



ARMY MEDICINE
Bringing Value...Inspiring Trust

Integrated Disability Evaluation System (IDES)

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Healthcare System

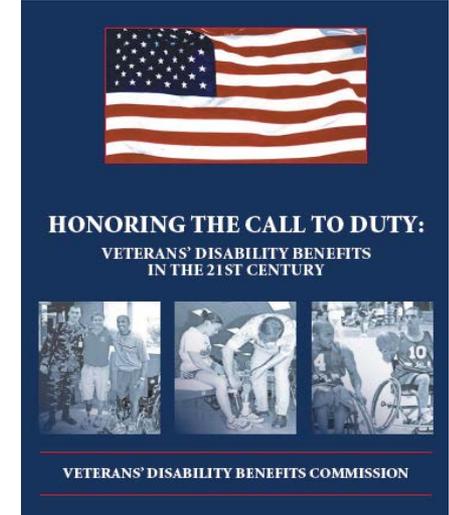
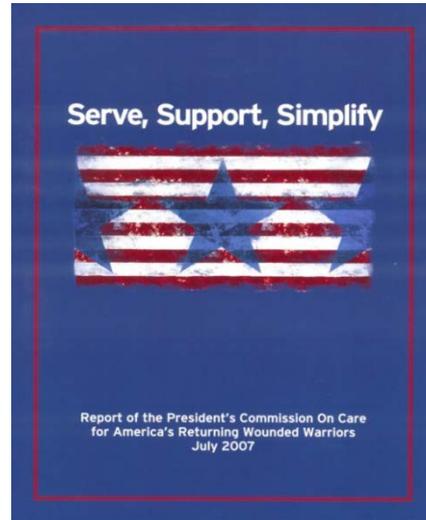
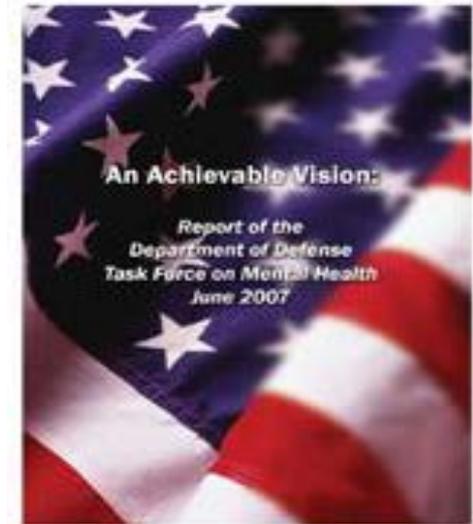
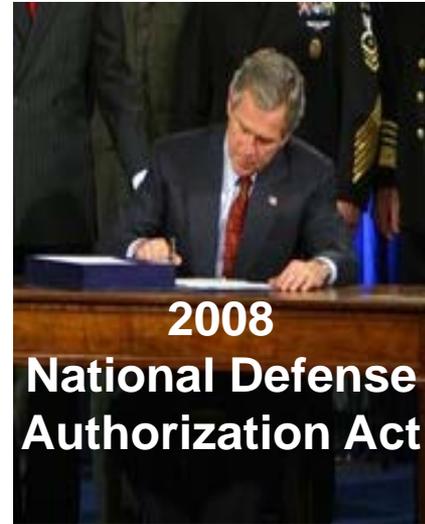
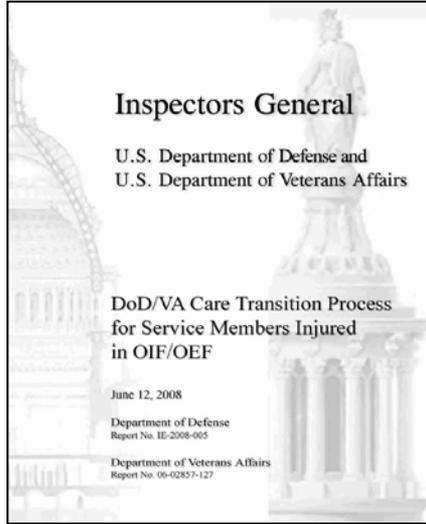
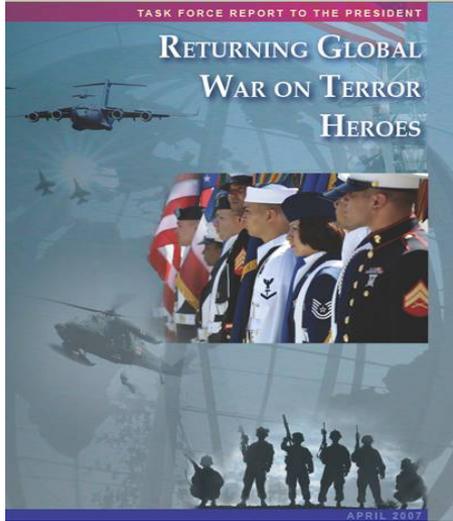
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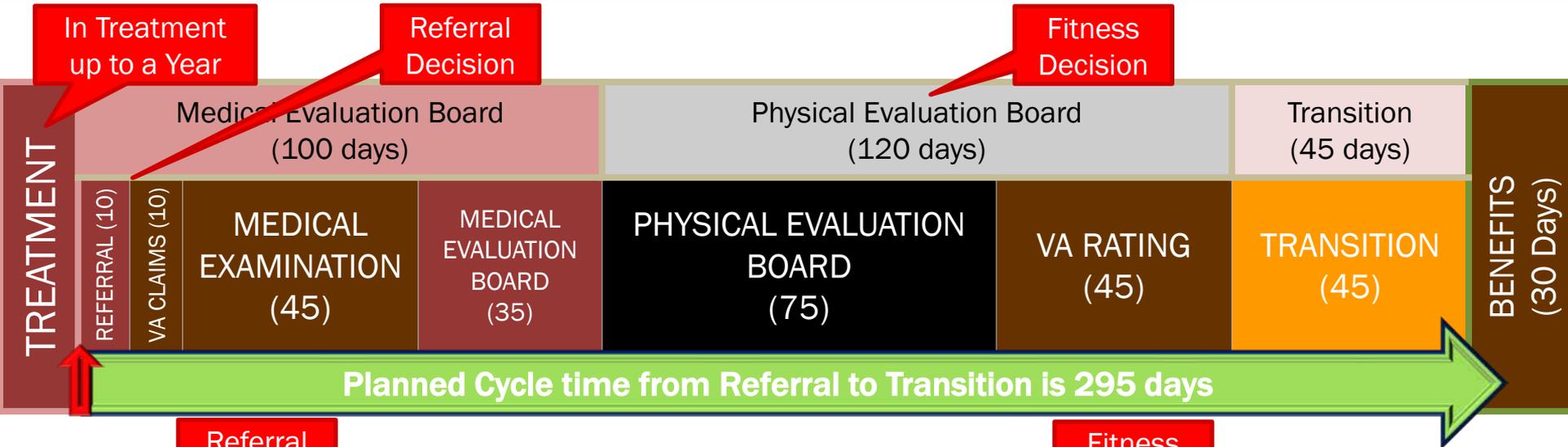
- Provide each Soldier with quality medical care and case management as they negotiate the IDES process in an efficient and expeditious manner.
- Provide each Soldier and Family with all available information to help them make informed decisions throughout the MEB/PEB process; and access to an Independent Provider Review and Legal Counsel.
- Efficient and expeditious processing minimizing unnecessary delays in processing to affect a speedy RTD or Transition to life as a Veteran.







IDES Process by Stage



Referral Decision

Fitness Decision



Service member in treatment up to a year

Clinician identifies condition that may render SM unfit for duty / Refers into DES

PEBLO counsels SM on the DES

VA counsels SM on benefits / SM identifies additional conditions / schedules exams

VA examines all conditions

MEB identifies all conditions that may make SM unfit for duty

PEB identifies conditions make the SM unfit

If unfit, VA rates unfitting as well as all other Service Connected conditions

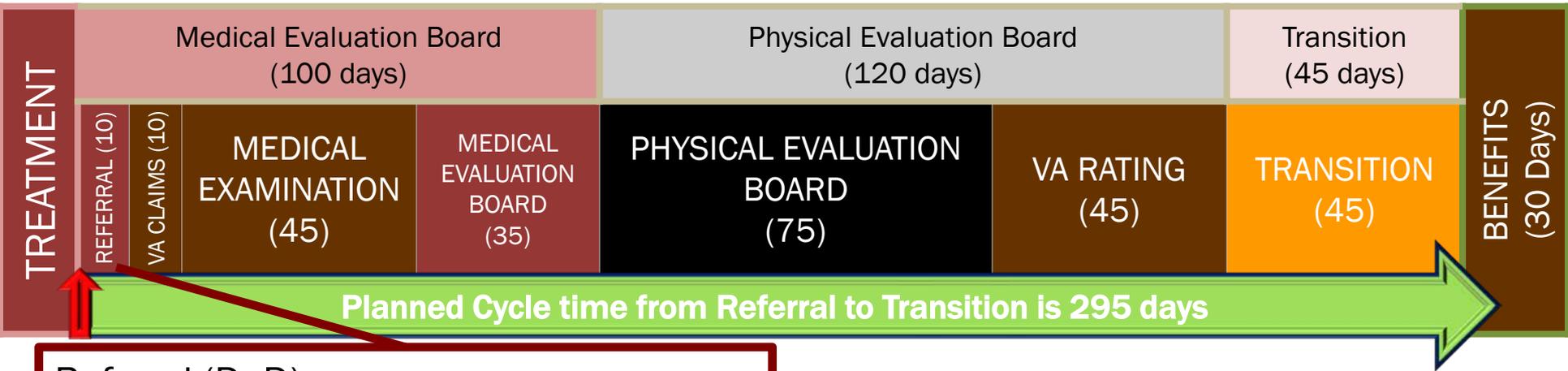
PEB uses VA rating for unfitting conditions to determine Service benefits

SM receives DoD and VA benefits shortly after discharge

Two ratings: one for unfitting conditions; one for all Service Connected conditions



Referral Stage (DoD)



Referral (DoD)

DoD Goal: 10 days

Fort Hood APT: 16 days

cases pending in this phase: 138



Clinician identifies condition that may render SM unfit for duty /Refers into IDES



SM attends IDES Brief

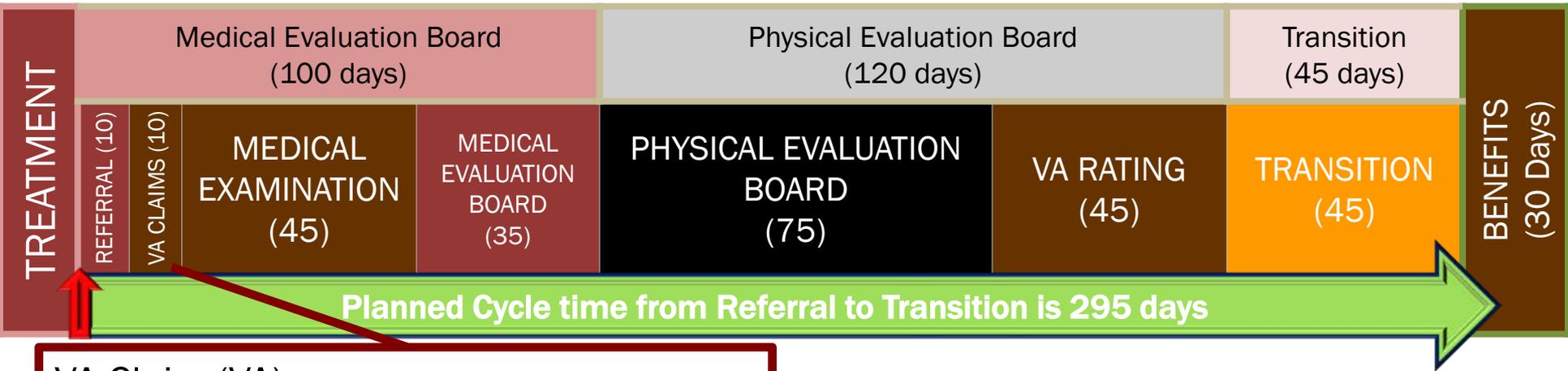


PEBLO counsels SM on IDES/ Assists SM in completing VA Claim form (Part I)



PEBLO transfers case to VA MSC

Service member is referred in to IDES. SM is contacted by MEB/DES Clinic Admin staff to complete demographic info and obtain IDES Brief appointment slip. SM attends IDES Brief. HREC copies are requested and obtained. Case is then assigned to PEBLO. PEBLO has initial meet & greet with SM, answers questions, and prepares initial portion of VA Claim form. PEBLO then transfers case (VA claim form, referral info and copy of HREC) to VA MSC. Major delays may include inability to obtain HREC, SM on leave, and/or entrance exam not available



VA Claim (VA)
 DoD Goal: 10 days
 Fort Hood APT: 5 days
 # cases pending in this phase: 20



PEBLO transfers case to VA MSC

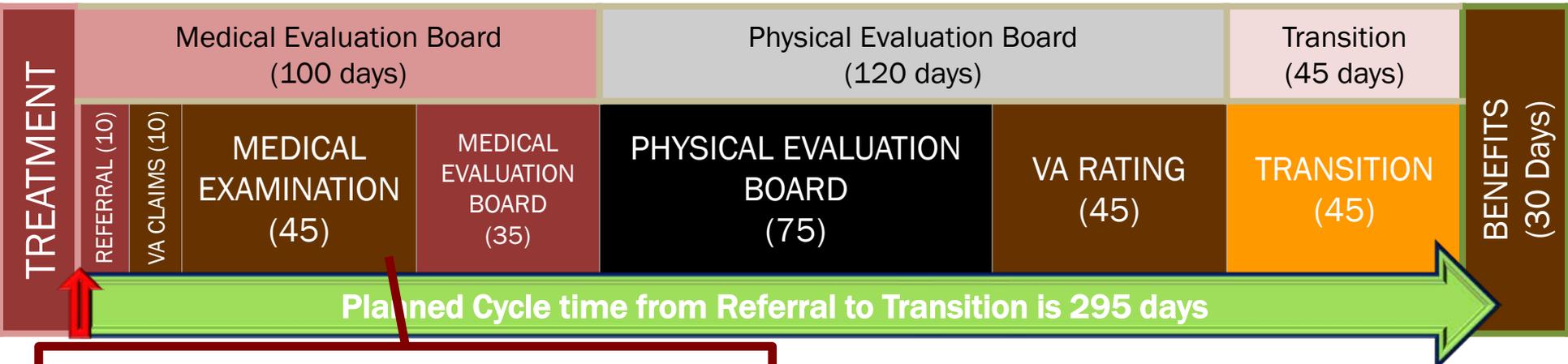


MSC interviews SM & assists in completing VA Claim



MSC requests medical evaluation

MSC receives packet from PEBLO and schedules meet and greet. MSC completes claim form to include referred and claimed conditions and coordinates with VHA to schedule C&P exam appointments based on all conditions (referred and claimed). Possible delays may include SM not available and incomplete HREC.



Medical Examination (VA)
 DoD Goal: 45 days
 Fort Hood APT: 44 days
 # cases pending in this phase: 330



MSC requests medical evaluation



VA examines all conditions (referred & claimed)

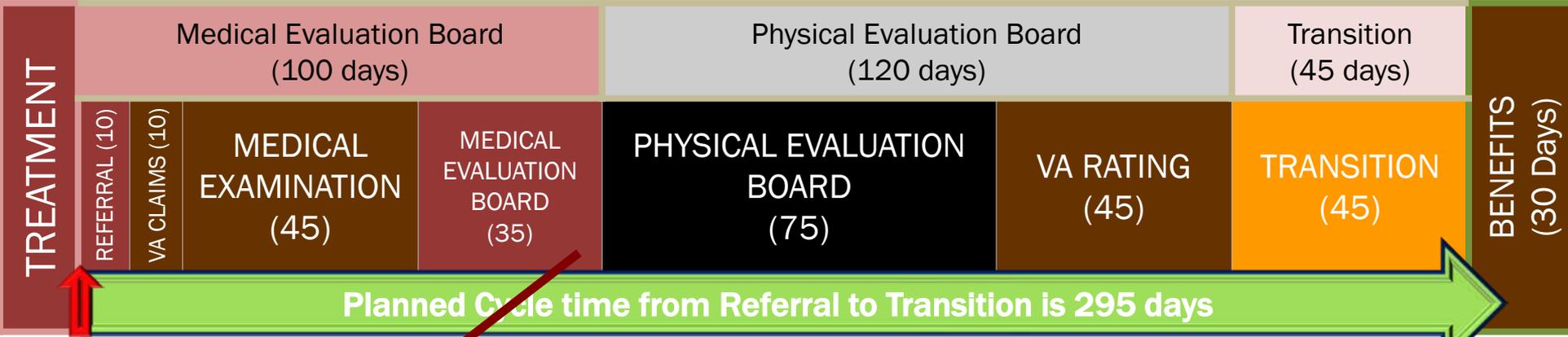


MSC delivers Compensation & Pension (C&P) exam to PEBLO

Once MSC requests C&P appointments, SM is given copy of appts in-person. Copy of appointments is also given to PEBLO to advise Command. Appointments may be at the MEB/DES Clinic or VA in Temple. VHA Providers examine SM based on all conditions – referred and claimed. Finalized C&P exams are printed by MSC and returned to PEBLO for processing. Possible delays may include unavailability of SM, no-shows, specialty exams required and/or possible addendums or additional testing needed.



Medical Evaluation Board Stage (DoD)

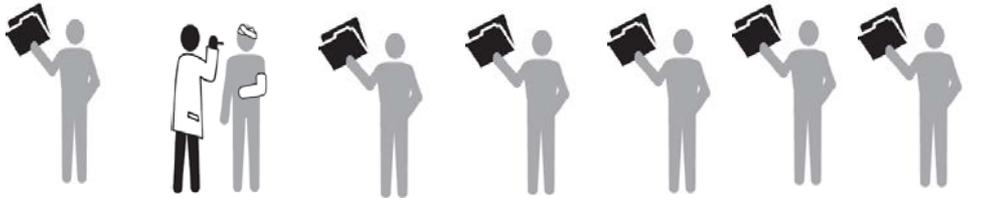


Medical Evaluation Stage (DoD)

DoD Goal: 35 days

Fort Hood APT: 113 days

cases pending in this phase: 1,039

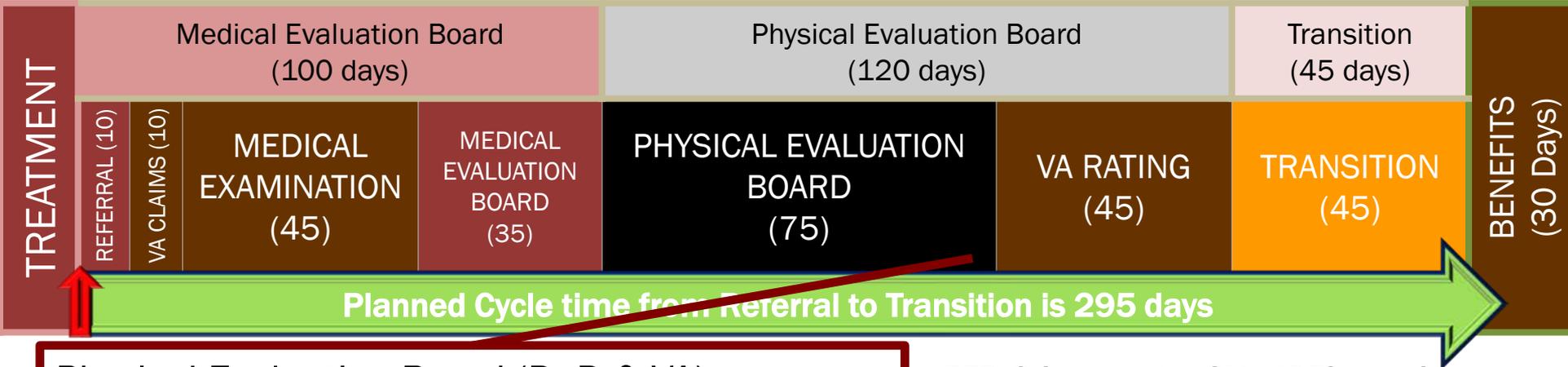


- MSC delivers Compensation and Pension (C&P) exam to PEBLO
- SM attends NARSUM & all additional-appts
- MEB packet is routed for Q&A & approval
- SM is counseled on MEB findings
- SM can elect to (1) Request an IPR (2) Appeal
- SM signs packet
- MEB packet is forwarded to PEB

PEBLO receives C&P exam from MSC and schedules NarSum/Addendum appointments. Appts are booked and SM and Command notified. MTF providers complete NarSum/Addendum and return to PEBLO with combined permanent eprofile. MEB proceedings are routed for review and approval. PEBLO provides a copy to SM and counsels the SM. SM is given option to seek IPR, SMEBC and election period set. SM has 7-day election period; however, this is set based on SM request for IPR and SMEBC. If SM appeals, approving authority renders how to proceed. If SM concurs or once appeal process is complete, case is sent to PEB. Possible delays include caseload, provider availability, obtaining external medical records, further treatment required, admin docs (LODs, updated Cdr Itrs), availability of SMEBC, IPRs, and appeals.



Physical Evaluation Board (DoD & VA) (1 of 2)



Physical Evaluation Board (DoD & VA)

Sub-process: VA Rating

DoD Goal: 120 days

Fort Hood APT: 73 days

cases pending in this phase: 241



MEB packet is forwarded to PEB



PEB identifies unfit conditions



If unfit, case is forwarded to VA-DRAS for ratings



VA-DRAS applies ratings & case is forwarded to PEB

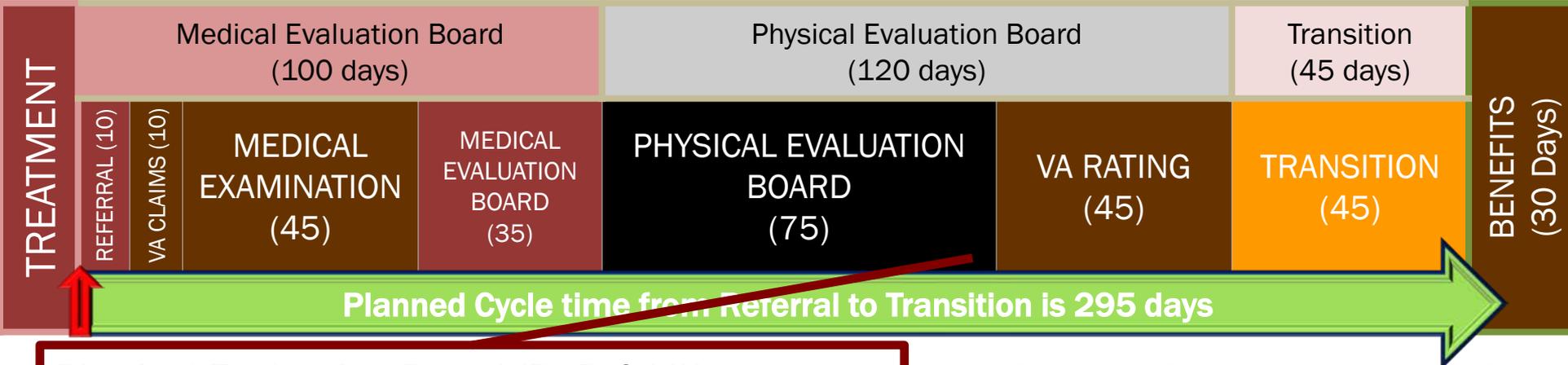


PEB forwards PEB findings to PEBLO

PEBLO forwards the SM's IDES case file to the PEB at Fort Sam Houston Informal Physical Evaluation Board. Fit/Unfit determination is rendered by PEB. Case is forwarded to VA-DRAS in Seattle for ratings. Courtesy copy of this preliminary findings memo is issued to PEBLO. PEBLO notifies SM of preliminary findings. Once DRAS rates the case (both unfit and additional claimed conditions), DRAS returns case to PEB. PEB prepares DA Form 199 PEB Proceedings, routes thru PEB QA provider and President, PEB for review and approval. Once approved, PEB forwards copy of DA Form 199 and proposed VA packet to PEBLO to counsel SM.



Physical Evaluation Board (DoD & VA) (2 of 2)



Physical Evaluation Board (DoD & VA)

Sub-process: VA Rating

DoD Goal: 120 days

Fort Hood APT: 73 days

cases pending in this phase: 241



PEBLO counsels SM on PEB findings



SM is counseled on findings



SM can elect to (1) request an appeal (2) request reconsideration (3) formal board

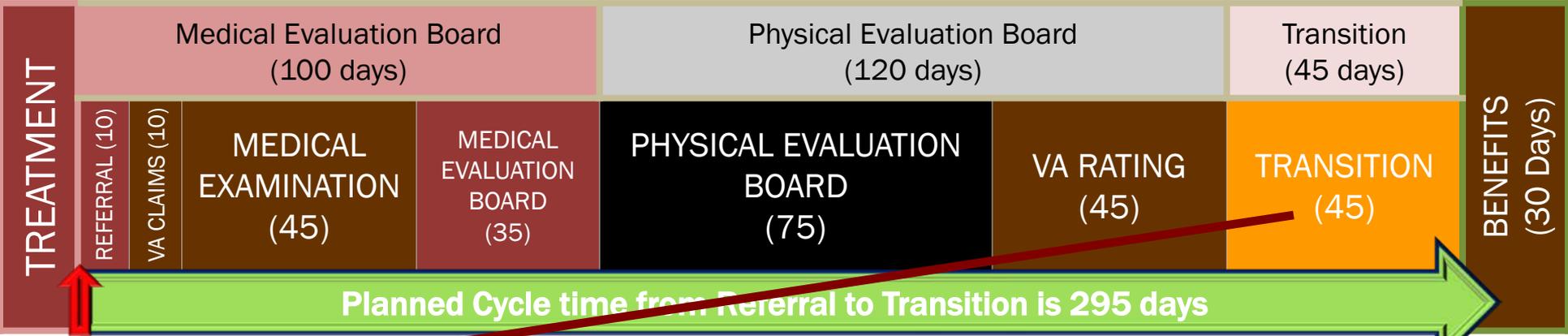


SM signs packet



MEB packet is forwarded to PEB. COAD/COAR submitted here as applicable

PEBLO counsels SM on PEB proceedings. SM has 10 days to concur, ask for DVA reconsideration or formal hearing. SM has right to seek legal guidance. DVA reconsideration requires SM to provide medical documentation to be considered. AM has right to legal counsel for formal hearing. Timeframes vary depending upon what is requested by SM and any coordination that may take place (outside of PEBLO) between SM, Legal, and PEB. COAD/COAR packets are submitted to PEB with election. Possible delays include availability of legal counsel, SM trying to gather additional documentation or schedule appointments to support their position.



Transition

DoD Goal: 45 days

Fort Hood APT: 75 days

cases pending in this phase: 107



Transition issues separation orders



SM clears installation



SM receives DD 214



SM starts terminal leave

The PEBLO gives a copy of the signed DA Form 199 to the VA MSC. MSC schedules a mandatory exit interview with the SM explaining VA rating and benefits. Dependent, financial, and contact information is verified at this interview. Physical Disability Agency approves medical discharge for SM and notifies Ft Hood Transition Center. SM coordinates with Unit and Transition to settle PTDY and transitional leave as well as Orders, clearing papers and DD214. SM responsible for submitting copy of Orders to PEBLO. SM clears installation. Copy of Member 4, DD 214 is given to PEBLO & VA MSC. Delays include unit processing of leave, coordination w/ Transition, attending mandatory outprocessing briefs, submission of Orders and/or DD214 to PEBLO & MSC.



- Strong and involved Leadership to create an Environment for Success
Knowledge and emphasis on process adherence
Roles, Responsibilities, and Accountability
- Communication between all internal stakeholders
PEBLOs and MSCs
VA examiners and MTF MEB physicians
PEBs and DRAS
- No one entity ensure success or causes failure
The DES Team=Physicians, Patient Administration, Parent Commands,
VHA and VBA
- Communication with Stakeholders Communities
Local Commands, Patients, Families, VSOs, MTF and VA Staff
PSAs, Articles, Posters, Town Hall meetings, etc....
- Monitor the process and plug the leaks!

Electronic Profile (E-Profile):

<https://medpros.mods.army.mil/eProfile/Public/Register.aspx>

Medical Protection System (MEDPROS):

<https://medpros.mods.army.mil/MEDPROSNew>

U.S. Army Physical Disability Agency Website:

<https://www.hrc.army.mil/site/active/tagd/pda/ArmyPDES.html>

Department of Veterans Affairs:

www.vetcenter.va.gov

My MEB/My PEB accessed through AKO:

<https://www.us.army.mil/suite/designer>

For more information IDES visit the U.S. Medical Command Patient Administration Website:

<https://pad.amedd.army.mil/meb.html>



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Questions