



Veterans' Benefits

REDUCE ADJUDICATION TIME, ACCELERATE BENEFITS DELIVERY

The demand for Veterans' services has never been greater. With so many individuals in need of healthcare, education, employment, and claims assistance, Veterans Service Organizations (VSOs) require case management systems to expedite every stage of the benefits process, from claim creation to benefits processing.

BETTER SERVICE FOR THOSE WHO SERVED

Many VSOs find they spend too much time manually filling out forms and shuffling through paper files and not enough time reaching out to Veterans in need.

With 40 years of experience serving health and human services agencies, including the Department of Veterans Affairs (VA), Tyler Technologies understands the challenges related to entitlement benefits case management. Tyler Technologies' Veterans' Benefits application is designed to efficiently manage all aspects of administration, from outreach activities and initial referral through claim submission, adjudication tracking, enrollment, and benefits processing.

FULLY COMPLIANT CLAIMS

Designed to meet the acceptance requirements of the VA, the automated forms and letters eliminate errors, omissions, and duplicate data entry. Official claim forms and correspondence are pre-populated with claimant information, including the Veteran's personal information, detailed medical history, and associated medical conditions where applicable. The result is well-developed, fully compliant claims that can reduce adjudication times and accelerate the delivery of benefits to Veterans and their dependents.

COMPREHENSIVE BENEFITS ADMINISTRATION

- Outreach management
- Evidence gathering
- Claim generation and submission
- Adjudication tracking
- Enrollment
- Benefits processing
- Post claim tracking

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TIME-SAVING FEATURES

- Electronically submit claims to the VA via API
- Intuitive, modern web interface
- Create, assign, and manage tasks and claims
- Auto-generate and store VA forms and letters, including VA 21-526EZ
- Central document, image, and media repository
- Pre- and post-claim alerts and reminders
- Outreach documentation and tracking

SECURE, WEB-BASED COLLABORATION

Because Veterans' Benefits is web-based, any authorized user with an internet connection can access the system. Access to information is controlled by role-based security definitions for internal users, claimants, dependents, and external parties such as powers of attorney. Using a secure, shared database to manage Veterans' services enhances collaboration between regional offices, county locations, and posts by making claim details and other information available online in real time.

EFFICIENCY AND CONNECTIVITY

To make the claim submission process easier for both Veterans' Benefits users and the Veterans themselves, the application includes support for two APIs.

- The Benefits Intake API allows for delivery of forms directly to the VA.
- The Benefits Claims API supports fast, enhanced reporting connecting with the VA's Veterans Benefits Management System (VBMS).

Veterans' Benefits also supports electronic signatures, further streamlining the process to get Veterans the benefits they've earned.

POWERFUL AND EFFICIENT REPORTING CAPABILITIES

Quickly get detailed insights on every aspect of case administration through comprehensive pre-loaded and ad-hoc reports that you can save, edit, and share.

ACCESS, VISIBILITY, AND CONTROL

Tyler's Veterans' Benefits is pre-configured for efficient, comprehensive management of the entire Veteran relationship — everything is built-in.

