

Subject: Improving the VA Claim Exam Experience

Importance: High

The U.S. Department of Veterans Affairs (VA) is currently undertaking major efforts to improve the Veteran experience during the VA claim exam, also known as the compensation and pension (C&P) exam. VA conducts C&P exams when additional medical evidence is needed to help make determinations on disability claims.

As part of our efforts, VA will begin a national marketing campaign July 25, 2016 that will last approximately 11 months. Our objective is to educate Veterans about and prepare Veterans for their upcoming VA claim exams, as yet another step towards achieving our goal of improving their experience. VA will engage Veterans through multiple communication channels including direct emails, public service announcements, videos, digital marketing, and community and partnership engagement throughout the campaign.

The campaign will direct Veterans, Service members and their families to the VA C&P exam webpage: www.benefits.va.gov/compensation/claimexam.asp. At this time, the webpage features the C&P exam overview video and informational materials about the process.

We hope to help support and connect Veterans and Service members with the benefits they have earned, many at great sacrifice, to improve their health, wellbeing and experience with VA.