

Board of Veterans' Appeals Test Programs

The Board is implementing two test programs that will allow VA to make predictions regarding Veteran behavior, resource allocation, and timeliness in the new system.

BEAAM: The Board began a small-scale test program, the Board's Early Applicability of Appeals Modernization (BEAAM), on May 1, 2018. The Board and US Digital Service are partnering with Veterans' representatives to identify 50 Veterans who are dissatisfied with a recent claim decision. Participants will opt in by requesting review under the Rapid Appeals Modernization Program (RAMP) within VBA or choosing any of the three lanes at the Board under the Appeals Modernization Act (AMA). This program will allow the Board to collect preliminary data about Veteran choices and experiences, which will allow VA to construct models and tests that account for observed preferences and uncertainty.

BEAAM at a glance:

- PVA, CalVet, and NOVA are partnering with the Board to target approximately 50 Veterans who are dissatisfied with a recent claim decision
- Participants are drawn from Waco, Providence, and Los Angeles Regional Offices
- Participants opt in by requesting review under RAMP within VBA or with the Board under AMA
- BEAAM will rely on representatives to identify participants
- US Digital Service user research will collect data on Veteran preferences

Implementing RAMP: Currently, Veterans who receive a RAMP decision have the option of appealing to the Board by filing an Notice of Disagreement (NOD). In October 2018, the Board will begin adjudicating the first of these appeals in a phased implementation to test processes and technology. The Board will prioritize RAMP appeals in which the Veteran did not submit additional evidence or request a hearing and legacy appeals. Implementing RAMP will allow the Board to identify and address potential issues and risks relating to implementation of the new framework.

Implementing RAMP at a glance:

- Draw from RAMP participants who appeal by filing an NOD to the Board after receiving a RAMP decision
- Reduce risk by incrementally rolling out processes and technology in the months leading up to the February 14, 2019 effective date of the new law.
- Identify and address potential issues and risks relating to implementation of the new framework.

The phased approach to RAMP implementation and the small-scale test program will allow the Board to continue delivering decisions to legacy appellants at historic levels, while collecting valuable data about implementation of the new framework.