informed of the Military Department-approved final disability disposition decision to the date of the Veteran's separation from military service.

7.2.5. VA Disability Compensation Delivery. The DES Pilot goal is to complete the VA Disability Compensation Delivery phase of the DES Pilot process of the cases of Veterans who were active component members in no more than 30 days from the date of the Veteran's separation from military service to the date the VA issues the veteran his or her disability benefits decision letter.

7.3. Reserve and National Guard Components

7.3.1. Because of unique medical documentation and orders requirements, the DES Pilot goal is for DoD and VA to complete the cases of reserve and National Guard component members in no more than 305 days from the time of referral to the DES to the point of return to duty or disability separation and notification of the VA Benefits decision.

7.3.2. MEB Phase. The DES Pilot goal is to complete the MEB portion of the cases of reserve and National Guard component members in no more than 140 days from the date of referral to the DES by an MTF medical care provider to the date of receipt of the complete MEB case file by the PEB Administration.

7.3.2.1. Referral. The DES Pilot goal is to complete the Referral stage of the cases of reserve and National Guard component members in no more than 30 days from the date of referral to the DES by an MTF medical care provider to the date the PEBLO provides the Service member's complete health treatment record and VA Claim Form 21-0819 to the VA Military Services Coordinator.

7.3.2.2. Claim Development. The DES Pilot goal is to complete the Claim Development stage of the cases of reserve and National Guard component members in no more than 30 days from the date the PEBLO provides the Service member's complete health treatment record and VA Claim Form 21-0819 to the VA Military Services Coordinator to the date the MSC requests the Service member's medical evaluation.

7.3.2.3. Disability Examination. The DES Pilot goal is to complete the Disability Examination stage of the cases of reserve and National Guard component members, including all VA C&P general and other required disability examinations, in no more than 45 days from the date the MSC requests the Service member's VA C&P disability examination (s) to the date the MSC downloads results of the completed VA C&P disability examination (s) from the CAPRI system and sends it to the PEBLO.

7.3.2.4. Medical Evaluation and disposition of the MEB. The DES Pilot goal is to complete the Medical Evaluation and Disposition of MEB stage of the cases of reserve and National Guard component members within 35 days from the date the MSC downloads the results from the CAPRI system (or other system) and sends it to the PEBLO, to the date the Military Department's Medical Evaluation Board determines that either the member meets medical retention standards and returns the Service member to duty without referring them to an Informal PEB (IPEB), or determines the member fails to meet medical retention standards and forwards their DES case-file to PEB Administration to begin processing for an IPEB.

7.3.3. PEB. The DES Pilot goal is to complete the PEB phase of the DES Pilot process of the cases of reserve and National Guard component members, including the VA disability rating

portion, in no more than 120 days from the date of receipt of the complete MEB case file by the PEB Administration to the date the Service member is informed of the Military Department-approved final disability disposition. The PEB phase includes the following sub-stages: IPEB, FPEB, Initial Proposed Ratings, Rating Reconsideration, and Military Department Appeal Process. The PEB phase includes 15 days for administrative processing tasks, such as copying and mailing case files.

7.3.3.1. IPEB. The DES Pilot goal is to complete the IPEB stage of the cases of reserve and National Guard component members in no more than 30 days from the date the PEB receives the Service member's DES case file from the Military Department to begin processing for an IPEB to the date the PEBLO informs the Service member of the IPEB disposition decision. This time frame includes the allotted 15 days – see 7.3.3.3 below – for D-RAS to complete and forward rating decision to the PEB, which is part of the disposition.

7.3.3.2. FPEB. The DES Pilot goal is to complete the FPEB stage of the cases of reserve and National Guard component members in no more than 45 days from the date the Service member requests an FPEB to the date the Service member is informed of the FPEB disposition decision. This time frame includes the allotted 15 days – see 7.3.3.4 below – for D-RAS to complete and forward rating decision to the PEB, which is part of the disposition.

7.3.3.3. Initial Proposed Ratings. The DES Pilot goal is to complete the Initial Proposed Ratings stage of the cases of reserve and National Guard component members in no more than 15 days from the date the VA D-RAS receives the request for rating and STR from the PEB Administration to the date the PEBLO informs the Service member of the rating determination.

7.3.3.4. Rating Reconsideration. The DES Pilot goal is to complete the Rating Reconsideration stage of the cases of reserve and National Guard component members in no more than 15 days from the date the VA D-RAS receives the rating reconsideration request from the PEB Administration to the date the PEBLO informs the Service member on the revised ratings.

7.3.3.5. Military Department Appeal Process. The DES Pilot goal is to complete the Military Department Appeal Process stage of the cases of reserve and National Guard component members in no more than 30 days from the date the Service member appeals the FPEB disposition decision to the date the PEBLO informs the Service member of the outcome of his or her appeal.

7.3.4. Service Member Transition. The Service Member Transition phase of the DES Pilot includes processing the Service Member for a return to duty or to VA care. The DES Pilot goal is to complete the Service Member Transition phase of the DES Pilot process of the cases of reserve and National Guard component members in no more than 45 days (plus any amount of leave and permissive temporary assigned duty (TDY) the Service member is authorized to take) from the date the Service member is informed of the Military Department-approved final disability disposition decision to the date of the Veteran's separation from military service through a retirement or separation order or letter.

7.3.5. VA Disability Compensation Delivery. The DES Pilot goal is to complete the VA Disability Compensation Delivery phase of the DES Pilot process of the cases of Veterans who were Reserve and National Guard component members in no more than 30 days from the date of the Veteran's separation from military service to the date the VA issues the veteran his or her disability benefits decision letter. For reserve component Service members, eligibility for disability compensation begins immediately upon separation.

7.4. TDRL DES Pilot Cases

7.4.1. The DES Pilot goal is for DoD and VA to complete the cases of TDRL Veterans in no more than 220 days from initial notification of the disability re-examination requirement to disposition of the Veteran's case (e.g., change in status to PDRL; separate with or without severance; return to duty; or retain on TDRL). This timeline goal excludes Veteran appeal processes executed solely within the VA system.

7.4.2. Notification and Re-examination. Current policy requires Military Departments to reevaluate Veterans for TDRL disposition not more than 18 months from separation and initial placement on the TDRL, with a similar time period between re-examinations, unless the re-examining medical provider or the PEB determines an earlier reevaluation is necessary. Personnel placed on the TDRL due to diagnosed PTSD will be reevaluated within six months of separation. The DES Pilot goal is for the Military Department to identify Veterans requiring disability re-examination not less than 3 months prior to the target time for the TDRL re-examination.

7.4.2.1. Veteran Notification. The DES Pilot goal is for the Military Department to notify the Veteran not more than 5 days from the date the TDRL reevaluation requirement is identified by the Military Department.

7.4.2.2. Re-examination Request. The DES Pilot goal is for the D-RAS to request a disability re-examination from the disability medical re-examination provider not more than 10 days from the receipt of notice from the Military Department of the Veteran's upcoming re-examination requirement.

7.4.2.3. Re-examination. The DES Pilot goal is for the medical re-examination provider to complete the medical re-examination and enter the complete medical re-examination results into the appropriate medical IT system not more than 50 days from the date of the D-RAS request for re-examination.

7.4.3. Rating Decision. The DES Pilot goal is for the D-RAS to complete and forward the rating decision on TDRL Veteran cases with the re-examination package to the PEB and Veteran, as requested, in no more than 15 days from receipt of the VA C&P disability re-examination package from the MSC. NOTE: up to an additional 120 days may be required for Veteran due process review if the VA reduces a rating for any condition.

7.4.4. PEB. The DES Pilot goal is to complete the PEB phase of the DES Pilot process for TDRL Veterans in no more than 120 days from receipt of the disability re-examination package and rating decision from the D-RAS to the date the Veteran is informed of the Military Department-approved final disability disposition. The PEB phase includes the following sub-

stages: IPEB, FPEB, and Military Department Appeal Process. The PEB phase includes 15 days for administrative processing tasks, such as copying and mailing case files.

7.4.4.1. IPEB. The DES Pilot goal is to complete the IPEB stage of the cases of TDRL Veterans in no more than 15 days from the date the Military Department forwards the Service member's DES case file to the PEB to begin processing for an IPEB to the date the TDRL Coordinator informs the Veteran of the IPEB disposition decision.

7.4.4.2. FPEB. The DES Pilot goal is to complete the FPEB stage of the cases of TDRL Veterans in no more than 30 days from the date the Veteran requests an FPEB to the date the TDRL Coordinator informs the Veteran of the FPEB disposition decision.

7.4.4.3. Military Department Appeal Process. The DES Pilot goal is to complete the Military Department Appeal Process stage of the cases of TDRL Veterans in no more than 30 days from the date the Veteran appeals the FPEB disposition decision to the date the TDRL coordinator informs the veteran of the outcome of his or her appeal.

7.4.5. Transition phase (return to duty or final disposition with change to PDRL status or separation). The TDRL Veteran Transition phase of the DES Pilot includes processing the Veteran for a return to duty or back to VA care. The DES Pilot goal is to complete the TDRL Veteran Transition phase of the DES Pilot process in no more than 30 days from the date the TDRL Veteran is informed of the Military Department-approved final disability disposition decision to the date of the Veteran's final separation from the TDRL.

27 Enclosures

1. DES Pilot Sites
2. Metrics
3. Data Elements
4. DES Pilot SPD Codes
5. Service Member/Veteran Actions
6. MTF Medical Care Provider
7. Patient Administration Actions
8. DES Qualified Medical Examiner Actions
9. PEBLO Actions
10. MEB Actions
11. MSC Actions
12. PEB Administration Actions
13. IPEB / FPEB Actions
14. D-RAS Actions
15. DAC Actions
16. Military Department Actions
17. VA Regional Office Actions
18. DES Pilot Timeline Overview
19. VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819)
20. MEB Case File Minimum Contents
21. Narrative Summary (NARSUM) Contents
22. DES Pilot Process Models
23. DES Pilot Unique Definitions
24. DES Pilot Points of Contact
25. DES Pilot Acronyms
26. Pilot Site Implementation Checklist
27. Temporary Disability Retired List Instruction

ENCLOSURE 1 – DES PILOT SITES

alter feed A	Army	Washington DC	Nov 26, 2007
Bethesda National NMC	Navy	Washington DC	Nov 26, 2007
Malcolm Grow Medical Center	Air Force	Washington DC	Nov 26, 2007
San Diego NMC	Navy	San Diego CA	Nov 30, 2008
Ft Stewart	Army	Atlanta GA	Nov 30, 2008
Camp Pendleton	Navy	San Diego CA	Jan 30, 2009
NMC Bremerton	Navy	Seattle WA	Feb 28, 2009
Vance AFB	Air Force	Muskogee OK	Feb 28, 2009
Ft Polk	Army	New Orleans LA	Feb 28, 2009
NMC Jacksonville	Navy	St. Petersburg FL	Mar 31, 2009
Nellis AFB	Air Force	Reno NV	Mar 31, 2009
MacDill AFB	Air Force	St. Petersburg FL	Mar 31, 2009
Camp Lejeune	Navy	Winston-Salem NC	Mar 31, 2009
Ft Richardson/Ft Wainwright	Army	Anchorage AK	Apr 30, 2009
Ft Drum	Army	Buffalo NY	Apr 30, 2009
Elmendorf AFB	Air Force	Anchorage AK	Apr 30, 2009
Travis AFB	Air Force	Oakland CA	May 31, 2009
Ft Carson	Army	Denver CO	May 31, 2009
Brooke Army Medical Center	Army	Houston TX	Post-May 31, 2009

ENCLOSURE 2 – METRICS

Note: Service and VA emerging requirements will dictate additional data elements and metrics for future development. Changes to the following metrics will be promulgated by procedural update to this memorandum.

Metric #	Name	Definition
1	Number of Service members enrolled in the DES Pilot	The number of Service members enrolled in the DES Pilot separated into reporting week, cumulative week, and by Service. The number includes all Service members who were enrolled in the DES Pilot.
2	Number of Service members disenrolled from the DES Pilot	The number of Service members disenrolled from the DES Pilot separated into reporting week, cumulative week, and by Service. The number includes all Service members who were disenrolled in the DES Pilot.
3	Average case processing time from DES Pilot referral to disposition	Comparison between the DES Pilot and current process of the average number of calendar days from the date of MEB referral to the date the Member is informed of the final case disposition decision from the PEBLO (by Service, location, officer or enlisted, component, gender, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the average DoD case processing time.
4	Average DoD case processing time from DES Pilot referral to separation from the DoD	Comparison between the DES Pilot and current process of the average number of calendar days from the date of MEB referral to the date the Member separates from the DoD (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determines whether the DES Pilot influences the average DoD case processing time to separation.
5	Average VA case processing time from VA Claim Start Date to the issuance of VA benefits letter	Comparison between the DES Pilot and current process of the average number of calendar days from the date the member files a VA claim to the date VA issues veteran's benefits letter (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the VA's case processing time.

ENCLOSURE 2 – M. CS

Metric #	Name	Definition
6	Total average case processing time from DES Referral to issuance of VA benefits letter	Comparison between the DES Pilot and current process of the average number of calendar days from the date of DES referral to the date VA issues the veteran's benefits letter (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the combined case processing time.
7	Number and percent of active component cases meeting the 295 calendar day 80% processing goal for the total DES Pilot case processing time	Comparison between the DES Pilot and current process of the number and percent of duty related cases completed within the 295 calendar day 80% processing goal from the date of MEB referral to the date the VA issues the VA benefits letter (by Service, location, officer or enlisted, component, combat or non-combat). Compare the percent meeting the goal to the 80% standard.
8	Number and percent of Reserve Component / National Guard cases meeting the 305 calendar day 80% processing goal for the total DES Pilot case processing time	Comparison between the DES Pilot and current process of the number and percent of duty related cases completed within the 305 calendar day 80% processing goal from the date of DES referral to the date the separation/retirement letter is issued (by Service, location, officer or enlisted, component, combat or non-combat). Compare the percent meeting the goal to the 80% standard.
9	Number and percent of duty related cases meeting the MEB-PEB Phase 220 calendar day 80% processing goal	Comparison between the DES Pilot and current process of the number and percent of duty related cases completed within the 220 calendar day 80% processing goal from the date of DES referral to the date the Member receives the final DoD disposition (by Service, location, officer or enlisted, component, combat or non-combat). Compare the percent meeting the goal to the 80% standard.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
10	Number and percent of duty related cases meeting the MEB-PEB 260 calendar day 80% processing goal	Comparison between the DES Pilot and current process of the number and percent of duty related cases completed within the 260 calendar day 80% processing goal from the date of DES referral to the date the Member receives the final DoD disposition (by Service, location, officer or enlisted, component, combat or non-combat). Compare the percent meeting the goal to the 80% standard.
11	Average case processing time to complete the Referral Stage (Stage 1: Referral)	Comparison between the DES Pilot and current process for the average calendar days from the date the military medical care provider refers the Service member to the DES to the date the PEBLO notifies the MSC the complete STR is complete (by Service, location, officer or enlisted, component, combat or non-combat).
12	Number and Percent of Active Component Service members meeting the 10 calendar day 80% processing goal for the Referral Stage	Comparison between the DES Pilot and current process of the number and percent of Active Component cases completed within the 10 calendar day 80% referral processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the referral time.
13	Number and Percent of Reserve Component / National Guard Service members meeting the 30 calendar day 80% processing goal for the Referral Stage	Comparison between the DES Pilot and current process of the number and percent of Reserve Component / National Guard cases completed within the 30 calendar day 80% referral processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the referral time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
14	Average number of referred conditions	Comparison between the DES Pilot and current process of the average number of a Service member's referred conditions (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average number of referred conditions per case.
15	Average case processing time to complete the Claim Development Stage (Stage 2: Claim Development)	Comparison between the DES Pilot and current process for the average number of calendar days between the date the PEBLO notifies the MSC the complete STR is ready to the date the MSC requests the VA C&P disability medical examinations (by Service, location, officer or enlisted, component, combat or non-combat).
16	Number and Percent of Active Component Service members meeting the 10 calendar day 80% processing goal for the Claim Development Stage	Comparison between the DES Pilot and current process of the number and percent of Active component cases completed within the 10 calendar day 80% claim development processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the claim development).
17	Number and Percent of Reserve Component / National Guard Service members meeting the 30 calendar day 80% processing goal for the Claim Development Stage	Comparison between the DES Pilot and current process of the number and percent of Reserve Component / National Guard cases completed within the 30 calendar day 80% claim development processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the claim development).

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
18	Proportion of cases in which the Service member refuses to sign the VA/DOD Joint Physical Disability Evaluation Board Claim (VA Form 21-0819)	Number and percent of Service members that refuse to sign the VA / DoD Joint Physical Disability Evaluation System Board Claim Form 21-0819 (by Service, location, officer or enlisted, component, combat or non-combat).
19	Average number of claimed conditions	Comparison between the DES Pilot and current process of the average number of a Service member's claimed conditions (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average number of claimed conditions per case.
20	Average case processing time to complete the Disability Medical Examination (Stage 3: Disability Examination)	Comparison between the DES Pilot and current process of the average number of calendar days to complete the disability examination stage from the date the MSC requests the disability examination to the date the entire disability examination results are downloaded from CAPRI and transmitted to the PEBLO (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the Disability Examination.
21	Number and Percent of Disability Examinations meeting the 45 calendar day 80% processing goal	Comparison between the DES Pilot and current process of the percent of disability examinations completed within the 45 calendar day 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the medical evaluation).

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
22	Cost of disability examinations	Comparison between the DES Pilot and current process of the average cost of disability examinations per case (by Service, location, officer or enlisted, component, combat or non-combat). Current process costs include costs for both DoD and VA administered disability examinations.
23	Average Medical Evaluation and disposition of the Medical Evaluation Board case processing time (Stage 4: MEB)	Comparison between the DES Pilot and current process of the average number of calendar days to complete the MEB from the date the MSC prints and sends the disability examination results to the PEBLO to the date the DES case file is forwarded to the PEB Admin or the return of a Fit member to duty (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences MEB case processing time.
24	Number and percent of duty-related MEBs meeting the 35 day 80% processing goal	Comparison between the DES Pilot and current process of the number and percent of cases completing Stage 4: MEB within the 35 day processing goal (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Compare the percent meeting the goal to the 80% standard. Determines whether the DES Pilot influences MEB processing time.
25	Average duty-related MEB case processing time (PHASE I: MEB)	Comparison between the DES Pilot and current process of the average number of calendar days to complete duty-related MEBs from the DES referral date to the date the DES case file is forwarded to the PEB Admin or return of a Fit member to duty by the MEB (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences duty-related MEB case processing time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
26	Number and percent of duty-related MEBs meeting the 100 day 80% processing goal	Comparison between the DES Pilot and current process of the number and percent of duty-related MEBs completed within the 100 calendar day 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Compare the percent meeting the goal to the 80% standard. Determines whether the DES Pilot influences duty-related MEB processing time.
27	Number and percent of MEB cases referred to an IPEB	Comparison between the DES Pilot and current process of the number and percent of MEB cases referred to an IPEB (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the number of MEB cases referred to an IPEB.
28	Average duty-related PEB case processing time (Phase II: PEB, Stage 5: PEB)	Comparison between the DES Pilot and current process of the average number of calendar days to complete duty-related PEBs from the date the case file is forwarded to the PEB to the date the Member receives the final DoD disposition decision (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determines whether the DES Pilot influences the average, duty related PEB case processing time.
29	Number and percent of duty-related PEBs meeting the 120 day 80% processing goal	Comparison between the DES Pilot and current process of the percent of duty-related PEBs completed within the 120 calendar day 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Compare the percent of IPEB unfit cases meeting the goal to the 80% standard. Determines whether the DES Pilot influences the processing time compared to the current process.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
30	Average duty-related IPEB case processing time (Stage 5.1)	Comparison between the DES Pilot and current process of the average number of calendar days to complete duty-related IPEBs from the date case file is forwarded to the PEB to the date the PEBLO informs Member of IPEB disposition decision (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determines whether the DES Pilot influences the average, duty related IPEB case processing time.
31	Number and percent of duty-related IPEBs meeting the 15 day 80% processing goal	Comparison between the DES Pilot and current process of the percent of duty-related IPEBs completed within the 15 calendar day 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Compare the percent of IPEB unfit cases meeting the goal to the 80% standard. Determines whether the DES Pilot influences the processing time compared to the current process.
32	Number and Percent of IPEB cases rebutted	Comparison between the DES Pilot and current process of the number and percent of cases rebutted from IPEB to FPEB (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determine whether the DES Pilot influences the percent of cases rebutted from IPEB to FPEB.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
33	Average duty-related FPEB case processing time (Stage 5.4)	Comparison between the DES Pilot and current process of the average number of calendar days to complete duty-related FPEBs from the date the Service member requests an FPEB to the date the PEBLO informs Member of FPEB disposition decision (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determines whether the DES Pilot influences the average, duty related FPEB case processing time.
34	Number and percent of duty-related FPEBs meeting the 30 day 80% processing goal	Comparison between the DES Pilot and current process of the percent of duty-related FPEBs completed within the 30 calendar day 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Compare the percent of IPEB unfit cases meeting the goal to the 80% standard. Determines whether the DES Pilot influences the processing time compared to the current process.
35	Number and Percent of FPEB cases Appealed	Comparison between the DES Pilot and current process of the number and percent of FPEB appeals (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the number of FPEB cases appealed.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
36	Average duty-related FPEB Appeal case processing time (Stage 5.5)	Comparison between the DES Pilot and current process of the average number of calendar days to complete duty-related FPEB Appeals from the date the Service member requests an FPEB Appeal to the date the PEBLO informs Member of the outcome of the appeal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determines whether the DES Pilot influences the average, duty related FPEB Appeal case processing time.
37	Number and percent of duty-related FPEB Appeals meeting the 30 day 80% processing goal	Comparison between the DES Pilot and current process of the percent of duty-related FPEB Appeals completed within the 30 calendar day 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Compare the percent of IPEB unfit cases meeting the goal to the 80% standard. Determines whether the DES Pilot influences the processing time compared to the current process.
38	Average VA Preliminary Rating Board processing time (Stage 5.2)	Comparison between the DES Pilot and current process of the average number of calendar days from the date the VA Rating Board receives the request for rating and Service Treatment Record from the PEB Administration to the date the PEBLO informs the Service member of the rating determination (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average VA Rating Board processing time.
39	Proportion of Cases with Rating Reconsideration Request	Number and percent of rating reconsiderations (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB).

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
40	Average VA Reconsidered Rating Board Processing Time (Stage 5.3)	Comparison between the DES Pilot and current process of the average number of calendar days from the date the VA Rating Board receives the rating reconsideration request from the MSC to the date the PEBLO informs the Member on the revised ratings (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the average revised VA Rating Board processing time.
41	Average VA Rating % Per Condition	Comparison between the average VA rating per condition in the DES Pilot and the current average DoD rating per condition (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average disability rating per condition.
42	Average VA combined disability rating	Comparison between the DES Pilot and current process of the average Member VA combined disability ratings (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the average Member VA combined disability rating.
43	Percent distribution of VA disability ratings	Comparison between the DES Pilot and current process of the percent distribution of VA combined disability ratings (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the percent distribution of VA combined disability ratings.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
44	Average DoD adjusted combined disability rating	Comparison between the DES Pilot and current process of the average Member DoD adjusted disability rating (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average Member combined disability rating after the DoD adjusts the rating for factors such as EPTS conditions, non-compliance with medical direction, etc.
45	Number and percent distribution of DoD final dispositions	Comparison between the DES Pilot and current process of the number and percent distribution of DoD final dispositions (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the number and percent distribution of DoD final dispositions.
46	Average case processing time from Final Disposition to Final Out Processing Date (Stage 6: Transition)	Comparison between the DES Pilot and current process of the average number of calendar days from the date the PEBLO informs the Service member of the final fit/unfit findings to the date the Service member completes all out-processing from the DoD (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences transition time within the DoD.
47	Number and percent of cases meeting the 45 day 80% processing goal for Stage 6: Transition	Comparison between the DES Pilot and current process of the cases completing the transition stage within the 45 day calendar 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB).

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
48	Average case processing time from Final Out Processing Date to Date of Separation (Stage 7: Pre-separation leave)	Comparison between the DES Pilot and current process of the average number of calendar days from the date the Service member completes all out-processing from the DoD to the date the Service member separates from the DoD (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences transition time within the DoD.
49	Average case processing time from DoD separation to the issuance of the VA Benefits Letter (Stage 8: VA Benefits)	Comparison between the DES Pilot and current process of the average number of calendar days from the date the Service member separates from the DoD to the date the VA issues the VA Benefits Letter (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the VA Benefits receipt time.
50	Number and percent of cases meeting the 30 day 80% processing goal for Stage 8: VA Benefits	Comparison between the DES Pilot and current process of the cases completing the VA Benefits stage within the 30 day calendar 80% processing goal (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB).
51	Percent of cases with post-separation fitness appeals	Comparison between the DES Pilot and current process of the percent of cases with post-separation fitness appeals to the DoD (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influenced the percent of cases appealed for fitness after separation.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
52	Average VA case processing time from receipt of DD Form 214 to VA issuance of benefits letter	Comparison between the DES Pilot and current process of the average number of calendar days from the date VA receives the separating Service member's DD Form 214 to the date the VA issues the veteran's benefits letter. Determines whether the DES Pilot influences the average VA case processing time from receipt of DD Form 214 to compensation.
53	Member and veteran satisfaction with treatment in the DES Pilot	Comparison between the DES Pilot and current process of the Service Members' overall satisfaction with treatment while in the DES Pilot process.
54	Member and Veteran satisfaction with the adequacy of DES Pilot case management support	Comparison between the DES Pilot and current process of the Member and Veteran satisfaction with the adequacy of DES Pilot case management support.
55	Veteran satisfaction with the Vocational Rehabilitation and Employment (VRE) Process	Comparison between the DES Pilot and current process of the Member and Veteran satisfaction with the Vocational Rehabilitation and Employment (VRE) Process.
56	Veteran overall satisfaction with the DES Pilot one-year post separation	Comparison between the DES Pilot and current process of the Veteran overall satisfaction with the DES Pilot one-year post separation.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
57	Average time on TDRL	Comparison between the DES Pilot and current process of the average number of calendar days from date the Military Department sends the notification of TDRL re-evaluation to the retiree and D-RAS (including periods of continuation on TDRL) to the date the retiree receives the final out processing for the TDRL process (by Service, location, officer or enlisted, component, gender, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the average time a retiree spends on TDRL.
58	Average duty related TDRL case processing time from Start Date of TDRL Process Enrollment (for the final re-evaluation cycle) to the TDRL Final Out Processing Date	Comparison between the DES Pilot and current process of the average number of calendar days from the date the retiree starts the TDRL process for the final re-evaluation cycle to the date the retiree receives the final out processing for the TDRL process (by Service, location, officer or enlisted, component, gender, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the average TDRL case processing time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
59	Number and percent of duty related cases meeting the TDRL Case Processing 220 calendar day 80% processing goal	Comparison between the DES Pilot and current process of the number and percent of duty related cases completed their final re-evaluation within the 220 calendar day 80% processing goal from Start Date of TDRL Process Enrollment to the TDRL Final Out Processing Date (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Compare the percent meeting the goal to the 80% standard. Determines whether the DES Pilot influences the number and percent of cases completed within the 220 calendar day 80% processing goal.
60	Average duty related TDRL case processing time from Start Date of TDRL Process Enrollment to TDRL Continuation / Finalization Date	Comparison between the DES Pilot and current process of the average number of calendar days from the date the retiree starts the TDRL process to the date the retiree is either continued on TDRL or a finding is rendered by the IPEB (by Service, location, officer or enlisted, component, gender, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the average TDRL re-evaluation cycle processing time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
61	Number and percent of duty related cases meeting the TDRL Case Processing 80 calendar day 80% processing goal	Comparison between the DES Pilot and current process of the number and percent of cases either continued on TDRL or rendered a finding by the IPEB within the 80 calendar day 80% processing goal from Start Date of TDRL Process Enrollment to the date the retiree is either continued on TDRL or a finding is rendered by the IPEB (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Compare the percent meeting the goal to the 80% standard. Determines whether the DES Pilot influences the number and percent of cases completed within the 80 calendar day 80% processing goal.
62	Average TDRL Notification processing time	Comparison between the DES Pilot and current process of the average number of calendar days from date the Military Department identifies the TDRL reevaluation requirement to the date when D-RAS requests re-examination and notifies the Military Department and TDRL Coordinator (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL notification processing time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
63	Average TDRL Disability Examination processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date when D-RAS requests re-examination and notifies the Military Department and TDRL Coordinator to the date the re-examination is downloaded / received by the D-RAS (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL medical evaluation processing time.
64	Percent of TDRL disability examinations meeting the 50 calendar day processing goal	Comparison between the DES Pilot and current process of the percent of TDRL medical evaluations completed within the 50 calendar day processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the TDRL medical evaluation.
65	Average TDRL Re-examination Scheduling processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date when D-RAS requests re-examination and notifies the Military Department and TDRL Coordinator to the date TDRL Coordinator notifies the Retiree of the actual date/time/location of Re-examination from VHA (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL re-examination scheduling processing time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
66	Average TDRL VA Rating processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date re-examination is downloaded / received by the D-RAS to the date the PEB and Retiree are informed of the VA rating (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL VA Rating processing time.
67	Percent of TDRL VA Ratings meeting the 60 calendar day processing goal	Comparison between the DES Pilot and current process of the percent of TDRL VA Ratings completed within the 60 calendar day processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the TDRL VA Rating.
68	Number and percent of appointments missed	Comparison between the DES Pilot and current process of the number and percent of cases in which re-examination appointments are missed (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the number and percent of cases where a re-examination appointment is missed.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
69	Average TDRL VA Rating Per Condition	Comparison between the average TDRL VA rating per condition in the DES Pilot and the current average TDRL DoD rating per condition (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL disability rating per condition.
70	Average TDRL VA combined disability rating	Comparison between the DES Pilot and current process of the average retiree TDRL VA total disability ratings (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average Member TDRL VA total disability rating.
71	Number and percent of TDRL Rating Reductions	Comparison between the DES Pilot and current process of the number and percent of cases in which the TDRL VA disability re-examination rating is a reduction from the original VA examination rating (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the number and percent of cases where a TDRL rating reduction occurs.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
72	Average TDRL PEB processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date the PEB and Retiree are informed of the VA rating to the date when the Retiree is informed on Final Fit/Unfit Findings (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL PEB processing time.
73	Percent of TDRL PEBs meeting the 120 calendar day processing goal	Comparison between the DES Pilot and current process of the percent of TDRL PEBs completed within the 120 calendar day processing goal (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the duration of the TDRL PEB.
74	Average TDRL Retention processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date the PEB and Retiree are informed of the VA rating to the date the Retiree is continued on TDRL or the date when IPEB renders a finding (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL Retention processing time.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
75	Number and percent of TDRL cases continued on TDRL	Comparison between the DES Pilot and current process of the number and percent of cases in which the IPEB continues the case on TDRL (by Service, location, officer or enlisted, component, combat or non-combat, by fit for duty post-IPEB). Determines whether the DES Pilot influences the number and percent of cases continued on TDRL.
76	Average TDRL IPEB processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date the PEB and Retiree are informed of the VA rating to the date TDRL Coordinator informs the Retiree of IPEB findings (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL IPEB processing time.
77	Percent of TDRL IPEB cases rebutted	Comparison between the DES Pilot and current process of the percent of cases rebutted from TDRL IPEB to TDRL FPEB (by Service, location, officer or enlisted, component, combat or non-combat, fit for duty post-IPEB). Determines whether the DES Pilot influences the percent of cases rebutted from TDRL IPEB to TDRL FPEB.

ENCLOSURE 2 – METRICS

Metric #	Name	Definition
78	Average TDRL FPEB processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date of retiree request for FPEB to the date PEBA Admin informs the Retiree of FPEB findings (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL FPEB processing time.
79	Percent of TDRL FPEB cases appealed	Comparison between the DES Pilot and current process of the percent of TDRL FPEB appeals (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the number of TDRL FPEB cases appealed.
80	Average TDRL Transition processing time	Comparison between the DES Pilot and current process of the average number of calendar days from the date when the Retiree is informed on their final Fit / Unfit findings to the date the retiree is removed from TDRL (processed for separation, PDRL, or returned to duty) (by Service, location, officer or enlisted, component, combat or non-combat). Determines whether the DES Pilot influences the average TDRL Transition processing time.
81	Cost of bringing RC / NG on orders	Comparison between the DES Pilot and current process for the average cost of bringing RC and NG on orders (calculated by the number of calendar days for each Service member from the start to end dates of their effective orders (by Service, location, officer or enlisted, component, gender, combat or non-combat)). Determines whether the DES Pilot influences the cost to the Military Departments of bringing Service members on orders.

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / Referral	Service Code	1 digit alpha	(A=Army, F=Air Force, M=Marine Corps, N=Navy)	
PEBLO / Referral	Case ID #	5 digit numeric sequence beginning with 1 and increasing by a digit per case	00001, 00002, 00003, 00004 etc.	Automatically generated
PEBLO / Referral	MTF Location	Drop Down	1=Walter Reed, 2=Malcolm Grow, 3=Bethesda...	
PEBLO / Referral	MEB Location	Alpha or numeric digits identifying PEB location	1=Walter Reed, 2=Malcolm Grow, 3=Bethesda...	
PEBLO / Referral	PEB Location	Alpha or numeric digits identifying PEB location	1=Walter Reed, 2=Randolph AFB, 3= Washington Navy Yard...	
PEBLO / Referral	Gender	1 digit Alpha	M = Male F = Female	
PEBLO / Referral	Rank	Free Text		
PEBLO / Referral	Unit	Free Text		

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / Referral	MEB Referral Date		MM/DD/YYYY	Date medical care provider refers the Member to an MEB
PEBLO / Referral	Officer or Enlisted	1 digit alpha	O or E	
PEBLO / Referral	Active Component, Reserve Component, National Guard	Drop Down	A, R, NG	Build in intelligence (Navy/Marine cases will not have a NG case)
PEBLO / Referral	PEBLO Assigned	Drop down menu of names		
PEBLO / Referral	PEBLO Phone Number	10 digit numeric field		Automatically generated, based on drop down from PEBLO assigned
PEBLO / Referral	Number of referred conditions	1 to 3 digit numeric range	1 - 999	Number of referred conditions

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / Referral	Prepare Claim Start Date		MM/DD/YYYY	Date the PEBLO notifies the MSC the case file is ready
Military Service Coordinator / Claim Development	MSC Assigned	Drop down menu of names		
Military Service Coordinator / Claim Development	MSC Phone Number	10 digit numeric field		Automatically generated
Military Service Coordinator / Claim Development	Number of Claimed Conditions	1 to 3 digit numeric range	1-999	Number of conditions Service member claims to the MSC
Military Service Coordinator / Claim Development	MSC / Service member Interview Date		MM/DD/YYYY	Date member submits VA/DOD Joint Disability Evaluation Board Claim (Form 21-0819) to MSC

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
Military Service Coordinator / Claim Development	Service member claim refusal	1 digit alpha	Y= Service member refuses to sign the VA/DOD Joint Physical Disability Evaluation Board Claim (VA Form 21-0819); N=Service member signs VA Claim form	Whether Service member refuses to sign the VA/DOD Joint Physical Disability Evaluation Board Claim (VA Form 21-0819)
MSC / Medical Disability Examination	Medical Disability Examination Start Date		MM/DD/YYYY	Date MSC enters request for medical Disability Examination
MSC / Medical Disability Examination	VA Examination End Date		MM/DD/YYYY	Date examination released by medical center; date the MSC reports the VA hospital made the complete medical Disability Examination report available
MSC / Medical Disability Examination	Medical Disability Examination End Date		MM/DD/YYYY	Date medical Disability Examination results are downloaded from CAPRI and transmitted to PEBLO

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / MEB	NARSUM Date		MM/DD/YYYY	Date medical care provider signs the NARSUM
PEBLO / MEB	MEB End Date		MM/DD/YYYY	Date the Service member is returned to duty or DES case file is forwarded to the PEB Admin
PEBLO / MEB	IPEB Referral	One digit alpha	Y or N	Whether Service member is referred by MEB to an IPEB
PEB Admin / PEB	IPEB Start Date		MM/DD/YYYY	Date the complete Service member's case file is forwarded to the PEB from the PEBLO following the MEB
PEB Admin / PEB	IPEB Decision Date		MM/DD/YYYY	Date PEB makes IPEB determination
PEBLO / PEB	IPEB End Date		MM/DD/YYYY	Date PEBLO informs Member of IPEB disposition decision

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / PEB	IPEB Rebuttal	1 digit alpha	Y or N	Service member requests FPEB, member rebuts IPEB decision.
PEB Administration / PEB	Fit For Duty Post-IPEB	1 digit alpha	Y or N	Member is determined fit for duty by IPEB
PEBLO / PEB	Fit/Unfit Per Condition	1 digit alpha	F or U	Final determination of fit/unfit per condition
PEBLO / PEB	VA Rating % Per Condition	1 to 3 digit numeric range	0-100%	Member's final VA rating per condition, entered in 10% increments
PEBLO / PEB	Combat Related or Non-Combat Related per condition	1 digit alpha	C or N	Determination by the PEB whether a condition is combat related
PEBLO / PEB	DoD Adjusted combined Disability Rating	1 to 100 digit numeric range	0-100%	Member's combined adjusted disability rating calculated by DoD

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEB Admin / PEB	VASRD Diagnostic Code	4 (to 8?) digit numeric code	0	VASRD codes for all of the Service member's conditions
PEB Admin / PEB	VA combined Disability Rating %	1 to 3 digit numeric range	0-100%	Member's combined disability rating calculated by VA
PEBLO / PEB	FPEB Start Date		MM/DD/YYYY	Date Service member requests FPEB
PEB Admin / PEB	FPEB Decision Date		MM/DD/YYYY	Date PEB makes FPEB Determination
PEBLO / PEB	FPEB End Date		MM/DD/YYYY	Date PEBLO informs Member of FPEB decision
PEBLO / PEB	FPEB Appeal	1 digit alpha	Y or N	Service member appeals FPEB decision
PEBLO / PEB	FPEB Appeal Start Date		MM/DD/YYYY	Date Service member requests FPEB Appeal

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / PEB	FPEB Appeal Decision Date		MM/DD/YYYY	Date Military Department makes FPEB Appeal Determination
PEBLO / PEB	FPEB Appeal End Date		MM/DD/YYYY	Date PEBLO informs Member of FPEB Appeal decision
PEB Admin / PEB & VA D-RAS	Date of Preliminary Rating Request		MM/DD/YYYY	Date PEB sends the STR and rating request to VA D-RAS
VA D-RAS / PEB & VA D-RAS	Start Date of Preliminary VA D-RAS		MM/DD/YYYY	Date VA D-RAS receives the request for the preliminary rating and Service Treatment Record from the PEB Administration
VA D-RAS / PEB & VA D-RAS	Preliminary VA Rating Completed		MM/DD/YYYY	Date the VA D-RAS sends the rating to the PEB Admin

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / PEB & VA D-RAS	End Date of Preliminary VA D-RAS		MM/DD/YYYY	Date the PEBLO informs Service member of preliminary VA rating
PEBLO / PEB & VA D-RAS	Reconsidered Rating		Y or N	Service member requests rating reconsideration
PEB Admin / PEB & VA D-RAS	Date of Reconsidered Rating Request		MM/DD/YYYY	Date PEB sends the STR and reconsidered rating request to VA D-RAS
VA D-RAS / PEB	Start Date of Service member's reconsidered rating		MM/DD/YYYY	Date the VA D-RAS receives the rating reconsideration request from the MSC
VA D-RAS / PEB & VA D-RAS	Preliminary VA reconsidered Rating Completed		MM/DD/YYYY	Date the VA D-RAS sends the reconsidered rating to the PEB Admin

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO / PEB	End Date of Service member's reconsidered rating		MM/DD/YYYY	Date the PEBLO informs Member on reconsidered ratings
PEBLO / PEB	Final Disposition Date		MM/DD/YYYY	Date the PEBLO informs the Service member on Fit / Unfit Findings
PEBLO / PEB	Final Disposition	Option 1. 3 to 4 digit alpha code, Option 2. Ability to choose from menu one of the 5 options	FIT=Fit, SWB=Separation With Benefits, SWOB=Separation Without Benefits, TDRL=Temporary Disability Retirement, PDRL=Permanent Disability Retirement	Service member's final disposition decision
VA D-RAS / Transition	VA Informed of Final Disposition		MM/DD/YYYY	Date the DoD informs the VA of the SMS final disposition
VA D-RAS / VA Benefits	VA Enters Rating and Award		MM/DD/YYYY	Date the VA enters the rating and award into the system and is ready to be approved

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
PEBLO or Military Department / Transition	Final Out Processing Date		MM/DD/YYYY	Date the Service member completes all final out-processing actions (ex.: Date the SM completes all military duties and starts pre-separation leave (ordinary, terminal, etc.))
PEBLO or Military Department / Transition	Date of Separation (DD Form 214 or Separation / Retirement Letter)		MM/DD/YYYY	Date Military Department separates member as reflected on the DD Form 214 or Separation / Retirement Orders or Letters for RC (not on AD)

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
VA D-RAS / Transition or VA Benefits	Date VA Receives DD Form 214 or Separation/Retirement Letter		MM/DD/YYYY	Date VA D-RAS receives separating Service member's DD Form 214, Certificate of Release or Discharge from Active Duty from MSC
VA D-RAS / VA Benefits	VA Benefits Date		MM/DD/YYYY	Date VA issues veteran's benefits letter
DES Pilot Support Team / Any Point in Process	Disenrollment	One numeric digit	1=Returned to Duty, 2=Separated, 3=Retired, 4=Other	Notification to DES Pilot Support Team of Disenrollment reason for a case
BCMR / BCMR Processes Appeal	Post Separation Fitness Appeal	One digit alpha	Y or N	Veteran requests post separation fitness appeal
BCMR / BCMR Processes Appeal	Post Separation Fitness Appeal Start Date		MM/DD/YYYY	Date Service member requests post separation fitness appeal

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
BCMR / BCMR Processes Appeal	Post Separation Fitness Appeal End Date		MM/DD/YYYY	Date of determination by the final review authority
VA Regional Office of Jurisdiction / Post- Separation	Post Separation Rating Appeal	One digit alpha	Y or N	Veteran requests post separation rating appeal
DMDC or Military Departments / Any point in DES Pilot process	Start Date of Orders		MM/DD/YYYY	Effective start date of active duty periods for RC
DMDC or Military Departments / Any point in DES Pilot process	End Date of Orders		MM/DD/YYYY	Effective end date of active duty periods for RC
VA	Cost of Medical Examinations per Case			VA to report separately

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
Military Department / TDRL notification	Start Date of TDRL Process Enrollment		MM/DD/YYYY	Date the Military Department identifies the TDRL reevaluation requirement
VA Rating Activity Site / TDRL Re-examination Notification	Start Date of TDRL Re-examination (Request Date)		MM/DD/YYYY	Date when D-RAS requests re-examination and notifies the Military Department and TDRL Coordinator (electronic notification)
TDRL Coordinator / TDRL Re-examination Scheduling	TDRL Re-examination Notification Date		MM/DD/YYYY	Date TDRL Coordinator notifies the Retiree of the actual Date/Time/Location of Re-examination from VHA
VA D-RAS / TDRL Med Examination	End Date of TDRL Re-examination (Results)		MM/DD/YYYY	Date re-examination is downloaded / received by the D-RAS

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
TDRL Coordinator / TDRL Disability Examination	Number of missed appointments	1-3 digit numeric value		Number of times retiree has missed a schedule re-examination appointment
TDRL Coordinator / TDRL Disability Examination	Date(s) of rescheduled TDRL re-eval examination(s)		MM/DD/YYYY	Date of each reschedule examination until exams completed (Intelligence: Multiple dates = multiple fields)
VA Rating Activity Site / TDRL VA Rating Stage	TDRL VA Rating Complete		MM/DD/YYYY	Date the VA D-RAS sends the final rating decision to the PEB Admin and Retiree
PEB / VA D-RAS	TDRL VA Rating End Date / IPEB Start Date		MM/DD/YYYY	Date the PEB and Retiree are informed of the VA rating
VA D-RAS / VA Rating Stage	TDRL VA Rating % Per Condition	1 to 3 digit numeric range	0-100%	Member's final VA rating per condition, entered in 10% increments

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
VA D-RAS / TDRL VA Rating Stage	TDRL VA combined Disability Rating %	1 to 3 digit numeric range	0-100%	Member's combined disability rating calculated by VA
VA D-RAS / TDRL VA Rating Stage	TDRL Rating Reduction	1 digit alpha	Y or N	If re-eval rating was reduced from existing VA Rating
PEB Admin / TDRL PEB	TDRL Continuation / Finalization Date		MM/DD/YYYY	Date the Retiree is continued on TDRL or the Date when IPEB renders a finding
PEB Admin / TDRL PEB	TDRL Continuation	1 digit alpha	Y or N	Was this case continued on TDRL?
TDRL Coordinator / TDRL IPEB	End Date of TDRL IPEB		MM/DD/YYYY	Date TDRL Coordinator informs the Retiree of IPEB findings
TDRL Coordinator / TDRL IPEB	Fit For Duty Post- TDRL IPEB	1 digit alpha	Y or N	Retiree is determined fit for duty by IPEB
TDRL Coordinator / TDRL IPEB	TDRL IPEB Rebuttal / Request TDRL FPEB	1 digit alpha	Y or N	Retiree requests FPEB, rebuts IPEB decision
TDRL Coordinator / TDRL FPEB	TDRL FPEB Start Date		MM/DD/YYYY	Date of retiree request for FPEB

ENCLOSURE 3 – DATA ELEMENTS

Reporting Agent/Stage	Name	Element	Example (when necessary)	Notes
TDRL Coordinator / TDRL FPEB	TDRL FPEB End Date		MM/DD/YYYY	Date PEB Admin informs the Retiree of FPEB findings
TDRL Coordinator / TDRL PEB	TDRL FPEB Appeal	1 digit alpha	Y or N	Retiree appeals FPEB decision
TDRL Coordinator / TDRL PEB	Final TDRL Disposition Date		MM/DD/YYYY	Date when the Retiree is informed on Final Fit/Unfit Findings
TDRL Coordinator / Transition	TDRL Final Disposition	Drop Down Menu	FIT=Fit, SWB=Separation With Benefits, SWOB=Separation Without Benefits, or PDRL=Permanent Disability Retirement	Retiree's final disposition decision
TDRL Coordinator / Transition	TDRL Final Out Processing Date		MM/DD/YYYY	Date retiree is removed from TDRL (processed for separation, PDRL, or returned to duty)

ENCLOSURE 4 - DES PILOT PROCESS SPD CODES

FAMILY	CODE	REASON (PILOT 28)	EXPLANATION
EJ	SEJ	DISABILITY, PERMANENT (ENHANCED)	Mandatory retirement resulting from permanent physical disability. (Enhanced)
EJ	VEJ	DISABILITY, PERMANENT (ENHANCED)	Reversion of recalled retiree to retired list resulting from permanent physical disability. (Enhanced)
EJ	WEJ	DISABILITY, PERMANENT (ENHANCED)	Applies to members previously retired and recalled to active duty, who upon subsequent release, are entitled to disability retired pay based on permanent disability. (Enhanced)
EK	SEK	DISABILITY TEMPORARY (ENHANCED)	Mandatory transfer to temporary disability retired list required by law due to temporary physical disability. (Enhanced)
EK	VEK	DISABILITY TEMPORARY (ENHANCED)	Reversion of recalled retiree to retired list due to temporary physical disability. (Enhanced)
EK	WEK	DISABILITY, TEMPORARY (ENHANCED)	Applies to members previously retired and recalled to active duty, who upon subsequent release, are entitled to disability retired pay based on temporary disability. (Enhanced)
EL	JEL	DISABILITY, SEVERANCE PAY (ENHANCED)	Physical disability with entitlement to severance pay - retirement not authorized. (Enhanced)
EM	JEE	DISABILITY, EXISTED PRIOR TO SERVICE, PEB (ENHANCED)	Physical disability which existed prior to entry on active duty and was established by a Physical Disability Evaluation Board. (Enhanced)
EM	JEE	DISABILITY, EXISTED PRIOR TO SERVICE, PEB (ENHANCED)	Service initiated discharge directed by established directive for physical disability which existed prior to entry on active duty and was established by a Physical Disability Evaluation Board. (Enhanced)

ENCLOSURE 4 – DES PILOT PROCESS SPD CODES

FAMILY	CODE	REASON (BLOCK 28)	EXPLANATION
EM	KEE	DISABILITY, EXISTED PRIOR TO SERVICE, PEB (ENHANCED)	Voluntary discharge allowed by established directive for a physical disability which existed prior to entry on active duty and was established by a Physical Disability Evaluation Board. (Enhanced)
EN	EN	DISABILITY, EXISTED PRIOR TO SERVICE, PEB (ENHANCED)	Physical disability which existed prior to entry on active duty and was established by a Physical Disability Evaluation Board. (Enhanced)
EN	JEN	DISABILITY, EXISTED PRIOR TO SERVICE, MED BOARD (ENHANCED)	Service initiated discharge directed by established directive for physical disability which existed prior to entry on active duty and was established by a medical evaluation board. (Enhanced)
FI	J	DISABILITY, EXISTED PRIOR TO SERVICE, MED BOARD (ENHANCED)	Service member initiated discharge allowed by established directive for physical disability which existed prior to entry on active duty and was established by a medical evaluation board. (Enhanced)
EP	EP	DISABILITY, NOT IN LINE OF DUTY (ENHANCED)	Service initiated discharge directed by established directive when physical disability resulted from intentional misconduct, willful neglect, or incurred during a period of unauthorized absence - not entitled to severance pay. (Enhanced)
EP	JEP	DISABILITY, NOT IN LINE OF DUTY (ENHANCED)	Service initiated discharge directed by established directive when physical disability resulted from intentional misconduct, willful neglect, or incurred during a period of unauthorized absence - entitled to severance pay. (Enhanced)
EQ	EQ	DISABILITY, AGGRAVATION (ENHANCED)	Aggravation of former disability for which previously separated. (Enhanced)
EQ	JEQ	DISABILITY, AGGRAVATION (ENHANCED)	Service initiated discharge directed by established directive when aggravation of former disability for which previously separated. (Enhanced)
EQ	WEQ	DISABILITY, AGGRAVATION (ENHANCED)	Member previously retired and recalled to active duty who upon subsequent release is entitled to disability retired pay based on aggravation of previous physical disability. (Enhanced)

ENCLOSURE 4 – DES PILOT PROCESS SPD CODES

FAMILY	CODE	REASON (BLOCK 28)	EXPLANATION
	ER	DISABILITY, OTHER (ENHANCED)	physical disability not otherwise covered. (Enhanced)
ER	JER	DISABILITY, OTHER (ENHANCED)	Service initiated discharge directed by established directive for physical disability not otherwise covered. (Enhanced)
			Service initiated release from active duty and transfer to Service component Standby Reserve inactive status list in lieu of discharge with severance pay of member found unfit while on active duty and having at least 20 qualifying years of service for retirement (10 USC 1223), when disability is less than 30 percent (10 USC 1209), and is eligible for retired pay at age 60 (10 USC 1223). (Enhanced)
ER	LER	DISABILITY, OTHER (ENHANCED)	

ENCLOSURE 5 – SERVICE MEMBER / VETERAN ACTIONS

Service Member / Veteran Actions

1. Claims disabling conditions he/she believes are service connected by completing Section 2 of the VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819 at Enclosure 19).

1.1. Upon receiving notice from the MSC as required by the Veterans Claims Assistance Act (VCAA), and while not waiving the opportunity to submit evidence under the VCAA, submits any information or evidence indicated in the VCAA notice as applicable.

2. Submits VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819) to the MSC with Section 2 completed within 5 days of being informed on the VA disability process by the MSC upon MEB referral.

3. In the case of a Service member found unfit by the Informal Physical Evaluation Board (IPEB), the IPEB will also make a determination of whether the disability incurred was in the Line of Duty (LOD), and whether the condition is attributable to EPTS or noncompliance. Service members who are found unfit by the Informal Physical Disability Evaluation Board (IPEB):

3.1. Will receive, from the PEBLO, their preliminary disability ratings before they decide whether to request a Formal Physical Evaluation Board (FPEB).

3.2. Who rebut the IPEB fitness determination may request a Formal Physical Disability Evaluation Board (FPEB) by notifying their PEBLO, in writing, within 5 days of receiving the preliminary VA disability ratings from the PEBLO.

3.3. Who rebut the IPEB fitness determination may request reconsideration of their VA disability rating(s) by notifying their PEBLO, in writing, within 5 days of receiving the VA disability rating from the PEBLO. The deadline to submit a written request for reconsideration will be held in abeyance pending Service Member's counsel or representative's (if applicable) receipt of the DES case file.

4. Service members who are found fit by the IPEB may request to review their VA disability rating(s) prior to deciding whether or not to request a FPEB. They may seek reconsideration of those ratings only if they are subsequently found Unfit by an FPEB or Military Department disability disposition approval authority.

5. Service members may appeal their FPEB findings to all subsequent levels particular to the Military Department, such as the Department of the Navy Council of Review Boards and the Department of the Air Force Personnel Council.

ENCLOSURE 5 – SERVICE MEMBER / VETERAN ACTIONS

6. In the event the Service member desires to transfer to another branch of the U.S. Armed Forces, he/she may apply to the appropriate Service Headquarters to determine if he/she meets Service accession standards.

7. Upon separation from military service for medical disability, Veterans may request correction of their military records through their respective Service Board for Correction of Military Records if new information on their case is made available that may result in a different disposition. For example, post-separation appeal of a preliminary VA disability rating may warrant a change in the Service's disability disposition from separation to disability retirement.

8. If, after separation from service and attaining Veteran status, the Veteran desires to appeal a determination from the rating decision, the Veteran has 1 year from the date of the formal notification letter of VA decision to submit a written Notice of Disagreement (NOD) with the decision to the VA regional office of jurisdiction.

9. The Veteran has either 60 days from the date of the Statement of the Case (SoC) from the VA regional office of jurisdiction or the remainder of the 1 year from the date of the original notification of decision, whichever is longer, to file a VA Form 9, Appeal to the Board of Veterans Appeals (BVA).

10. Consult Enclosure 27 for guidance regarding responsibilities as a TDRL Veteran.

ENCLOSURE 6 – MEDICAL TREATMENT FACILITY (MTF) MEDICAL CARE PROVIDER ACTIONS

MTF Medical Care Provider Actions

A qualified MTF Medical Care Provider initiates the DES process by determining that the Service member may not meet Service medical retention standards. Subsequently, the MTF Medical Care Provider refers the Service member to the DES. The MTF Medical Care Provider:

1. Notifies the Service member of his/her referral to the DES and directs the Service member to MTF Patient Administration.
2. Notifies MTF Patient Administration of DES referral.
3. Reviews all disability examination results and commanders input to complete an assessment of the member's medical status. Completes, signs, and provides the NARSUM and the Service member's Service Treatment Record (STR) to the MTF Patient Administration Staff.
4. Consult Enclosure 27 for responsibilities regarding TDRL Veteran cases.

ENCLOSURE 7 – MEDICAL ADMINISTRATION ACTIONS

Patient Administration Actions

1. Assigns a PEBLO and forwards the MEB case file (Enclosure 20) to the PEBLO within 3 days of the date the MTF medical care provider refers the Service member to an MEB.
2. Receives the VA C&P disability examination results from the VA C&P Qualified Medical Examiner and ensures the examination results are recorded in the Service member's STR.
3. Provides the Service member's STR and examination results to the referring MTF Medical Care Provider.
4. Forwards the DES case file (Enclosure 20) to the PEBLO and a copy of the case file to the MSC within 3 days of the date the MTF medical care provider signs the NARSUM.
5. Respond to Service member requests to consult with impartial physician or rebut MEB findings in accordance with reference (f).
6. Consult Enclosure 27 for responsibilities regarding TDRL Veteran cases.

ENCLOSURE 8 – DES QUALIFIED MEDICAL EXAMINER ACTIONS

DES Qualified Medical Examiner Actions

1. Within 45 days of receiving a Pilot VA C&P disability examination request, the VA C&P Qualified Medical Examiner shall complete the General Medical and Specialty examinations for Service members being considered for separation through the DES. Only qualified Medical Examiners certified by the VA will perform the VA C&P disability examinations. The VA will supplement this issuance with operational instructions for scheduling VA C&P disability examinations.

2. Performance of VA C&P disability examinations. VA C&P Examinations will be performed by providers who meet VA C & P examination certification requirements. Qualified providers may come from a variety of sources (DoD, VA, TRICARE, contractor). While not prohibited, it is highly discouraged for the treating provider to perform a VA C&P disability examination (this allows the treating provider to concentrate on medical care and the qualified VA disability examiner to focus on quantifying impairment). Disability examiners will use the VA general medical examination worksheet plus applicable VA Automated Medical Information Exchange (AMIE) worksheets to document the results of their disability examination for initial and TDRL re-examinations. Examiners will use the AMIE worksheets when possible but may use non-AMIE templates when necessary. Paragraph 5.3.1 provides further details on the required C&P examination content. Disability examinations for seriously or very seriously injured service members who are not able to leave their bed, or otherwise attend an examination will consist of a review of the medical records developed as part of the member's treatment.

3. Consult Enclosure 27 for responsibilities regarding TDRL Veteran cases.

ENCLOSURE 9 - PHYSICAL EVALUATION BOARD LIAISON OFFICER (PEBLO) ACTIONS

Physical Disability Evaluation Board Liaison Officer (PEBLO)

The PEBLO is considered one of the most important contacts for the Service member, Veteran, and their family member(s) throughout the DES process. Immediately after the case is referred to the DES, the MTF Patient Administration assigns the PEBLO to the case. The PEBLO provides the link between the Service member, the member's commander, and the DES Pilot. Once a Service member is referred into the DES Pilot, it will be the responsibility of the PEBLO to coordinate all necessary appointments for the Service member. The PEBLO remains an integral part of the process from the point of MEB referral to the Service members return to duty or separation from military service. The duties of the PEBLO and MSC will evolve as guidance is obtained and the DES Pilot progresses. **PEBLO duties are outlined in Enclosure 6 of reference (f).** NOTE: if PEBLO is also TDRL coordinator, consult Enclosure 27 for guidance re: TDRL Veteran case management.

PEBLO Actions

1. Within 3 days of the date the MTF medical care provider referred the case to an MEB or, for reserve component Service members, during the first drill after referral to an MEB by the MTF medical care provider:
 - 1.1. Builds the DES case file.
 - 1.2. Informs the Service member of the DoD DES Pilot Process.
 - 1.3. Provides Service members who are referred to the DES, a brochure or handout detailing the benefits, expectations, right to legal counsel, and possible decisions at each step of the DES Pilot as well as a copy of the Compensation and Benefits Handbook for Seriously Ill and Injured Members of the Armed Forces.
 - 1.4. Notifies the MSC that the Service member is referred to the DES.
 - 1.5. Completes Section 1 of VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819) and provides it to the MSC.
 - 1.6. Informs the Service member of the importance of providing all Service Treatment Records to the PEBLO for inclusion in the DES case file during the claims development phase of the DES Pilot.
2. Within 10 days of the date the MTF medical care provider referred the case to the DES for active component Service members or within 30 days of the referral date for reserve component Service members:

ENCLOSURE 9 - PHYSICAL EVALUATION BOARD LIAISON OFFICER (PEBLO) ACTIONS

2.1. Provides the MSC a copy of the member's DES case file including a complete paper or scanned copy of the members STR, including mental health records as well as records from AHLTA and CHCS. To ensure timely processing of Service members, the PEBLO will forward the complete STR to the Military Services Coordinator at the time of the Service member's referral.

2.2. Requests that the Service member's Commander provide a non-medical assessment back to the PEBLO with 15 days of the request date.

2.3. If necessary, requests the Commander to conduct a Line of Duty Investigation and provide the completed Line of Duty Determination back to the PEBLO within 15 days of the request date or no later than the next drill period for reserve component Service members.

3. Within 3 days following receipt of the DES case file and VA C&P disability examination requirements from the MSC or during the next reserve drill, informs the Service member and the Service member's commander of all scheduled VA C&P disability examinations.

4. Monitors the completion of scheduled VA C&P disability examination and resolves scheduling issues to ensure presentation of complete DES case file to the MEB.

5. Assembles the DES case file to include all medical and non-medical information to be considered by the MEB.

6. Informs the Service member their case is being forwarded to the MEB.

7. Forwards the Service member's case file to the MEB.

8. Within 3 days of receipt of the MEB results or during the next reserve drill, notifies the Service member of MEB results, including the conditions that caused the Service member to fail to meet retention standards and the date of PEB referral. If the MEB finds the member fit, notify the MSC of that finding and provide a copy of the MEB findings to the MSC.

9. Informs the Service member of his/her right to a MEB rebuttal within 7 calendar days, and the right to request Independent Medical Review of the MEB findings.

10. If the MEB finds the Service member does not meet medical retention standards, the PEBLO assembles the MEB Case File with all attachments (Enclosure 20) and forwards the complete MEB case file to the PEB.

11. Informs the MSC of the date of referral to the IPEB.

12. Within 3 days of the date the PEBLO receives the IPEB findings or at the next reserve drill from the PEB Administration, the PEBLO informs the Service member of the IPEB findings

ENCLOSURE 9 - PHYSICAL EVALUATION BOARD LIAISON OFFICER (PEBLO) ACTIONS

and his/her options, including consultation with legal counsel. If the PEB finds the member fit, notify the MSC of that finding and provide a copy of the PEB findings to the MSC.

13. Within 5 days after the Service member receives the preliminary VA disability ratings from the PEBLO or at the next reserve drill, the PEBLO:

13.1. Refers the Service member to legal counsel regarding the preparation of a rebuttal of his/her fitness or disability rating and assists the Service member with the administrative portion of preparing a rebuttal to their IPEB Unfit for duty finding. PEBLO will also forward to the Service member's legal counsel a copy of the Service member's DES case file which includes a complete paper or scanned copy of the member's STR, all non-medical information reviewed by the MEB and PEB, NARSUMs, all VA C&P disability examination reports, and the initial VA rating determination. Note: Although the PEBLO assists with the administrative portion of Service member rebuttals/appeals, they are not Service member legal advocates.

13.1.1. If Service member requests a rating reconsideration, the PEBLO will send the request to the MSC and D-RAS within 5 calendar days of being notified by the Service member.

13.2. If applicable, informs the Service member of the VA's decision to propose a finding of incompetency and records the date and name of the person who provides the letter to the Service member. The PEBLO will forward the VA letter of notification to the D-RAS by overnight mail at the following address within 3 days of presenting it to the Service member:

VA Regional Office
9500 Bay Pines Boulevard
St. Petersburg, FL 33708

Mailing Address:
P.O. Box 1437
St. Petersburg, FL 33731

13.3. Provides the Service member's request for an FPEB to PEB Administration.

13.4. Informs the Service member's commander of the IPEB findings and the Service member's request for an FPEB.

14. Notifies the Service member and their commander of the FPEB date.

15. Monitors case progress and resolves complications related to the FPEB.

16. Within 3 days after receiving the FPEB findings from PEB Administration or at the next reserve drill:

**ENCLOSURE 9 - PHYSICAL EVALUATION BOARD LIAISON OFFICER (PEBLO)
ACTIONS**

16.1. Informs the Service member of the FPEB findings and their right to appeal the findings to the Military Department review authority.

16.2. Refers the Service member to their legal counsel for assistance in the preparation of their appeal.

17. Within 3 days of receiving the approval authority's decision or at the next reserve drill, informs the Service member of the Military Department's final fitness disposition.

18. Enters DES Pilot cases into the DES Pilot tracking tool within 3 days of the date the medical care provider referred the case to the MEB. Enters or updates the case data required in Enclosure 3 in the DES Pilot tracking tool within 3 days of the data becoming available.

19. Notifies the MSC and the D-RAS when Service members are disenrolled from the Pilot.

ENCLOSURE 10 - MEDICAL EVALUATION BOARD (MEB) ACTIONS

MEB

Using the information provided by the PEBLO in the DES case file, the convening medical authority will convene a medical evaluation board (MEB) in accordance with Military Department regulations. MEB members will consult and render a decision on whether the member meets Service medical retention standards.

MEB Actions. Within 30 days of receipt of the complete DES case file, board members will complete their deliberations, document their decision identifying the specific conditions that cause the Service member to fail to meet retention standards, complete the narrative summary (NARSUM) – per Enclosure 21, and return the case file with completed MEB findings to the PEBLO.

MEB rebuttals. The MEB rebuttal process is outlined on the applicable process maps in Enclosure 22 to this memorandum. The MEB rebuttal process will meet guidelines as outlined in DoDI 1332.38 and the Directive-Type Memorandum, Subject: Implementing Disability-Related Provisions of the National Defense Authorization Act of 2008 (Pub. L. 110-181), dated October 14, 2008.

ENCLOSURE 11 – MILITARY SERVICES COORDINATOR (MSC) ACTIONS

Military Services Coordinator (MSC)

The MSC is another critical contact for the Service member, Veteran, and his/her family member(s) throughout the DES Pilot. Assigned immediately after the PEBLO is assigned to the case, MSCs provide the link between the Service member and the VA by keeping the Service member, Veteran, his/her family member(s) and the PEBLO informed of the results of VA processes (i.e., preliminary rating, reconsideration request, final decisions, and post-separation actions.)

MSC Actions

1. Within 10 days of receiving a member's DES case file, including a complete copy of the STR, either paper or electronic (scanned to CD ROM), from the PEBLO, the MSC informs the Service member of the VA actions in the DES Pilot. MSCs explain which conditions may constitute the basis for a VA disability compensation claim, noting that a claim can be filed with VA for any condition, although some conditions are not disabilities for which compensation may be paid. The MSC assists the member in completing the VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819). The MSC advises the Service member of the provisions of the Veterans Claims Assistance Act (VCAA), and, if desired, the member may solicit a waiver of VCAA. The MSC then forwards the VA Form 21-0189, a copy of the STR, and VCAA waiver to the St. Petersburg VA Regional Office.

2. Upon completion of Section 2 of VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819 (Test)), the MSC enters the information from the form into the VA claims processing system. If the Service member declines to claim additional conditions during the initial education session or does not claim additional conditions beyond those noted on Part 1 of VA/DOD Joint Physical Disability Evaluation Board Claim (Form 21-0819 (Test)) within 3 working days of their initial MSC session, the MSC should seek annotation from the Service member that they do not desire to file a claim for VA disability benefits or do not want to claim any additional disabilities. If the Service member refuses to complete the VA Form 21-0819 (Test), the MSC requests assistance from the PEBLO in obtaining a "Service member declined to sign" statement from the Service member's commander. This statement is annotated on the form that the Service member declined to claim additional conditions and the MSC enters the information into the VA CAPRI System.

3. Within 10 days of receiving the Service member's DES case file from the PEBLO, the MSC requests VA C&P disability examination using the VA CAPRI System, VERIS (Quality, Timeliness, Customer Service Inc (QTC) Examinations), or other appropriate systems as required and agreed to by ASD (HA) and VA.

4. The MSC concurrently gathers additional information required to substantiate claimed medical conditions, such as health treatment records from previous periods of service, private medical treatment records, and additional information for the Service member. The MSC may request examinations required by the case as developed to date and forward the case to the next

ENCLOSURE 11 – MILITARY SERVICES COORDINATOR (MSC) ACTIONS

step while continuing to gather additional information required in substantiating claimed medical conditions. If the MSC is unable to obtain all of the relevant records, they will notify the Service member of the inability to obtain the records, identify the records, explain the efforts made by VA, and describe any further action VA will take with respect to the records. Through the course of routine care and treatment or as found by the examiner, should the member present new medical issues for consideration, the MSC will be responsible for scheduling the additional examinations in coordination with the PEBLO and MTF liaisons.

5. Informs the Service member of the case development results prior to the MEB.
6. Provides the PEBLO the completed VA C&P disability examination results.
7. Within 5 days of receiving the Service member's disability ratings from the D-RAS, the MSC will inform the PEBLO of the VA's preliminary rating decision.
8. Administratively assists the Service member in preparing a request to reconsider the preliminary VA disability ratings and provides the Service member's request for reconsideration to the D-RAS within 5 days of the date the Service member received the IPEB findings from the PEBLO. Additionally, advises the Service member of his/her right to consult with counsel from the Military Department concerned as well as the opportunity to be represented before VA by an appropriate attorney, agent or officer of a veterans service organization (per paragraph 5.5.14 above) with their one-time request for rating reconsideration prior to separation.
9. Tracks the Service member's separation action.
10. Within 3 days of receiving notification of the Service member's separation date, the MSC advises the Service member on their appeal rights for disability ratings and other post-separation VA processes.
11. Forwards the Veteran's DD Form 214 Part 3 or Letter of Separation / Retirement (reserve component only) to the D-RAS by overnight mail for processing at the following address within 3 days of receiving it from the Military Department:

VA Regional Office
9500 Bay Pines Boulevard
St. Petersburg, FL 33708
Mailing Address:
P.O. Box 1437
St. Petersburg, FL 33731
12. Enters or update the case data required in Enclosure 3 in the DES Pilot tracking tool within 3 days of the data becoming available.

ENCLOSURE 12 – PHYSICAL EVALUATION BOARD (PEB) ADMINISTRATION ACTIONS

PEB Administration

1. After receiving the DES Case File from the PEBLO, PEB Administration will ensure the file is processed through the Informal / Formal PEB as required. PEB Administration will also provide support to the DAC by collecting and forwarding selected cases as directed from the Informal / Formal PEB for a quality control review.

2. PEB Administration Actions:

2.1. Within 3 days of receiving findings from an Informal PEB (IPEB):

2.1.1. Forwards a copy of DES case files that require quality control review to the DAC.

2.1.2. Notifies the PEBLO and MSC of the PEB findings.

2.1.3. For all unfit findings, forwards a copy of the request for rating and member's STR to the D-RAS for rating of the claimed disabilities by overnight mail for processing at the following address:

VA Regional Office
9500 Bay Pines Boulevard
St. Petersburg, FL 33708
Mailing Address:
P.O. Box 1437
St. Petersburg, FL 33731

2.2. Within 3 days of receiving the Service member's request to rebut their Informal PEB (IPEB) fitness decision, PEB Administration.

2.2.1. Schedules a Formal PEB (FPEB).

2.2.2. Notifies the PEBLO of the FPEB date.

2.2.3. Provides a copy of the DES case file to the Service member's appointed legal assistance.

2.3. Within 3 days of receiving findings from an FPEB:

2.3.1. Forwards a copy of case files that require quality control review to the DAC.

2.3.2. Processes the FPEB findings.

ENCLOSURE 12 – PHYSICAL EVALUATION BOARD (PEB) ADMINISTRATION ACTIONS

2.3.3. Notifies the PEBLO and MSC of the FPEB findings.

2.4. Provides the VA D-RAS rating reconsideration decision to the PEB within 3 days of receiving the decision.

2.5. Enters or updates the case data required in Enclosure 3 in the DES Pilot tracking tool within 3 days of the data becoming available.

3. Consult Enclosure 27 for responsibilities regarding TDRL Veteran cases.