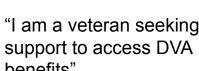
## **AVA Client Journey**



benefits"







IL = Initial Liability PI = Permanent Impairment

**Action Plan AVA** representation Ongoing support (5 yrs total) Regular status updates on your claims and optional meetings as desired with AVA Lead Advocate, Carrissa Ibbott HEALTH ONGOING SUPPORT igtriangle CLIENT INFORMATION FORM PI CLAIM ACCEPTED **ENGAGE WITH** RECORDS Complete Nomination of Receive and accept your Letter of Offer (you Receive advice and support for new Provide your military and Tell us about yourself and your service can still appeal offer after acceptance). claims throughout the remaining time Representation and AVA civilian health records. history. of your 5 year contract period with agreement documentation. AVA. Veteran Self-represen Representation by other ESO tation **PADDITONAL** IL/PI CLAIM REJECTED **EVIDENCE** You receive a 'rejected' claim determination. **RECEIVE** Provide additional documentation and **COMPENSATION** attend appointments as requested. **DECISION POINT** PAYMENT FROM DVA IL CLAIM ACCEPTED How should I implement my You receive an 'accepted' claim determination. Action Plan? ACCESS ENTITLEMENTS **PAY AVA INVOICE** Access treatment, INCAP and HHS as needed. **ACTION PLAN** W NEEDS **REVIEW** DVA RECORD **DETERMINATION** We will provide you information on REVIEW **NOTIFICATION** We will develop an action plan We will organise a review of We will review the We will notify DVA that AVA entitlements you can now access and tailored to your circumstances. your health records by a assessment in your assess if your accepted conditions is representing you. This is suitable for you to use to GP who specialises in determination for accuracy qualify for a Permanent Impairment (PI) self-represent if desired. veteran health services. and assess appeal options if needed. IL/PI CLAIMS IN **NEW IL/PI CLAIM** PI CLAIM **PROGRESS** LODGEMENT LODGEMENT APPEAL **MANAGEMENT LODGEMENT &** We will lodge your PI claim for you We will review your claims in We will lodge new claims for **REPRESENTATION** based on your accepted IL conditions, progress and provide you in accordance with your If we agree to represent you and initiate additional activities to additional evidence from Action Plan and Record through the appeals support the claim. your Record Review and Review. process, we will draft and other sources. lodge your appeal for you, represent you at proceedings, and recommend progression to **ONGOING DVA LIAISON** next stage appeals or We will liaise with DVA on your behalf and arrange further evidence of conditions or impairment as needed to withdrawal until a final reach a claim determination. decision is reached.