

Tyler's Veteran's Benefits (TVB) Quick Reference Guide

Generating a Claim in TVB

The screenshot displays the TVB user interface for John Deere. At the top, the user's name 'John Deere' and 'Veteran Number: VET-VB-00000015' are shown. Below this is a blue header bar with fields for 'Veteran Status: Active', 'DOB:', 'VA File Number: 12389754', 'SSN: xxx-xx-9754', 'Age:', 'POA:', and 'Combined Disability %:'. On the left, a sidebar lists contact information: Email (Runslikeadeer@gmail.com), Mobile phone (336-867-5309), Evening phone (336-867-5309), Daytime phone (336-867-5309), Address (220 Riddle Circle, Advance, SC 27284), and SSN (xxx-xx-9754). The main area features a 3x3 grid of tiles: 'Add Note', 'Add Vet Comm', 'New Claim', 'View Notes', 'View Comm Log', 'View Claims', 'Documents', 'Ratings', and 'Awards'. The 'New Claim' tile is highlighted with a blue border and contains the text 'Create New Claim'. To the right of the grid is a 'VA Benefits Claims' section with a 'Login' button.

Step 1. From the veteran folder click the “**New Claim**” Tile. This will take the user to the New Claim page

Step 2. From here select the required field of ***Claim Type*** usually this will be **Compensation**. The other 2 required fields automatically populate.

Step 3. Click Save which will create the **Claim Folder**.

Step 4. The first page of the Claim Folder is the splash page and contains tiles to different pages within the Claim Folder. The Generate Form tile allows users to generate forms in TVB with the bottom four 4 tiles generating common VA forms such as **21-22**, **21-0966**, **21-526EZ** and **21-4138**



Step 5. To view all information within the Claim Folder, click the blue button titled Edit Claim.

The screenshot shows the TVB Claim interface. At the top, a breadcrumb trail reads: Tracking Inbox / Veteran (VET-VB-00000015) / Claim Listing / Claim (CL-00020). Below this, the 'Claim' section displays the veteran's name 'John Deere' and various identifiers: Veteran Number: VET-VB-00000015, Claim Type: Compensation, Claim Number: CL-00020, and Claim Status: Act. A blue button with a pencil icon is labeled 'Edit Claim'. Below the header, there are several tiles for managing the claim: Ratings (View Claim Ratings), Awards (View Claim Awards), Appeals (View Appeals), Claim Packages (View Claim Packages), Claim Documents (Claim Documents), Generate Form (Generate Any Form), Submit to VA (Benefits Intake), and four tiles for generating forms (21-22, 21-0966, 21-526EZ, 21-4138). Two yellow arrows point to the breadcrumb trail and the 'Edit Claim' button.

Step 6. To return to the Veteran's splash page or the Claim's Splash page click on the Veteran or Claim number in the **TVB Breadcrumb Trail** located at the top left of the screen.

Special Notes:

- The **Submit to VA** Tile will send items selected directly to VA without the ability to review it previously.
- The traditional method of submitting claims through the **Claim Package** is still available and can be accessed by clicking on the blue **Edit Claim** Button
- When generating forms TVB has the option to **REMOTE SIGN** which will send an email to the veteran with a link to the forms page in TVB. The user will have access to sign the form and TVB will capture the signature.
- Selecting **View Claims** shows all previous claims submitted; clicking to view the claim opens a new separate TVB web tabs for the claim to be viewed. **Be cautious of multiple open TVB tabs**