



VFP 2025–2026

Smarter Inputs. Better Outcomes. Rewiring VA Claims Preparation

Creating a free, early-intervention system that prepares service members for VA disability claims by transforming fragmented records into VA-aligned inputs—shifting from reactive claims processing to proactive readiness and improving outcomes for service members, veterans, the VA, and taxpayers.



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Challenges

- The VA handles **2M+ disability claims annually**, with documentation deficiencies contributing to **30–40% of claim remands** and **45% of denied claims containing errors**.
- Decisions average **120–150 days**, roughly **32,000 claims are lost to technical issues**, and **over 120,000 veterans face online filing obstacles**.
- This mismatch **strains under-resourced VSOs** and **drives cascading delays for veterans**.

Achievements

★ Established a **state-level partnership with the Georgia VA** to explore **large-scale implementation of early-intervention claims preparation**.

★ Engaged the **Georgia House Armed Services Committee** and senior **Georgia National Guard leadership**, positioning **VetScore** for a potential **statewide pilot**.

★ Earned selection into the **PenFed Foundation Accelerator**, recognizing **VetScore's readiness for scale** and validating its potential to **support service members and veterans nationally**.

Activities

1. Diagnosed inherent **gaps in VA disability claims** through analyzing **service treatment records** and **adjudication criteria**, identifying deficiencies in diagnoses, nexus documentation, and conformity with VA rating standards.
2. Designed the **VetScore model**, formalizing a **free, early-intervention system** to structure records and prepare **service members prior to claim submission**.
3. Developed and formalized **stakeholder engagement** with **VSOs, state agencies, and military leadership** to validate **requirements and refine the model**.
4. Deployed and progressively refined an **MVP**, supported by **research assistant-led data analysis**, to translate records into **VA-aligned inputs**.
5. Directed **pilot development and partnerships** with **state VAs, nonprofits, and education institutions** to facilitate **scalable implementation**.



Learn More
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