

AI-Assisted Disability Claims Processing at the US Department of Veterans Affairs

AI in the Public Sector · Good practice · United States of America

Quality score: 67/100

Evidence strength: Observational / pre–post

Summary

Since August 2025 the VA has piloted an AI tool that pre-fills disability-benefit questionnaires from veterans' medical records; average processing time fell 42% (141 to 81 days) and accuracy hit a two-year high of 93.95%, even as a GAO report flagged governance gaps.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-16

[U.S. Department of Veterans Affairs — Veterans Benefits Administration](#) — accessed 2026-08-16

[Nextgov/FCW: AI is helping VA speed up claims processing, but Dems worry about errors](#) — accessed 2026-08-16

[U.S. GAO: VA Disability Benefits — Opportunities and Challenges to Modernizing Technology and Adopting AI \(GAO-26-109137\)](#) — accessed 2026-08-16

[VA press room: VA processes 2M disability benefits claims in record time — again](#) — accessed 2026-08-16

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