

A Proven Solution

In designing the IDES, DoD and the VA examined the recommendations of several commissions and task forces established to improve the delivery of benefits to wounded, ill and injured Service members and Veterans.

A Pilot program of the IDES was launched November 26, 2007 at three Military Treatment Facilities (MTFs). The Pilot simplified the disability evaluation process by eliminating duplicate disability examinations and ratings, and placing VA counselors in MTFs to ensure a smooth transition to Veteran status. Continuous improvement processes were also built into the system. Quarterly assessments of the Pilot and regular surveys of Service members in the system helped identify areas for improvement.

The Pilot was expanded to 27 locations to thoroughly test it. In thousands of surveys, participants of the Pilot and their families consistently reported higher average satisfaction with fairness, customer service, and the overall DES experience, than did participants in the non-integrated legacy system. They also completed the Pilot faster than the legacy systems, and separated with VA claims in place.

Based on the success of the Pilot, the integrated process is expanding to all remaining locations worldwide as the Integrated Disability Evaluation System, and will be available to all Service members.

Commonly used Acronyms:

DES – Disability Evaluation System

FPEB – Formal Physical Evaluation Board

IDES – Integrated Disability Evaluation System

IPEB – Informal Physical Evaluation Board

MEB – Medical Evaluation Board

MSC – (VA) Military Service Coordinator

PEB – Physical Evaluation Board

PEBLO – (DoD) Physical Evaluation Board Liaison Officer

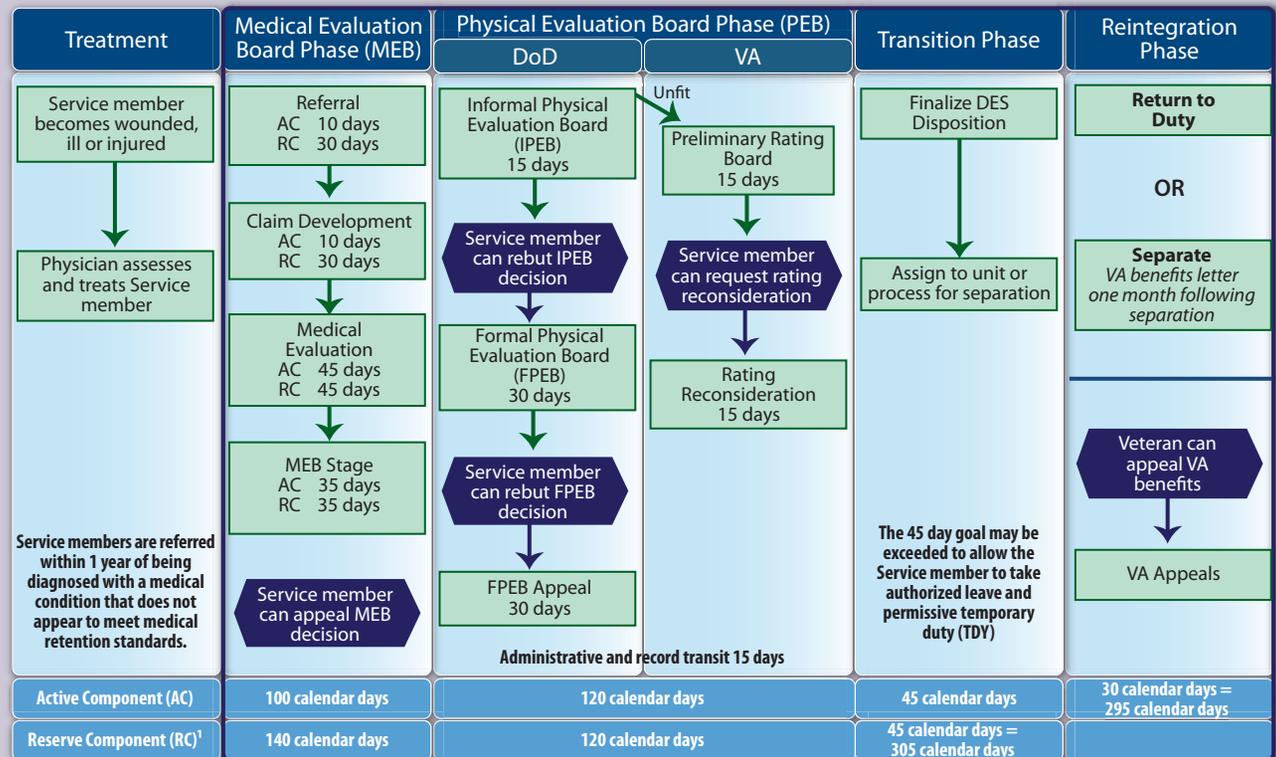
Coordinated Case Management, From Referral to Receipt of Benefits

When a physician refers a Service member into the IDES, DoD and VA disability case managers work together to provide Service members efficient and timely care.

The DoD PEBLO coordinates all IDES actions between the Service member and his or her commander, and disability evaluation appointments for the Service member. The PEBLO is the Service member's liaison from the point of referral into the IDES until the Service member's return to duty or separation from military service.

The VA MSC is assigned immediately after the PEBLO is assigned to the case. The MSC is the link between the Service member and the VA, keeping the Service member and the PEBLO informed of VA processes and results. Working through the MSC, a Service member can file a disability claim with the VA before separating.

Integrated Disability Evaluation System (IDES) Timeline



¹ Reserve component member entitlement to VA disability begins upon release from active duty or separation

■ Service Member Decision Points □ IDES Stages