

VA



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VA continues record setting claims processing pace for 2019

WASHINGTON — The U.S. Department of Veterans Affairs' (VA) [disability claims](#) backlog reached its lowest point ever, Nov 23 from its previous record low achieved May 2018.

Additionally, the percentage of the total inventory in backlog is less than 18%, surpassing the previous record from October 2016.

"I'm pleased with the [Veterans Benefits Administration's](#) delivery on our commitment to improve customer service and provide benefits in a way that honors Veterans for their service," said VA Secretary Robert Wilkie. "This is evidence, that VA's unprecedented [modernization](#) efforts are yielding positive results."

These milestones follow VA's highest ever claims process output of 1.44 million claims completed at the end of fiscal year 2019, 4% more than its prior best-ever in 2015.

VA's strategic target is to process disability claims within 125 days. Since Oct. 1, approximately 75% of those claims have been completed in that time frame.

Veterans who apply for disability benefits currently receive a response in an average of 107 days. This includes first-time claims from recently-discharged Veterans and older Veterans who file claims for additional benefits. Some claims take longer due to complex evidence requirements and medical examination scheduling necessary to decide the claim.

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