



Who is DOMA?

DOMA (<http://www.domaonline.com>) is a leader in Content Management & Digital Services. DOMA is responsible for retrieving, scanning, and processing Veterans' PMRs on behalf of the Veterans Benefits Administration (VBA). The VBA and DOMA teams bring together a unique expertise in software-based content and records management, coupled with claims processing experience, to improve the service and lives of our Veterans and their dependents.

Why is DOMA Requesting Medical Records?

DOMA is responsible for requesting medical records from Private Healthcare Providers (PHP), converting them to electronic records, and submitting them securely and electronically to the VBA as evidence in support of a claimant's application for disability benefits.

How Do I Send Medical Records to DOMA?

PHPs can submit PMRs to DOMA by:

Upload to PMR Vault Portal:

<https://pmr.domaonline.com>

A no-cost, secure method to upload medical records using a passcode.

Secure Fax:

1-844-632-5093

Mail:

Private Medical Records Retrieval Center
P.O. Box 8890
Virginia Beach, VA 23450

Is DOMA Authorized to Receive Medical Records?

Yes. Through a Letter of Agent issued by the VBA, DOMA has been granted authority to retrieve Veteran/claimant medical records from PHPs on behalf of the VBA.

Who Do I Contact for More Information?

You may contact VBA at:

1-800-827-1000 or email

pmrsupport@domaonline.com

To contact DOMA directly please call:

1-877-235-0726

The Department of Veterans Affairs (VA) has established a Private Provider Information website about the release of medical records to VA and frequently asked questions.

Please visit the [VA Benefits Portal](#) for more information about VA's Authorization to Disclose Information and its compliance with the Health Accountability and Portability Act (HIPAA).

