



## PENSION AND FIDUCIARY SERVICE (21PF)



### VIRTUAL VA FAX DEPLOYMENT

## NEW FUNCTIONALITY WILL IMPROVE SERVICE

On July 14<sup>th</sup>, 2014, the Veterans Benefits Administration (VBA) will deploy new functionality to Virtual VA, the electronic document repository used by Pension Management Centers (PMCs). The new functionality will reduce the amount of time the PMCs spend processing incoming mail and make it easier for Veterans Service Officers to submit claims and supporting evidence by faxing documents directly into Virtual VA.

### IMPROVED SYSTEM

VBA is expanding the infrastructure associated with the Virtual VA fax system. The increased capacity will reduce the frequency of busy signals experienced by users when attempting to fax documents into Virtual VA.

In addition to the expanded capacity, Virtual VA users will now have the ability to fax documents **directly into a Veteran's electronic claims folder (eFolder)** using a system-generated coversheet. This new functionality will make the documents available for viewing much more quickly than the old system. The PMCs will be notified electronically when documents are uploaded, reducing the possibility of lost or misplaced claim documents.

A barcoded system-generated coversheet should be created for each document. Multiple documents may be submitted in one fax transmission; however, a faxed batch should be limited to one Veteran. If a Veteran has never had a Virtual VA eFolder created, submission of documents with a system-generated coversheet will create a new eFolder for the Veteran.

The ability to fax documents in to Virtual VA without a system-generated coversheet remains unchanged. Those documents will be reviewed and processed accordingly by PMC personnel.



## NEW VIRTUAL VA FAX NUMBERS BY PMC

The numbers below will be activated on July 14th, 2014.\*

PMC	VVA Fax Number
St. Paul	215-842-4420
Milwaukee	215-842-4430
Philadelphia	215-842-4410

\*Note: current Virtual VA fax numbers will be deactivated July 12th, 2014.

## ACCESS AND TRAINING

All Virtual VA users will be able to use the new cover sheet generator. To obtain access to Virtual VA, please contact the VA Information Security Officer (ISO) at the nearest VA Regional Office.

On July 14th, a training video will be available on the [Virtual VA homepage](#), under the “Virtual VA Training” link

For more information on the Virtual VA Fax inbound/outbound functionality, please also see the Virtual VA User Guide (section 5.8) found under Virtual VA Training.

## QUESTIONS

Any questions can be emailed to the Pension and Fiduciary Service Business Management mailbox ([VAVBAWAS/CO/Business Management](#)), Danny McCargar, Pension Analyst ([Daniel.McCargar@va.gov](mailto:Daniel.McCargar@va.gov)), or Katy McBurney, Compensation Service Business Analyst ([Katy.McBurney@va.gov](mailto:Katy.McBurney@va.gov)).