

# VA's Rapid Appeals Modernization Program (RAMP)

## What is RAMP?

RAMP allows Veterans to seek faster resolution of their disagreement with VA's decision on a disability compensation claim. Opting into RAMP means you can remove your appeal from the old, limited appeals process and enter the new, more efficient review process. In RAMP, you can choose between two new ways to have your disagreement reviewed: as a supplemental claim or via a higher-level review. VA will then provide you with a decision on your disagreement **in an average of 125 days**.





## VA Appeals Modernization

RAMP is part of VA's larger Appeals Modernization Program. On August 23, 2017, the President signed the Veterans Appeals Improvement and Modernization Act of 2017 (Appeals Modernization Act) into law, creating a new process that allows VA to improve the delivery of benefits and services to Veterans and their families.

The Appeals Modernization Act establishes a new review process for VA claims that is timely, transparent and fair. Although the new Appeals Modernization Act process does not go into effect until February 2019, VA is giving eligible Veterans the opportunity to participate in two of the new review lanes early through RAMP.




## Are you eligible for RAMP?

Veterans who have a disability compensation appeal pending in one of the following legacy appeal stages are able to opt into RAMP:

-  Notice of Disagreement (NOD)
-  Form 9, Appeal to Board of Veterans' Appeals
-  Certified to the Board (sent to the Board but not yet formally placed on its docket)
-  Remand from the Board to VBA

## Opting into RAMP

Now, any Veteran with an eligible disability compensation appeal may choose to opt into RAMP. To find out if your disability compensation appeal is in an eligible stage you can go to [www.vets.gov](http://www.vets.gov) and use the Appeals Status Tool. There are three ways you can opt into RAMP:

-  You may receive an invitation in the mail to opt into RAMP from VA.
-  You can visit VA's RAMP information page at: <http://benefits.va.gov/benefits/appeals-ramp.asp> and print out the RAMP form.
-  You can call VA at 1-800-827-1000 to have the forms mailed to you.

Once you have selected your RAMP review lane, sign and mail or fax the document back to VA.



## Which Review Lane is Right For You?

### Supplemental Claim Lane

- ✔ Select this option if you have additional evidence that is new and relevant to support granting your benefit claim.
- ✔ VA will assist you in gathering new and relevant evidence to support your claim.
- ✔ VA's review will include any new and relevant evidence submitted since we last decided your claim.

### Higher-Level Review Lane

- ✔ A higher-level review consists of an entirely new review of your claim by a senior claims adjudicator.
- ✔ Select this option if you have no additional evidence to submit in support of your claim, but you believe that there was an error in the initial decision.
- ✔ The higher-level reviewer will only consider evidence that was in VA's possession at the time you opt-in. You and/or your representative will NOT be able to add new evidence during this process.
- ✔ VA cannot assist you in developing additional evidence. However, if the higher-level reviewer discovers an error in VA's duty to assist in the prior decision your claim will return to initial decision makers for additional processing to correct the error.
- ✔ You or your representative can request an optional, one-time, informal telephone conference with the higher-level reviewer to identify specific errors in the case. However, requesting an informal conference may cause a delay in the processing of your higher-level review.

No matter which RAMP review lane you choose, VA's goal is to get you a decision on your disagreement **within 125 days**.

Note: If you have multiple appeals that you're opting into RAMP, they must all initially be reviewed under the same lane.

### What If You Disagree with a RAMP Decision?

If you disagree with a decision you received from RAMP, you can choose to have your claim reviewed again either as a higher-level review or as a supplemental claim. Choosing one review option initially does not prevent you from choosing another review option after you've received an initial decision in RAMP. For example, if you initially choose the Higher-Level Review Lane and disagree with VA's decision from that review, you can then choose the Supplemental Claim Lane to add new and relevant evidence to support your claim.

Alternatively, you may choose to file an NOD directly to the Board.

## For More Information

To learn more about RAMP, go to: <http://benefits.va.gov/benefits/appeals-ramp.asp>.

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