

LE'FANT, LLC

CASE STUDY



How Le'Fant, LLC Exceeded Expectations and Doubled Claims File Review for the Board of Veterans Appeals (BVA) in One Year

OVERVIEW

The Board of Veterans Appeals' (BVA) mission is to conduct hearings and properly decide on benefits and services appeals for military Veterans in a timely, efficient manner. Final decisions on appeals based upon military service are made by BVA based on the holistic military lifecycle of the Veteran to include: military service; military records; medical records; military deployments and the record in the proceeding; and, upon consideration of all evidence and applicable provisions of law and regulation.

Le'Fant, LLC managed, oversaw, and operated the entire project. We provided support for oversight, program and project management, agile management, performance measurement, change management and transition, process improvement, and implementation of major initiatives.

APPROACH

Day-to-day, Le'Fant, LLC provided a comprehensive review of all military and medical documents and reviewed the service and documentation in the Veterans file. This approach allowed the Chairman, judges, and attorneys to adjudicate and award Veterans their long-awaited benefits expeditiously. As a result of the Veterans Appeals Improvement and Modernization Act of 2017, the BVA's workload increased tremendously.

Most of the initial increase in document analysis, decision writing, and work volume was being provided by Le'Fant, LLC to support attorneys in meeting the established VA and BVA goals of providing the best possible service to Veterans.

RESULTS

Our expert work and support helped Veterans of all military components receive the benefits they earned faster by expediting the appeals process. We hired and trained a cadre of over 64 paralegals in record time. We implemented new solutions and approaches to reduce appeal wait times. We delivered quality appeals packages/document analysis to the BVA ahead of time, ahead of schedule, and in record numbers, which improved the lives and well-being of our country's national treasures: Veterans. When Le'Fant took over this contract the backlog was estimated to be a ten-year requirement, based upon our accelerated performance this timeframe was reduced by two years in one year.

Sophisticated Claims Processing/Analysis and Document Review – 160+ Cases Processed per Day

Major Staffing Initiative – 64 Full-Time Employees (FTEs) Trained and Hired in Record Time

Exceeded Expectations by Completing Two Years of Appeals Claims in One Year

CONCLUSION

As a partner with BVA, we assisted in the modernization of their current claims file document review system and provided support in analyzing, organizing, and delivering documentation submitted by, or for, Veterans to BVA's legal staff in the Office of Appellate Operations.

This work illustrates our proven ability to manage large, complex programs and to develop and cultivate new partnerships within a rapidly changing and highly scrutinized environment. Additionally, it bolsters our unique position as a Service-Disabled, Veteran-Owned Small Business (SDVOSB) to deliver over 64 specialized full-time employees (FTEs) across multiple, high-priority initiatives, as relevant to the size, scope, and complexity of the Board's requirements.

Le'Fant, LLC's high caliber expertise in facilitating complex document analysis, claims review, and adjudication support operations is epitomized by our unparalleled track record on the BVA Appeals contract.