



Request for Reconsideration Process

Issue:

The Center for Verification and Evaluation (CVE) has updated the Request for Reconsideration (R4R) process to allow review of applications with or without supporting documents or information.

Discussion:

Vet First Verification Program applicants may request reconsideration of an application denial to the CVE Director, by filing an R4R response with CVE, within 30 days of receipt of the denial decision. The R4R process is outlined on the last page of the initial denial letter and reads: *"If you wish to file a Request for Reconsideration, please submit a request letter that clearly and conclusively addresses each of the issues raised."*

Previously within the R4R process, if a firm submitted a request and did not include supporting documentation, the R4R was withdrawn.

Effective immediately, the new R4R process ensures that all requests received from applicants will be sent to the review office with or without supporting documents and/or information included. CVE will **no longer** withdraw a R4R due to the absence of supporting documentation and/or information.

Below are examples of how these changes will affect various situations:

Supporting documentation is submitted with the R4R. CVE will send the R4R to the review office when the applicant selects **Submit** in the Vendor Information Pages (VIP).

No supporting documentation is submitted with the R4R. CVE will send the R4R to the review office once the applicant confirms no supporting documents will be submitted. The review office will complete a de novo (or once again) review of the denial findings based upon documentation available.

No supporting documentation is submitted and the applicant does not provide confirmation that no supporting documents will be submitted. CVE will send the R4R to the review office once the 30-day response period has ended. The review office will conduct a de novo (or once again) review of the denial findings based upon the documentation available and/or included with the R4R response.

To get more information about verification application resources, please visit [Verification Assistance](#).

Visit <http://www.va.gov/osdbu> for more information about CVE and the Verification Process.

Center for Verification and Evaluation
1-866-584-2344

Monday-Friday: 8 a.m. to 8 p.m. (EST)
Status Update: verificationfollowup@va.gov
Profile Questions: vip@va.gov