



# VA Resumes Compensation and Pension Exams

## HERE'S WHAT YOU SHOULD EXPECT AT YOUR VA CLAIM EXAM

-  **What should I know about my C&P exam?**
  - VA will be conducting in-person C&P exams, also known as a VA claim exam, at select locations throughout the country.
-  **How VA will contact you:**
  - If you require an exam, you'll be contacted by a VA contract medical examination provider to schedule an appointment.
  - You will receive a letter by mail with the date and time of your exam or a phone call to find a time that works for you.
  - After receiving your letter or phone call, you should call the number provided to confirm the time and location of your exam.
-  **How will C&P exams be different during the COVID-19 pandemic:**
  - VA is working closely with its medical providers to ensure the safety of Veterans and providers remains a top priority.
  - Safety measures include COVID-19 screening for Veterans and employees, physical distancing, and appropriate personal protective equipment to include face coverings and gloves.
-  **What if I can't attend the in-person exam during COVID-19?**
  - No claim will be denied, and no final action will be taken until an in-person exam can be safely completed.
-  **What should I expect at my VA claim exam?**

**The doctor may:**

  - Review your claim file with you.
  - Perform a limited physical exam.
  - Ask you questions based on the medical records in your claim file.
  - Ask you to get other tests if needed.
-  **What happens after my exam?**
  - VA will review all the evidence in your file, assign your disability rating, and send you a decision notice.
  - Each claim is different, but it usually takes 3 to 4 months to process a claim from start to finish.
-  **I can't make my exam as currently scheduled. What do I do?**
  - If you can't make it to your appointment, you can reschedule by contacting your nearest VA regional office or calling 1-800-827-1000.
-  **How do I know if a legitimate VA representative contacted me?**
  - If you feel you may have been improperly contacted or would like to confirm the legitimacy of the C&P exam, please call us at 1-800-827-1000 or contact your nearest VA regional office.

