



## DEPARTMENT OF VETERANS AFFAIRS

Regional Office  
400 South 18th Street  
St. Louis, MO 63103-2271

Dear Certifying Official:

In order to improve our national service delivery and better balance the distribution of education workload, the Department of Veterans Affairs (DVA) is initiating an education benefits processing realignment. The Regional Processing Office (RPO) in St. Louis has been selected to process the education benefit claims of veterans and beneficiaries attending school in Ohio and West Virginia. The Buffalo Regional Processing Office formerly processed these claims. The St. Louis RPO welcomes you to our jurisdiction.

### What this Change Means to Your Students

The change will be largely transparent. Records for those students who are currently receiving benefits will automatically be transferred to the St. Louis RPO. VA will notify students directly. New claims should be sent directly to St. Louis. Affected benefit programs include, but are not limited to:

- Montgomery GI Bill - Active Duty (chapter 30 of title 38 U.S.C.)
- Montgomery GI Bill - Selected Reserve (chapter 1606 of title 10 U.S.C.)
- Post-Vietnam Era Educational Assistance (chapter 32 of title 38 U.S.C.)
- Dependents' Education Assistance (chapter 35 of title 38 U.S.C.)
- Educational Assistance to Members of Reserve Components Called to Active Service (chapter 1607, title 10, U.S.C.)
- Post 9/11 GI Bill (chapter 33 of title 38 U.S.C.)
- Veterans Retraining Assistance Program (VRAP)

### What This Change Means to You

Beginning **July 16, 2012**, for your students training under the programs listed above, send all enrollment certifications, applications, and other education-related documents to:

Department of Veterans Affairs  
VA Regional Office  
P.O. Box 66830  
St. Louis MO 63166-6830

These documents include the following forms:

- Enrollment certifications (VA Form 22-1999)
- Notices of Change in Student Status (VA Form 22-1999b)
- Applications for education benefits including tutorial assistance (VA Forms 22-1990, 22-1995, 22-5490, 22-5495, 22-1990t)

Documents submitted electronically through VA Once will be automatically routed to the correct RPO.

**IMPORTANT:** You should continue to submit all other VA claims, including those for Vocational Rehabilitation benefits (Chapter 31 of title 38 U.S.C.), to the correct VA Regional Office.

## **What Will Not Change**

Your students can continue to contact VA with general education benefit inquiries, questions about the status of their claims, and changes to their address or direct deposit information by calling 1-888-GI-BILL1 (1-888-442-4551), or by logging onto our web page at <http://www.gibill.va.gov>. They may also continue to submit monthly verifications of enrollment through the web page or by calling 1-877-823-2378. Inquiries can be made through RightNowWeb as before. All of these transactions will automatically be connected to the correct VA Regional Processing Office.

Those of you in West Virginia will continue to be served by Mr. Ron Marcinko, Education Liaison Representative. His office will remain in Huntington. Those of you in Ohio will continue to be served by Mr. Harry Dulick, Education Liaison Representative, and Erin O'Malley, Education Compliance Survey Specialist; they will both remain in Cleveland. Please continue to refer questions concerning VA education program requirements to them. You may also contact us through the Right Now Web application using your School Officials log on. Electronic inquiries for school officials are answered within 24 hours.

Matters pertaining to the State Approving Agency's approval of your institution should be referred as they have been, and compliance surveys will also continue to be conducted as in the past. In effect, the only change you will notice is the address to which you send education claim documents.

## **If You Have Questions About This Change**

Please call Mr. Marcinko at (304) 399-9316, Mr. Dulick or Ms. O'Malley at (216) 522-3533 (or you may e-mail them at: [ronald.marcinko@va.gov](mailto:ronald.marcinko@va.gov), [harry.dulick@va.gov](mailto:harry.dulick@va.gov), or [erin.omalley@va.gov](mailto:erin.omalley@va.gov)) if you have questions about the change in processing jurisdiction. They will continue to be your primary point of contact.

We look forward to serving the education community of your states and in making this a seamless transition. Thank you for your cooperation.

/s/

CORY A. HAWTHORNE  
Director