# Decision Tree: "Explore disability claim decision review options"

Actions for Initial Release based on Board/OAR Feedback Dec 2025 & OGC Feedback March 2026

Updated: 3/30/2026

**Key**

Question/ Page in Flow

**Question type**
- previous claim
- timeline
- condition
- new information
- personal preference

Frame #

**Note if Frame shares content with another logic point**
Link to Frame in Figma

Decision Review Endpoint: Board Appeal

Decision Review Endpoint: HLR

Decision Review Endpoint: Supplemental Claim

Decision Review Endpoint: CFI and Board Appeal

Decision Review Endpoint: CFI and HLR

Decision Review Endpoint: CFI and Supplemental Claim

Non Decision Review End point

Non Decision Review End point - Known Future Scope

In Scope for Initial Release

Stretch goal for Initial Release

Follow up with OGC:
- confirm no difference in reason for disagreement
- Board: Evidence - submission requirements

Follow up with Board:
- confirm timelines

VA makes decision on claim, sends automated decision letter

Veteran disagrees with VA Decision

1.0 — "Explore disability claim decision review options" introduction page

Start the Guide

1.1 — Have we sent you a decision on your claim yet?

Yes, I've received a decision for the issue I want to review.

1.2 — Was your claim decided less than a year ago?

Yes, My claim was decided less than a year ago.

1.3 — Is your claim contested?

Yes, My claim is contested.

1.3.A — Has it been fewer than 60 days since the date on your decision?

No, It's been more than 60 days.

1.3.B — OR may not be right for you. Other options:
- Requesting a change to how benefits are divided
- Seeking benefits related to a deceased Veteran

NOT LAUNCH BLOCKING
*Add "get additional guidance" section??*

Yes, It's been fewer than 60 days.

No, My claim is not contested.

2.0 — What type of claim or appeal decision do you disagree with?

**Initial claim**

**Claim for increase**

**Supplemental claim**

**Higher-Level Review**

**Board decision**

2.H.2 — Do you have new and relevant evidence?

Yes, I have new and relevant evidence to submit.

No, I don't have any new and relevant evidence.

2.H.2B — Do you want to have a hearing with a Veterans Law Judge?

Yes, I want a hearing with a Veterans Law Judge.

No, A Veterans Law Judge can review my claim and make a decision without a hearing.

Decision shouldn't limit the Veteran's choices

2.H.2A — Do you want to have a hearing with a Veterans Law Judge?

Yes, I want a hearing with a Veterans Law Judge.

No, A Veterans Law Judge can review my claim and make a decision without a hearing.

Board Appeal: **Evidence Submission** — If yes to 2.IS.1 and 2.IS.4, then: Option 2: Summary screen — **CFI and Board Appeal**

Board Appeal: **Hearing Request** — If yes to 2.IS.1 and 2.IS.4, then: Option 2: Summary screen — **CFI and Board Appeal**

Board Appeal: **Direct Review** — If yes to 2.IS.1 and 2.IS.4, then: Option 2: Summary screen — **CFI and Board Appeal**

1.1.A — Have you filed a disability claim for this condition?

Yes, I filed a claim for this condition.

1.1.C — CST Status: You can't request a review yet.

No, I haven't filed a claim for this condition yet.

1.1.B — Disability Compensation Claim: A decision review may not be available because you haven't filed an initial claim for this condition.

No, I haven't received a decision for the issue yet.

1.2.A — Has your service-connected condition gotten worse since you filed this claim?

Yes, VA said my condition is service connected.

1.2.A.1 — Did we decide that your condition is service connected?

No, My claim was decided over a year ago.

No, My service-connected condition hasn't gotten worse.

No, VA said my condition isn't service connected.

1.2.A.2 — Do you disagree with any part of our decision?

Yes, I disagree with part of the decision. (Disagree with decision AND Condition gotten worse - BOTH PATH)

No, I only want to report that my condition has gotten worse.

Yes, My service-connected condition has gotten worse.

2.IS.2 — Has your service connected condition gotten worse since you filed this claim?

Yes, VA said my condition is service connected.

2.IS.1 — Did we decide that your condition is service connected?

No, My service-connected condition hasn't gotten worse.

No, VA said my condition isn't service connected.

2.IS.3 — CFI: This may be a good fit because your condition has worsened since the decision on your initial claim. This could result in an increased award moving forward.

No, I only want to report that my condition has gotten worse.

2.IS.4 — Do you disagree with any part of our decision?

Yes, I disagree with part of the decision. (Disagree with decision AND Condition gotten worse - BOTH PATH)

[Set Option 2: **BOTH** Path CFI **AND** DR Summary Screen]

Continue

1.2.B — Are you requesting a review because of a change in law or policy?

Yes, I want a review because of a change in law or policy.

No, I want a review for a different reason.

1.2.C — Do you have new and relevant evidence?

Yes, I have new and relevant evidence to submit.

No, I don't have any new and relevant evidence.

1.2.D — CUE / May have options outside of Decision Reviews

2.IS.1A — Are you requesting a review because of a change in law or policy?

Yes, I want a review because of a change in law or policy.

No, I want a review for a different reason.

2.IS.1B — Do you have new and relevant evidence?

Yes, I have new and relevant evidence to submit.

No, I don't have any new and relevant evidence.

2.IS.1B.2 — Do you want to have a hearing with a Veterans Law Judge?

Yes, I want a hearing with a Veterans Law Judge.

No, I don't want a hearing.

2.IS.1B.3 — Do you want to have a hearing with a Veterans Law Judge?

Yes, I want a hearing with a Veterans Law Judge.

No, I don't want a hearing.

2.S.1 — Do you have new and relevant evidence?

Yes, I have new and relevant evidence to submit.

2.S.2 — Did you receive your decision within the last 120 days?

No, I don't have any new and relevant evidence.

Yes, I received my decision within the last 120 days.

2.S.4 — CUE / May have options outside of Decision Reviews

2.S.4.1 — CFI and CUE / May have options outside of Decision Reviews

2.S.3 — Court of Appeals for Veterans Claims

2.S.3.1 — CFI and Court of Appeals for Veterans Claims

HLR — If yes to 2.IS.1 and 2.IS.4, then: Option 2: Summary screen — **CFI and HLR**

Supplemental Claim — If yes to 2.IS.1 and 2.IS.4, then: Option 2: Summary screen — **CFI and Supplemental**

2.S.1.A — Supplemental Claim

2.S.1.B

Content: Change to "Has your service-connected condition gotten worse since our decision?"

Content: add "between individuals" to title and both yes & no radio buttons

PRODUCT ACTION: Add metric to assess user behavior here

"I don't think veterans will understand the question of whether this is a contested claim."

We saw no evidence of this in testing

Content: Make sure examples in list include effective date

Logic: Need to add questions along this path for evidence & for law/ policy. This may result in an additional endpoint.

Content: Replace "an initial claim for a condition that got" with "a claim for increase because my service-connected condition got"

Conditional logic to show CFI on 2.0 if this path

Add new question between 2.S.1 and 2.S.2 "Are you requesting a review because of a change in law or policy?" If yes, ??? If no, go to 2.S.2

NRE: Evaluate if there are instances where this applies & where to provide more information on this requirement

Content: Review inclusion of information on backdating Decision Review Guide content for legal policy review (OGC).docx

Action item: Review the content on the screen (Do you want to have a hearing with a VLJ?) & match the goal timeframe on the Summary screen (not suggest averages)

Board Appeal:Hearing - decide if exclusionary & whether to remove, include without or with exclusion, if impact summary screen

Decision shouldn't limit the Veteran's choices

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2) Content change to "Do you have additional evidence to submit or identify?" & For yes option add "I have additional evidence to submit." & For no option include "to submit or for VA to obtain." #129201

Additional Content Changes to Summary Cards:
- Decision Review Guide content for legal policy review (OGC).docx
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Additional Content changes to non-OR summary screens:
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**NOTE: Endpoints represent possible outcomes, but not ALL possible outcomes are shown in the tree. Refer to the wireframes.**