



The Departments of Defense (DoD) and Veterans Affairs (VA) are working together to make disability evaluation more simple, seamless, fast and fair with the Integrated **Disability Evaluation System (IDES)**.

DoD uses the IDES to decide if Service members who have been wounded, ill, or injured are still able to serve. If they are not, the IDES gives them a VA disability rating before they leave the service. This tells the Service member the amount of compensation and benefits they will receive from the VA. The IDES also helps them file their VA benefits claim before they leave the service so they get their benefits quickly.

To make the system fast and fair, there are shortcuts, such as informal boards, and longer processes a Service member can choose, such as chances to get decisions reviewed along the way. DoD Physical Evaluation Board Liaison Officers (PEBLOs) and Military Service Coordinators (MCSs) from the VA guide Service members through the IDES. Legal counsel is also available at no cost to the Service member.

**Contact Information:**

**My Physical Evaluation Board Liaison Officer (PEBLO)**

NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**My Military Services Coordinator (MSC)**

NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**Other Points of Contact**

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*A seamless and transparent Disability Evaluation System, administered jointly by the Departments of Defense and Veterans Affairs*



For more information on the IDES, visit [www.WarriorCare.mil](http://www.WarriorCare.mil)

## 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

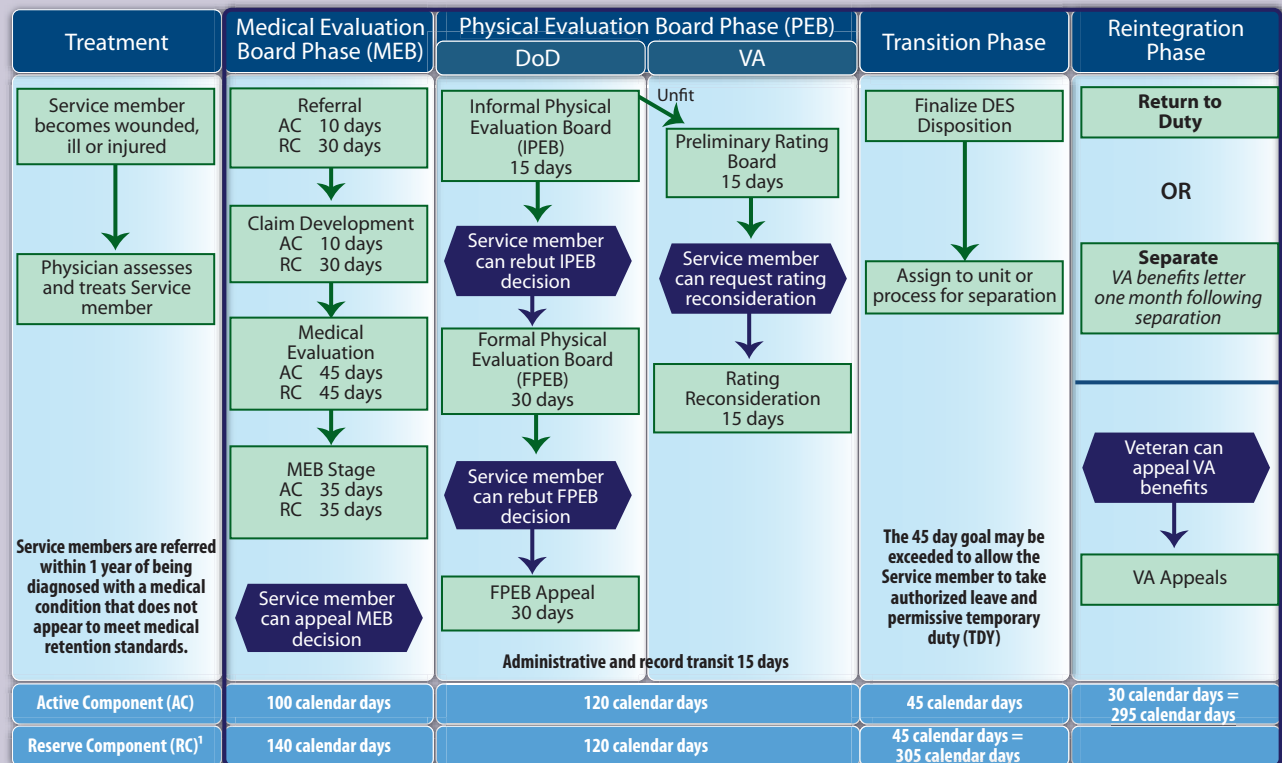
## Coordinated Case Management, From Referral to Receipt of Benefits

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



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