



DIGITS-TO-DIGITS FACT SHEET

Digits-to-Digits (D2D) service allows Veteran Service Organizations (VSOs) to submit electronic Veteran claims from their Claims Management System (CMS) directly into the Veterans Benefits Management System (VBMS).

D2D allows a VSO to submit a Veteran's benefit application package from their CMS into the Veteran's eFolder in VBMS. D2D represents a critical step towards enhancing and developing trusted partnerships. This partnership will drive improved service to Veterans as well as improve the VA's ability to deliver seamless and integrated support to Veterans and their VSO partners.

To access the D2D Service

The D2D service is accessible through a VSO's Claim's Management System (CMS). The service is designed for use by a VSO who

- is accredited with the VA Office of General Counsel, or who has a POA partner who is accredited to submit claims to VA,
- has a CMS configured and tested in accordance with D2D's technical specifications, and
- has access to Veterans Benefits Management System (VBMS).

To onboard into the D2D service, VSOs will

- sign a Memorandum of Understanding,
- sign a Data Transfer Agreement, and
- complete a Customer Intake Survey

Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



U.S. Department
of Veterans Affairs

To use the D2D Service

The VSO completes the onboarding process with the assistance of the D2D Business Team. Upon completing the process, the VSOs' accredited representative with Power of Attorney (POA) will establish a claim and supporting documentation in VBMS. VSOs will use VBMS to confirm successful submission of POA requests, supported claim forms, and evidence.

The VSO may use the Stakeholder Enterprise Portal (SEP) web tool in conjunction with D2D to perform tasks, including to check claimant statuses. Together, D2D and SEP offers VSOs the full spectrum of the VA's Veterans claim management services.

Users are encouraged to submit Fully Developed Claims (FDCs) on behalf of Veterans and survivors. By filing a FDC, all supporting evidence is provided at once permitting VA to issue a decision faster. More information on the FDC process can be found at the following website: <http://www.benefits.va.gov/fdc/>.

To get more information about D2D

The Veteran Affairs Center for Innovation public-facing website (VACI) is driven by a strong commitment to a Veteran-centered approach to service delivery. This website contains business and technical documentation on the D2D services, and is the method of information exchange between D2D and its VSO partners. Please bookmark the site as it will be continuously updated: <http://www.innovation.va.gov/program-d2d.html>.

To participate ongoing in D2D

Because D2D Business Team values its VSO partners' input and suggestions in order to improve the D2D service, D2D offers two methods by which a VSO may provide ongoing input:

- Monthly and weekly online calls
- D2D mail box: D2D.VBACO@va.gov

To report system and service issues

D2D has developed a three-tiered process for VSOs to report system and service issues. The VSO should first report the issue to their vendor. If the VSO's vendor cannot resolve the issue, the vendor should follow the three-tier process stated below.

- Tier 1 Support: The vendor reports the issue to the National Service Desk (NSD).
- Tier 2 Support: Tier 2 evaluates the issue and determines its root cause within D2D services.*

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- Tier 3 Support: The VA internal technical teams resolve the issue.

* Vendors who do not have access to NSD may contact Jude Michel (MarieJude.Michel@va.gov) or Cheryl Brinkley (Chery.Brinkley@va.gov) directly.

To learn of system outages

D2D Business Team will email weekly system maintenance and, when applicable, unscheduled outage notifications to D2D VSO users.

