



Working a Claim with the Dale K. Graham Veterans Foundation

Why DKGVF?

- We specialize in evidence-based claims, referred to by the VA as a Fully Developed Claim (FDC). Fully Developed Claims provide the VA with all the evidence they need to make a decision on your claim. The key to a fully developed claim is showing the following for **each** disability you are wanting to get service-connected with the VA:
 1. An **In-Service Event** (that has caused a current medical condition)
 2. A **Current medical diagnosis** of the condition
 3. A **Nexus statement** (provided by a licensed provider (linking the In-Service Event to your current medical condition)
 4. A record showing the **chronic and continuous** nature of your disability since service
- As an Accredited Non-Profit Veterans Service Organization our dedicated team of volunteers strive to provide the finest assistance to all veterans desiring to file a disability claim with the VA. Please remember that we are helping you file a claim. **This is your VA claim**, not ours, and requires actions on your part to complete the claim. As experts in this process, we will assist you in the required VA procedures, identifying evidence needed to support your claim, and the preparation and submission of your claim packet. **You will be responsible for completing the required steps below.** Let's get started!

Failure to complete the process below could delay your claim with the Foundation:

1. **Finish the Intake Form** (Accessible online & in our Secure Computer Lab)
2. **Set an "Initial Assessment Appointment"** (This will be set by you after you complete the intake form and it is reviewed by a team member)
3. **Collect evidence to support your claim** (submit this evidence to us online in our secure portal or in-person in our Veterans Computer Lab)
4. **Set a "Claim Writing Appointment"** (This will be set by you after your evidence is reviewed by a team member)

If you do the above **4 steps** your claim will be processed in a timely and organized manner. These steps are explained further below:

1. The initial step: In what we call “Intake”, you will be asked to fill out an Intake form that provides the wide range of information we need to write your claim. This form can be completed:

- Online at www.dkgvf.org
- In our Secure Veterans Computer Lab

In addition, we will ask you to sign an Appointment of Veteran Service Organization as Claimant’s Representative form (VA form 21-22), along with an “Intent to File” form 21-0966. That form will start the award clock with the VA. We will also email you an invitation to join our internal message portal. Please accept the invitation. Other documentation we **MUST** have from you to get out of this initial step are:

- A copy of your DD214 in pdf format*
- If you have filed a claim(s) before, a copy of the VA decision letter with percentages that shows the reasons for any decisions that the VA made. (If you do not have a copy of your previous decision letters or rating breakdown, you can call the VA at 800-827-1000 and request a copy)
- If you have already submitted an Intent to File form, a copy of the letter you get from the VA acknowledging receipt of the form. Note: Intent to File forms are only good for one year and/or one claim submission.
- Any pertinent medical record documentation supporting what disability you want us to help you claim.

*** PLEASE BE AWARE THAT ALL DOCUMENTATION YOU PROVIDE MUST BE SCANNED IN PDF FORMAT.**

The VA will NOT accept any other format (jpeg, png, Word, etc.). If you have a multi-page document, scan it in one file (not separate pages). In most cities, any library will scan documents for residents for free. Any non-pdf formatted document you provide us will be deleted.

After you have completed all the above, we will email you an appointment invitation for you to schedule an Initial Assessment Appointment with us at your convenience.

2. Initial Assessment Appointment (Triage): At this appointment (via phone or in person – your choice), a volunteer will go over a plan of action with you referencing your medical records, prior medical evidence, service-connected disabilities, branch of service, and job within. You will most likely be asked to obtain additional evidence to support your claim. During the triage appointment you will be provided with:

- A list of documents you need to obtain to support your claim
- A document collection form for you to use to submit the documents when obtained.
NOTE: Medical providers DO NOT send us copies of DBQs, you must submit them to us (in pdf format).
- A financial assistance form for you to submit to us if you can’t afford the cost of obtaining additional medical evidence (if applicable).

Once the Triage appointment is complete, you will be placed in “Waiting on Evidence” status.

3. Waiting on Evidence: THE BALL IS NOW IN YOUR COURT. You will stay in this status until you provide the evidence we ask you to get in the Triage stage. If we don't get that evidence, your claim may not be filed. Common evidence needed to support a VA claim may be:

- Service Medical Treatment Records
- Civilian Medical Treatment Records
- Military Personnel Records
- Buddy Letters
- DBQs (Disability Benefits Questionnaires/ Independent Medical Opinions)

Once you have provided the evidence to us (in pdf format) your file will be placed in Claim Writing status, and you will be sent an appointment form allowing you to establish the date your claim will be written. It is **important to wait until you have all your evidence** before sending your files to us in the secure portal using the "Document Collection Form".

**Ways to submit documents to us that you have recently obtained:

- Document Collection Form (**Sent via email and Text** to clients after the initial assessment)
- Bring files into our Secure Veterans Computer Lab (1233 W Lindsey St, Norman Ok 73069)

4. Claim Writing Appointment: Once your files are all collected and placed in your file, a volunteer will invite you to set an appointment with us for your claim to be written. You will have the option to set an appointment in-person or by phone.

This appointment is the last step in completing your claim, missing it could delay the submission of your claim. At this appointment our volunteer will ask important questions about:

- Specific events that occurred in your military service
- Military and civilian medical treatment for a disability
- Severity and impact of these disabilities on your life

Once your claim is finished, it will go through one last step called "Checkout". A member of the checkout team will review the claim to ensure nothing has been overlooked or missed. The checkout team member will then send you a copy of the forms to review and sign.

Need help? If you have any questions, you are always welcome to visit our Norman office on 1233 W. Lindsey St. Norman, OK 73069. Our front desk is currently manned Monday through Thursday from 0900-1200. They can assist with basic questions, document scanning, and help with any questions you may have in our computer lab. You can also call us at 405-550-8806 during the above customer assistance hours.

Email: [Info@dalekgrahamveteransfoundation.org](mailto:info@dalekgrahamveteransfoundation.org)

Phone: 405-550-8806

Walk-in: Mon-Thur (9 am - 12 noon)

Office: 1233 W. Lindsey St, Norman, OK 73069