



DIGITS-TO-DIGITS FACT SHEET

The U.S. Department of Veterans Affairs (VA)'s Digits-to-Digits (D2D) service allows Veteran Service Organizations (VSOs) to submit electronic Veteran claims from their individual Claims Management Systems (CMS) directly into VA's Veterans Benefits Management System (VBMS).

More than 60 percent of VSOs utilize their own CMS portals; and now using D2D, they are able to directly submit a Veteran's disability claim and supporting documentation from their CMS into the Veteran's electronic folder within VBMS, decreasing the claim submission process to within 30 minutes. D2D represents a critical step toward enhancing and developing more meaningful partnerships with the VSO community as we band together to better serve Veterans, their families and Survivors.

To access the D2D Service

The D2D service is accessible for VSOs who are already accredited by VA's Office of General Counsel. (Search your accreditation here: <http://www.va.gov/ogc/apps/accreditation/index.asp>.) VSOs interested in accessing D2D must do the following with VA:

- Sign a Memorandum of Understanding.
- Sign a Data Transfer Agreement.
- Complete a Customer Intake Survey.
- Have a CMS configured and tested in accordance with D2D's technical specifications.

To learn more, contact the D2D staff at D2D.VBACO@va.gov.

To use the D2D Service

Once the VSO has successfully on-boarded with D2D, they will be able to act as an accredited representative with Power of Attorney and to establish and submit a Veteran's electronic claim and supporting documentation directly into VBMS.

The VSO may also use the Stakeholder Enterprise Portal (SEP) web tool in conjunction with D2D to check claimant statuses. Together, D2D and SEP offers VSOs the full spectrum of the VA's Veterans claims management services. To learn more about SEP, visit: <https://www.sep.va.gov/>

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

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. To learn more about FDCs, visit: <http://www.benefits.va.gov/fdc/>.

To get more information about D2D

Information about D2D can be found on the VA Center for Innovation (VACI) web site. The VACI web site contains business and technical resources on the D2D service, 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

VA values the input of our VSO partners. VSOs may provide input on how to better improve D2D services in two ways:

Participate in monthly and weekly online calls (To participate, please email D2D.VBACO@va.gov.)

Email input through the 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.

- Tier 1 Support: The VSO works directly with its CMS vendor.
- Tier 2 Support: The CMS vendor reports the issue to the VA's National Service Desk (NSD).
- Tier 3 Support: The VA internal technical teams resolve the issue.

To learn of system outages

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