

VA



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VA decreases mail processing time for claims intake

WASHINGTON — The U.S. Department of Veterans Affairs (VA) today announced the [Veterans Benefits Administration \(VBA\)](#) has improved procedures by incorporating an artificial intelligence (AI) solution to reduce the time it takes to process in-coming mail from 10 days to just one day.

The software reads the mail document contents and automatically routes it to VA employees working the next step of the claims process; which means faster processing of the information Veterans send to VBA in support of their claims.

“Moving past manual mail processes to automation puts the emphasis on Veterans,” said VA Secretary Robert Wilkie. “This new capability allows VA to process Veterans’ claims quickly and efficiently.”

On average VBA receives more than 550,000 pieces of mail per month related to benefits and services. The volume of mail comes from submissions by Veterans, surviving spouses, service agencies, attorneys and claims agents. This mail is often the starting point to initiate a claim or provide supportive documentation for potential benefits and services they may be eligible for; in addition to general inquires.

Visit [VBA](#) for more program information.

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