

MILITARY SEXUAL TRAUMA

VA OIG REVIEW MST CLAIMS PROCESSING

Clear, trauma-informed guidance for building an accurate VA disability record.

CURRENT VA GUIDANCE

START WITH THE RECORD

FOUR POINTS TO UNDERSTAND

51%

ESTIMATED ERROR RATE

The July 2025 OIG report estimated errors in about 51 percent of a statistical sample of 35 claims completed by the MST Operations Center.

35

CLAIMS REVIEWED

This was a small statistical sample from October 1, 2023 through January 16, 2024, not an individual claim success or denial rate.

22.6%

CENTER TURNOVER

The report compared the center's FY 2024 turnover with 7.5 percent for claims processors at regional offices nationwide.

ERRORS

DEVELOPMENT AND MEDICAL EVIDENCE

Examples included missing records, insufficient medical opinions due to missed evidence, and failure to order a necessary exam.

An official report is not the only way to support an MST-related claim. Evidence is evaluated under the rules applicable to the condition and claim.