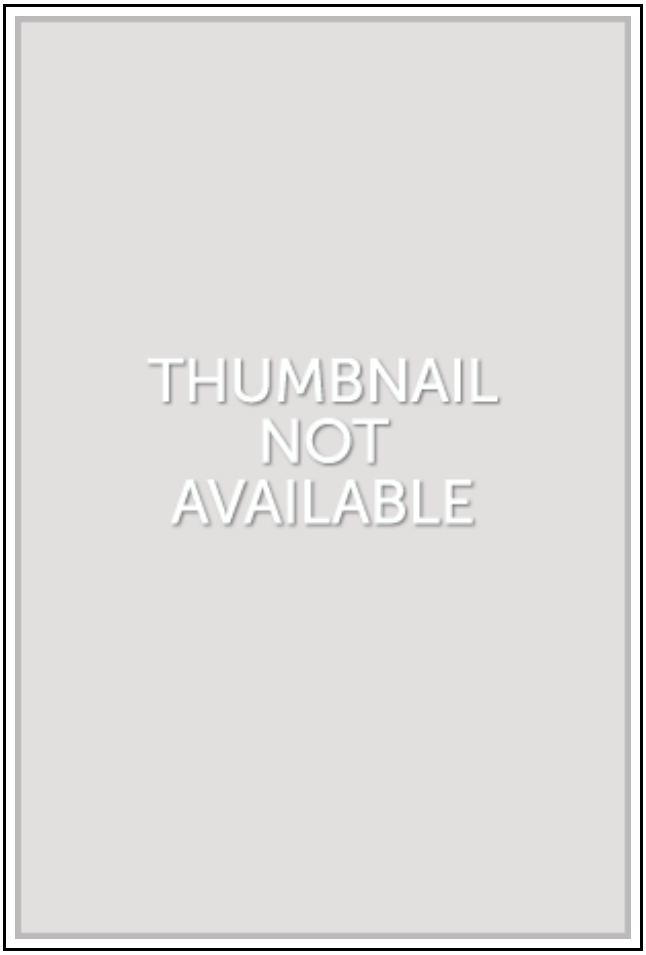
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RareBooksClub. Paperback. Book Condition: New. This item is printed on demand. Paperback. 58 pages. Original publisher: Washington, D. C. : U. S. General Accounting Office, 2002 OCLC Number: (OCoLC)54464681 Subject: Disability insurance claims -- United States. Excerpt: . . . Seventy-one percent of VBAs compensation letters and 90 percent of its Reason for the Decision pension letters clearly stated, in general, the reason for the decision. In comparison, VBA estimates that 74 and 81 percent of its customers, respectively, believe that VBAs compensation and pension letters clearly 8 explained all of the reasons for the decision. Figure 3 illustrates a rating decision document from our sample that used nontechnical language to explain how the facts of the case led to the decision. Despite the presence of technical language in the recitation of the facts of the case and in the criteria used to assign the degree of disability, this rating document provided a brief, generally plain English summary of the reasons for the decision that a layperson could understand. Although the reason for VBAs decision in most of these compensation and pension letters was generally clear, nearly one-fifth of the compensation letters included rating decision documents that contained editorial mistakes or redundancies. Editorial mistakes included typographical errors, run-on sentences, and sentence fragments, making the documents more challenging to read. In addition, redundancies made the rating documents unnecessarily lengthy. For example, a legal requirement - such as the VCAA provisions - was listed for each of the multiple conditions, rather than being stated once for all claimed conditions. Similarly, the rating documents sometimes repeated language for each claimed condition that described the ROs attempts to obtain information from the claimant and the claimants failure to respond to these attempts, when stating it once would have sufficed. In one rating document, essentially...

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