



MISSING IN AMERICA PROJECT

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STANDARD OPERATING PROCEDURE NATIONAL CEMETERY, SCHEDULING AND ELIGIBILITY OFFICE (NCSEO)

PURPOSE: To instruct State Coordinators and Volunteers on the verification of the veterans' status process and the requirements of NCSEO.

PROCEDURE:

- 1. The National Cemetery, Scheduling and Eligibility Office (NCSEO) is utilized by MIAP to obtain verifications of veteran's status of unclaimed cremains.**
- 2. NCSEO requires the name, date of birth, place of birth, date of death, SSN or service number and copy of the death certificate. If DD-214 is available, verification is not required. The DD-214 IS the verification.**
- 3. The National Personnel Records Center (NPRC) request for verification of military service is the form utilized by MIAP. This form**

is included in your Funeral Home Packet and is the only form used for this purpose.

4. Once the form is filled out, e-mail to eligibility.miap@va.gov along with a copy of the death certificate attached. In the body of the e-mail, type the name of the veteran's cemetery to be utilized. In the subject line of the email, type the name of the person to be verified preceded by the priority code number only, i.e. 1, 2 or 3. Codes are as follows:

a. Priority 1 requests should provide supporting documentation; i.e. discharge certificate, NARA report, death certificate etc.

b. Priority 2 requests should provide any documentation that is available to support the claim, i.e. death certificates.

c. Priority 3 requests may or may not have any documentation to support the claim.

d. Priority code for homeless and indigent veterans from coroners. are to be coded LE1, LE2 or LE3. These codes speed up the process for those in the care of Coroners or those sent to funeral homes by coroners or law enforcement.

5. The Eligibility Division of the Scheduling Office will process the cases in order of priority (1, 2 , then 3) and respond according to the current practice.

6. Case submitted without a priority assigned or submitted incorrectly will be worked as a Priority 3 case or returned to the sender.

PROCEDURE FOR SCHEDULING THE FUNERAL

1. After the eligibility of the veterans is returned to the State Coordinator or Volunteer, notify the funeral home and decide on a date for the funeral.

2. National and State VA Cemeteries--When date of funeral is agreed upon by the MIAP and the Funeral Home Director, e-mail the verification letter or copy of the DD-214 to the cemetery. Call the

cemetery and schedule ceremony on date decided upon by the funeral home.