



VETERANS EVALUATION SERVICES

A Maximus Company

VES C&P exam overview

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Agenda

1. Introductions
2. About Maximus and Veterans Evaluations Services (VES)
3. Compensation & Pension (C&P) Examination Overview
4. Q&A Session

maximus

- Acquired VES in May of 2021
- Largest provider of government-sponsored benefit appeal programs in the U.S.
- Over 40 years of experience supporting the Government and communities with critical health and Veteran's care programs
- Headquartered in Tysons Corner, Virginia (Metro DC)



**VETERANS
EVALUATION
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- Founded by a Veteran as MES Solutions in 1978
- Assisting the V.A. since 2008 with medical disability exams for active-duty service members and Veterans around the world
- Headquartered in Houston, Texas



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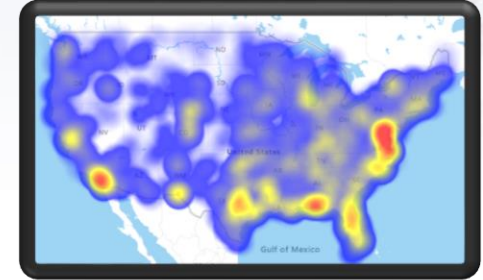
VES Overview

- **1 million** Veterans served in 2022 & 2023
- **20, 000 exams** delivered on average each week
- **6,500+** global network of clinicians
- **In all 50 states, D.C, and the five US Territories, plus over 40 countries around the world, and on four military bases.**
- **3,000+ locations** in the U.S including **42 VES clinics** and **4 mobile units**
- **800+** international locations
- **94% satisfaction rating** from Veterans about their exam experience



Supporting Equitable Access to Professionally Trained Clinicians

- Efforts are made to balance timeliness with convenience to Veterans and Service Members
- A clinician travel team and 4 mobile units deploy to decrease Vet mileage in remote areas
- Locations with higher average mileage are a focal point for clinician recruiting efforts
- 140+ intakes in local communities and 8 **RCMs** in the field to ensure a positive Vet experience, give VES local knowledge, and assist providers.
- VES is always hiring around the country!



Recent heat map of exam locations and volume



How We Support the Veterans and Transitioning Service Member Experience via our unique Veteran Liaison Team



VES Veteran Liaisons

Our Veteran Liaisons have firsthand experience with military culture and the unique needs of Veterans and transitioning service members because they are all Veterans themselves.

We want all of your feedback! Use the independent feedback cards. Phone, web, and email available. ASK FOR THE LIAISON TEAM!

What Happens During a C&P Exam?



Reviewing Your File

- In most cases the provider will review your full medical claim file either before or after the appointment.
- Your file is also reviewed before and after as additional diagnostic testing may be ordered.



Physical Assessment

- The provider will ask a series of questions and provide observations based on your conditions to assist in completing the DBQ for that claim.
- As least as likely as not is a phrase you might hear or see (tie goes to the Veteran)
- The physician will use the information to complete your C&P exam DBQs to submit to the VA. VES QCs every report.



Length of the Exam

- C&P exams vary in length from 15 minutes for a basic scar exam or up to an entire day based on claimed conditions.

What Happens After the Exam?

- **The physician prepares a report** that includes information on your medical history, current symptoms, and severity of symptoms along with a professional opinion about your disability and whether it is or is not service related.
- VA Quality Analysts QC Review every single report
- **The report and any testing is submitted to the VA Regional Office** where the claim is then processed and rated by VA.
- **The VA reviews all the evidence** and assigns a VA assignability rating.
- **It is VA staff (often an RVSR) at the VA Regional Office that makes the determination about your eligibility for disability benefits** – not VES nor the VES physician.
- The C&P exam is a key piece of data in the decision-making process, though the RVSR bases the decision on all evidence submitted for a claim so other records could be reviewed by VA as part of the process.
- VA is the sole legal custodian of records, not contractors. (Some diagnostics are given if a critical finding occurs.)



Some FAQs from the convention this week:

- Why can't you use my doctor down the street?
- Why can't you look at all the files and reports I brought to my exam?
- When will I get my travel pay?
- Why didn't I get my hearing aid at my exam?
- Why am I not seeing a specialist?
- Why can't you look at my insert-body-part-here claim also?
- Can you use my recent X-ray/MRI/Just had done?
- How do I get a copy of my exam? (Hint-only from VA)
- Is the exam really on a Saturday/Sunday?
- Do you provide transportation (SMOT)?
- The doctor is not at the location anymore/Travel docs/Portability act?

Learn more, visit: www.VES.com

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Thank you for your time and service!

