

Department of Veterans Affairs (VA)

Compensation Service

Washington, D.C.

01/05/2021

Joseph Filstrup
1321 Baird Ct
Concord, CA 94518

In reply, refer to: PMR/346
File Number: 361528653
Filstrup, Joseph
SSN: 361528653

Dear Mr. Filstrup:

We are working on your claim. Based on your request, we have attempted to obtain medical records from a private provider on your behalf. We have not been able to obtain records from the following private provider(s):

- Dr. Megin Taher, Park Shadelands

In some cases, private providers are not responding due to unavoidable issues from the Novel Coronavirus (COVID-19) pandemic.

If you have already provided these records to VA, or if you would like your claim to proceed without these records, nothing further is needed. However, if you would like to request an extension and attempt to obtain these records, this letter provides information about requesting a good-cause extension based on issues related to COVID-19. VA will not issue a final decision on your claim for 15 days to allow for submission of an extension request.

COVID-19 Pandemic and Good Cause Extensions

Under 38 C.F.R. §§ 3.109(b) and 19.53, VA has the authority to grant time-limit extension requests, provided good cause is shown for the delay. We can allow you additional time to gather and submit these private medical records to us, but you must submit the request over the telephone or in writing. Once the request for extension is received no final action will be taken on your claim until the evidence is submitted or the requested extension period concludes.

As there is no specific form requirement for requesting good-cause extensions of time limits, we will accept COVID-19 pandemic-related extension requests on any form or written documentation or, via telephone contact, at 1-800-827-1000.

Please reference the attached enclosure **Where to Send Your Written Correspondence** for more detailed information.

We look forward to resolving your claim in a fair and timely manner.

Sincerely,

Executive Director,
Compensation Service

Enclosure: Where to Send Your Written Correspondence

Where to Send Your Written Correspondence

The time it takes your response to reach VA affects how long it takes us to process your claim. We recommend responding electronically whenever possible. Only claimants or representatives can upload responses electronically currently. If you are not a claimant or representative, we recommend faxing so VA can receive your responses without wasting the time and money required to mail your documents.

The **fastest** way to respond to VA is to upload your response electronically through VA.gov.

Visit <https://www.va.gov> and under **Disability** click “Upload evidence to support your claim”

VA.gov provides one easy location to upload correspondence as well as learn about filing claims, check claim status, find out how much money you have left to pay for school or training, or refill prescriptions and communicate with your health care team among many items.

If you need to fax or mail your correspondence, identify the benefit type; then, use the corresponding fax number or mailing address below:

Faxing:

<u>Compensation Claims</u> Toll Free: 1-844-531-7818	<u>Pension & Survivors Benefit Claims</u> Toll Free: 1-844-655-1604
<u>Board of Veterans’ Appeals</u> Toll Free: 1-844-678-8979	<u>Fiduciary</u> Toll Free: 1-888-581-6826

Mailing Addresses:

<u>Compensation Claims</u> Department of Veterans Affairs Evidence Intake Center P.O. Box 4444 Janesville, WI 53547-4444	<u>Pension & Survivors Benefit Claims</u> Department of Veterans Affairs Pension Claims Intake Center P.O. Box 5365 Janesville, WI 53547-5365
<u>Board of Veterans’ Appeals</u> Department of Veterans Affairs Board of Veterans’ Appeals P.O. Box 27063 Washington, DC 20038	<u>Fiduciary</u> Department of Veterans Affairs Fiduciary Intake Center P.O. Box 5211 Janesville, WI 53547-5211

These addresses serve all United States and foreign locations.



You can also send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. For more information, visit www.veteranscrisisline.net