

Instructional Packet for Veterans Evaluation Services (Compensation and Pension 3rd Party Outsourcing)

On October 1st, 2016, the VA began to contract out Compensation and Pension Exams. What this means is that Veterans will be getting either a phone call or an e-mail notification of their Compensation and Pension Exams. An example of the email is below. Per below, Veterans are being warned that these e-mails are often flagged as junk mail and routed to spam folders.

EXAMPLE E-MAIL

This is a test email from Veterans Evaluation Services. In order to send you correspondence via email, we ask that you reply to this test page once it is received. Attached in this email you will find our Notice of Privacy Practices and frequently asked questions. Please let us know if you were able to open the attachment. This is important because your appointments will be sent to you as an attachment via email. The next email you receive will be from the VES email address 'AppointmentNotification@vesservices.com'. Emails from this address are occasionally flagged as 'junk mail' and routed to your spam folder. Please be sure to check your spam folder frequently so this important information is not overlooked.

Respectfully,

Yadira Martinez
Contact Center Agent
Veteran Communications Department
Veterans Evaluation Services (VES)
Toll Free: **1-877-637-8387 ext. 5539**
<http://www.vesservices.com>

Things you should know about 3rd Party Compensation and Pension Outsource Exams:

- **If the 3rd Party calls three times and is unable to get ahold of the Veteran, they will cancel the Compensation and Pension Exam. It is important that you return these phone calls.**
- Some of the 3rd Party Doctors are traveling physicians so they will rent a room at another facility to meet with the Veteran.
Ex: Let's say the Veteran has a knee problem, they may be schedule the Compensation and Pension Exam at a local chiropractic office to be seen for the disability even though the matter has nothing to do with a chiropractor.
- The Veteran has the right to refuse using a 3rd party contracted office. All they have to do is call their local C&P VA Facility and tell them that they want to go directly through the VA
- The Veteran will receive a packet from the Veterans Evaluation Service (VES). This packet contains a form. The Veteran **SHOULD NOT** need to fill this form out. **See Pg. 3 of the attachment.**



DATE : 10/20/2016

VES #:

Veterans Evaluation Services (VES) is currently working with the VA to assist in addressing the backlog of veterans requiring compensation and/or pension evaluations. A request was sent to us by the VA to handle your compensation/pension exams, and an appointment has been scheduled for you at the following time and location (map enclosed):

APPOINTMENT INFORMATION

Exam Date: 10/27/2016

Exam Time: 12:00 PM

Provider: STACEY SOELDNER, PsyD

Location: 1010 MARITIME DRIVE, SUITE 200, MANITOWOC, WI 54220

VES is working to complete your exam(s) on an expedited basis. The results of your exam(s) are a critical component in determining your eligibility for VA disability compensation and/or pension benefits. Therefore, it is imperative you attend your exams as scheduled.

If you have not already received a call or voicemail from VES in regards to your exam(s), this indicates there is not an up-to-date contact number for you on file and you will need to contact us as soon as possible to confirm your scheduled appointment. Please contact us toll-free at 1-877-637-8387. For security purposes, you will be asked to verify the last four digits of your social security number.

Scheduling of your exam(s) is in strict adherence to VA guidelines and you have been scheduled with the nearest VA approved examiner at the soonest available date and time in order to expedite the exam portion of your claims process. You may also soon be scheduled for tests, laboratory procedures, and/or x-rays on the same day or on multiple days. Please take note of the following in regards to your scheduled appointment(s), and read the frequently asked questions (FAQs) enclosed.

- Your appointment is NOT scheduled at a VA facility.
- Please bring a photo ID to your evaluation.
- Please bring a list of all medications you currently take that are related to your claim, as well as the dosage and how often they are taken.
- It is not necessary to bring your medical records to your exam; however, if you have had diagnostic tests related to your claim completed within the last 12 months, please contact our call center at 1-877-637-8387 to ensure those results are submitted to your examiner expeditiously.
- **Please contact VES to confirm your exam. You can do this via our website at www.vesservices.com by clicking the Contact – Veteran Contact tab, or by calling 1-877-637-8387.**

APPOINTMENT LOCATION

Riverhill Psychological Associates, S.C.
1010 Maritime Drive, Suite 200
Manitowoc, WI 54220



NOTICE OF PRIVACY PRACTICES AND FREQUENTLY ASKED QUESTIONS

The evaluation services provided by Veterans Evaluation Services (VES) are covered under the Privacy Rule of Health Insurance Portability and Accountability Act (HIPAA). Your claim-related medical information is received directly from the VA and is shared only with the C&P medical examiners. VES is merely the temporary custodian of this information, and therefore it can only be released back to the VA. Should you require any of your own medical information, or wish to obtain a copy of your exam report, please contact the VA at 1-800-827-1000.

Why isn't the VA handling my exams? How do I know this communication is legitimate?

Veterans Evaluation Services (VES) is a Veteran owned and operated service company contracted by the Veterans Administration to assist in addressing the backlog of Veterans requiring compensation and/or pension evaluations. VES is currently authorized under contracts VA791-P-0108 and VA798-13-D-0002 respectively.

Am I required to pay for any appointments?

No. All providers and diagnostic facilities work directly with VES. You should never pay for any part of your VES examination or diagnostic testing, nor should you provide your private insurance information to an examiner or diagnostic facility scheduled through VES. If you receive a bill or are asked to pay for an examination or diagnostic test related to your VES evaluation, please contact VES immediately at 1-877-637-8387.

Why do I have to travel so far? Surely there's a doctor/facility closer to me.

It is very important to remember that you are not being evaluated for the purpose of treatment. Under the rules and regulations of the Veterans Administration, providers must be trained and approved through the VA before being allowed to perform Compensation and Pension examinations. Therefore, while the location of your exam or diagnostic appointment is determined by your address, the availability of recognized qualified examiners in your immediate area may necessitate scheduling you outside of your city of residence. Travel reimbursement will be provided per VA guidelines.

Why was I scheduled without being consulted first?

Per VA guidelines, multiple attempts are made to contact you before scheduling your appointment. Due to the necessity of expediting your exam process, if contact is not made within a reasonable amount of time, your appointments will be scheduled according to provider availability.

Why wasn't I scheduled on a day I said I was available? Can I reschedule my appointment?

Please note that while we do our very best to accommodate your schedule, VES cannot guarantee the availability of your preferred timeframes. In order to meet VA requirements, VES may have to assign an alternative examination time. While a reschedule is usually possible, please keep in mind that it is unlikely your preference is available if it was not given to you initially.

Why are my diagnostic test scheduled after my exam?

Your diagnostic tests are handled per VA guidelines and must be scheduled after your general medical exam. The examining physician will have access to these results and they will be included in your report.



Veterans Evaluation Services

ph: 1.877.637.VETS (8387) vesservices.com

CONFIDENTIAL

Page 1: VA Compensation and Pension History Form

Name: _____

Instructions: Please complete these questions to the best of your ability and bring them with you to your VES C&P evaluation.

1. Dates of Military Service: _____

2. Briefly describe how the claimed condition(s) occurred:

3. Briefly describe when you began having symptoms:

4. Briefly describe your current symptoms:

Have the symptoms gotten worse or better since the onset of the condition(s)? Worse Better Other
Please explain:

Please continue on the back of this page as needed.

CONFIDENTIAL

Page 2: VA Compensation and Pension History Form

Name: _____

Instructions: Please complete these questions to the best of your ability and bring them with you to your VES C&P evaluation.

5. Please list any current treatment or medications related to your claim: None

Current Medications	How much? (Dosage)	How Often? (Frequency)	Response to Treatment	Side Effects of Treatment

6. List any history of hospitalizations/ surgery related to your claim: None

Type of Surgery	Surgery Facility	Date of Surgery (please estimate if possible)	Reason for Surgery

7. Have you had any previous tests performed related to your claim(s) that haven't been shared with VA, such as an x-ray, MRI, or lab? None

If possible, please fax any related diagnostic results to our confidential fax line: 832-320-3910

Please continue on the back of this page as needed.