

SEP Connect

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CONNECTING PARTNERS IN SERVICE

CONNECTING VA WITH OUR PARTNERS IN SERVICE

[SEP Website](#)

[VBA](#)

[eBenefits](#)

[Vantage Point blog](#)



Fall 2014

The Stakeholder Enterprise Portal (SEP) is a secure web-based access point for VA's business partners. This portal helps Veterans Service Organizations (VSOs) and other external VA business partners represent Veterans more quickly, efficiently, and electronically.

Welcome to SEP, Attorneys and Claims Agents!



Welcome!

We are excited to announce that as part of the most recent update to SEP, we can now welcome accredited attorneys and claims agents as users of SEP! Access to SEP for this important group of stakeholders will improve VBA's ability to deliver the very best service to our Veterans, their families, and survivors.

Accredited attorneys and claims agents will have similar functionality as the current user group, Veteran Service Organization representatives. As we continue moving our electronic walls out, VA is leveraging the reach and efforts of its stakeholders and providing them with the tools and resources necessary to deliver the best service to Veterans.

Improvements Coming to Norton Symantec Credentialing

Beginning in late October, the Norton activation code, which is currently mailed via United States Postal Service (USPS) to users registering for SEP with Norton Symantec, will change to default to an email or text message being sent when email address or phone number are provided.



This change will allow for quicker and more efficient credentialing of SEP users as they no longer have to wait for the code to arrive via snail mail. In cases where the email or telephone number cannot be successfully linked to the address of the individual, the code will be sent via USPS.

Veterans are Now Notified of POA Decision*

VSO's asked and we listened! A new feature was deployed to SEP in late September 2014 that notifies Veterans of a decision on a Request for Power of Attorney. The way this works is when the Veteran requests Power of Attorney through eBenefits, the representative will see the request in the Representation Request Screen. Once a decision is made on the request, the Veteran will get a message in their eBenefits Message Center.

*This feature is available only to VSO representative users.

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SEP Resources

Questions related to SEP?

Call the SEP dedicated support line at 1-855-225-0709 or email vrmssep.vbaco@va.gov



SEP CONNECT FALL 2014

10 Things You Can Do in SEP

1. Apply for disability compensation benefits (21-526EZ with integrated PTSD 21-0781/0781a and application for increased compensation based on unemployability).
2. Apply for dependency benefits (21-686c/21-674).
3. Prepare and submit VA applications 21-4502 & 21-2680.
4. Manage Power of Attorney (POA) requests.*
5. View claim status.
6. Upload supporting documentation to pending claims.
7. View payment history or modifications.
8. Trace checks and direct deposits.
9. Access the VSO Work Queue which allows VSO representatives to access a list of pending applications based on specific search criteria.*
10. Access the dashboard which enables users to search for Veterans whom they have POA using additional search criteria.

*Currently VSO representative access only

Informational Videos as Resources Available on YouTube

The Department of Veterans Affairs YouTube channel is a great resource for VSOs, with videos on topics ranging from VA News, to those Still Serving as well as Veterans Benefits.

[Click here](#) for the VA YouTube channel

Coming Soon to eBenefits: Veteran Notification of Expiring Claims

With a system enhancement scheduled for late November 2014, Veterans will receive a notification in their eBenefits Message Center that they have a Compensation or Dependency claim expiring in 270, 180, 90, 60, 30 and 7 days.

This improvement is a result of feedback directly from VSOs. If you have a suggested system enhancement to eBenefits or SEP, please email:

vrmssep.vbaco@va.gov

Digits-to-Digits Enters Pilot Stage

The Digits-to-Digits (D2D) electronic claims submission solution will be made available to a limited number of pilot users beginning in October 2014. D2D is a resource for VSOs that have their own Claims Management Systems (CMS). D2D will allow VSOs to submit fully developed compensation claims directly into the VA system of record on behalf of Veterans. This machine-to-machine interaction allows VSOs to leverage the investments already made in their own CMS. The current pilot program will allow for technical teams to work out any issues that may arise and make improvements to the system before on-boarding a broader audience.

Features:

⇒ Digital form submission, no printing and mailing

⇒ VSOs can continue to leverage existing investments in Claims Management Software

⇒ Veterans will realize accelerated speed with which claims are filed, processed and rated on their behalf

D2D is a partner system to the Stakeholder Enterprise Portal (SEP). Users of D2D will register with SEP and use its functions such as viewing claim status, managing POA requests, viewing payment history/modifications and tracing checks and direct deposits.

The D2D pilot is expected to run through January 2015, and upon successful completion of the pilot, it will go into production status for all authorized users. For more information on D2D, please [click here](#) for the D2D website.