



THE PMR PROGRAM

The Private Medical Records Program

The VA, through the Veterans Benefits Administration (VBA), administers the Compensation Service (CS) and Pension and Fiduciary Service (P&F) for benefits to Veterans, their dependents, and their survivors. Part of the disability process is the utilization of private medical records (PMRs) to establish continuity of treatment of the Veteran or claimant's disability contention. This contract provides development assistance in obtaining PMRs that are required to substantiate benefit claims for Veterans and their families.

"WE ARE HONORED AND PRIVILEGED TO SERVE OUR VETERAN COMMUNITY AND ARE KEENLY AWARE OF HOW THIS PROGRAM WILL POSITIVELY IMPACT THE CLAIMS PROCESS. WE REMAIN COMMITTED TO SERVING OUR VETERANS AND BENEFICIARIES WITH THE HIGHEST LEVEL OF QUALITY AND CUSTOMER CARE."

PAT FELICIANO | PRESIDENT OF DOMA

12

DAYS

SPEEDING UP THE CLAIMS PROCESS:

*DOMA's top goal has been to obtain private treatment records in under 12 days, which is **less than half the time it took the VA** to obtain records using traditional development practices.*

40

PERCENT LESS

SAVING THE VA MONEY:

*Frank Kush, VA's Program Manager says, "Through this collaborative venture with DOMA, we are serving veterans in a timelier manner and at a cost roughly **40% cheaper than our original business model.**"*



U.S. Department of Veterans Affairs

The Veterans Benefits Administration (VBA) is an agency of the U.S. Department of Veterans Affairs. It is responsible for administering the Department's programs that provide financial and other forms of assistance to veterans, their dependents, and survivors.

PROGRAM OVERVIEW

The Veterans Benefits Administration (VBA) implemented the Private Medical Records (PMR) Retrieval Program to improve timeliness for the receipt of medical records in support of a Veterans' or Dependent of a Veterans' claim for disability benefits.

DOMA'S ROLE

DOMA is responsible for retrieving, scanning, and processing Veteran's PMRs on behalf of the VBA. DOMA requests medical records from Private Health Care Providers (PHPs), converts them to electronic records, and submits them securely and electronically to the VA through the DOMA DX software platform as evidence in support of a claimant's application for disability benefits.

Claims Support Representatives from DOMA provide development assistance which includes direct interface with 56 VA Regional Offices, 3 VA Pension Management Centers, and the VA Appeals Management Center as well as thousands of healthcare providers, release of information providers, and third-party organizations nationwide.

DOMA has been making an impact in veteran's lives through the PMR program for **9 YEARS**. Our commitment to excellence has made a difference in the lives of over **ONE MILLION VETERANS**.

Learn more about Federal Services at:
DOMAonline.com/Government