



## Department of Veterans Affairs

CLAIMS INTAKE CENTER  
PO BOX 4444  
JANESVILLE WI 53547-4444

November 27, 2020

JOSEPH E FILSTRUP  
1321 BAIRD CT  
CONCORD CA 94518

In Reply Refer To:  
File Number:

361 52 8653  
J E FILST  
Payee 00

### We have received your claim

Thank you for submitting an application for VA benefits, which we received November 23, 2020.

Please note: If you are submitting a claim prior to your separation from active duty, the date above represents the day following your reported discharge from active duty, not the date you actually submitted your claim.

### No Action Needed at This Time

However, if we need additional evidence to support your claim, we will contact you.

### What's next?

If we need a medical professional to examine you to help us make a decision about your claim, we will work with you to schedule a VA exam, also called a compensation & pension (C&P) exam. The examination request could be sent to a Veterans Health Administration facility or to a contract vendor who will use various methods to contact you to schedule/confirm an appointment. The vendors you could expect to see correspondence from are; QTC Medical Services, Inc., Veterans Evaluation Services, Inc. (VES), and Logistics Health, Inc. (LHI). **Not all claims will need a VA claim exam.**

If you are submitting a claim through the Benefits Delivery at Discharge Program (BDD) please ensure you remain available for a VA exam for 45 days from the date your claim was submitted.

We will contact you by phone and/or letter to confirm the date, time, and location for your VA claim exam, if needed.

**Please keep your address and phone number updated with VA** so you receive our letters and phone calls about your claim.

### How long will it take to process my claim?

While every claim is different, it takes VA an average of three to four months to process a claim. For the most recent average-time estimate, please visit **[www.vets.gov/disability-benefits/apply-for-benefits](http://www.vets.gov/disability-benefits/apply-for-benefits)**. Processing times depend on the complexity of your claim, as well as the number of conditions you claimed.

### Contact Information:

[www.vets.gov](http://www.vets.gov)  
Phone: Please visit  
<https://www.vets.gov/facility-locator/> to find a number for your local benefits office  
National Call Center:  
1-800-827-1000  
To send questions online:  
visit <https://iris.custhelp.com/>  
Fax: 844-531-7818  
Fax from outside the US:  
248-524-4260

In all cases, please be sure to refer to your VA file number, 361 52 8653.

### Social Media:

Twitter: @VAVetBenefits  
Facebook:  
[www.facebook.com/VeteransBenefits](https://www.facebook.com/VeteransBenefits)

Prevent identity theft: Do not post personal information on social media sites

**N514441**

## Can my own doctor perform the VA claim exam(s)?

No. If we request a VA claim exam only a designated VA examiner may complete the exam. However, your private doctor may submit one or more Disability Benefits Questionnaires, or DBQs, as supporting evidence for the disabilities you claim. In some cases, if you submit a DBQ for a claimed disability you may not need a VA claim exam for that disability. For more information on DBQs please go to: [http://www.benefits.va.gov/COMPENSATION/dbq\\_disabilityexams.asp](http://www.benefits.va.gov/COMPENSATION/dbq_disabilityexams.asp).

## How do I track my claim?

You may track your claim at **www.eBenefits.va.gov**. When you set up a premium eBenefits account you can:

- Track the status of your claim or appeal
- Submit claims for benefits and upload documents directly to VA
- Request to add or change your dependents
- Update your contact and direct-deposit information, and view your payment history
- Request a Veterans Service Officer to represent you
- Obtain verification of military service, civil-service preference, or VA benefits

If, in the future, you need to file a disability compensation claim, we recommend that you file a Fully Developed Claim, or FDC, online through eBenefits. If you complete an electronic FDC, you may receive a faster claim decision than if you submit the claim by mail.

## What is a Fully Developed Claim?

We consider a claim “fully developed” if you provide all relevant and required documents with your application, and then certify that you have no more evidence to submit. That evidence does not include federal records and military medical files VA can get for you after you submit your claim. If you submit a DBQ filled out by your private medical provider or VA clinician with your FDC that may eliminate the need for one or more VA claim exams. However, we may still schedule a VA claim exam if we need more evidence for your claim.

## If you have questions or need assistance

If you have any questions or need assistance with this claim, please contact us:

- **For more information**, visit [www.vets.gov/disability-benefits](http://www.vets.gov/disability-benefits)
- **To send questions online**, visit <https://iris.custhelp.com/>
- **Fax:** 844-531-7818
- Fax from outside the US: 248-524-4260
- Telephone: Please visit <https://www.vets.gov/facility-locator/> for your local benefits office or call the national call center at 1-800-827-1000
- By mail:

**Department of Veterans Affairs**  
Claims Intake Center  
PO Box 4444  
Janesville, WI 53547-4444

In all cases, please refer to your **VA file number**, 361 52 8653.

Thank you for your service to our country, and thank you for allowing us to serve you.