

National Association of County Veterans Service Officers (NACVSO) Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Who can complete the disability questionnaire?**
 - A. Only licensed medical professionals**
 - B. Anyone who is a doctor**
 - C. Only veterans and their advocates**
 - D. Only VA employees**

- 2. What is the consequence of not responding to a debt management notification?**
 - A. Automatic discharge of the debt**
 - B. Immediate collection action**
 - C. Loss of all benefits**
 - D. Suspension of VA services**

- 3. Is it advisable to use a DBQ when filing a claim?**
 - A. True**
 - B. False**
 - C. Only for specific claims**
 - D. Only if requested by the VA**

- 4. What is the preferred method to obtain personal military records?**
 - A. By mail**
 - B. Phone request**
 - C. In-person visit**
 - D. Online through the National Personal Records Website**

- 5. How many years after discharge can one apply for a review or upgrade of their discharge using DD Form 293?**
 - A. 10 years**
 - B. 15 years**
 - C. 20 years**
 - D. 5 years**

- 6. What is a SUPPLEMENTAL CLAIM in the context of VA decisions?**
- A. A new claim for additional benefits**
 - B. A request to re-evaluate a previously decided issue with new evidence**
 - C. A review process that does not consider new evidence**
 - D. Only applicable for veterans with over 30% disability**
- 7. Is it true that a veteran can opt into legacy appeals after February 14th, 2019?**
- A. True**
 - B. False**
 - C. Only in certain cases**
 - D. Only with special permission**
- 8. Can unreimbursed medical expenses reduce annual income for pension eligibility?**
- A. No, they are not considered**
 - B. Yes, if they exceed 10% of the maximum annual pension rate**
 - C. Yes, if they exceed 5% of the maximum annual pension rate**
 - D. Only if documented by a physician**
- 9. In the AMA process, can relevant evidence be reviewed during higher-level reviews?**
- A. True**
 - B. False**
 - C. Only in certain cases**
 - D. Only if new evidence is presented**
- 10. If a veteran wants to secure evidence for a reopened claim, what is necessary if no medical evidence exists?**
- A. Submit an affidavit**
 - B. Complete VA form 21-4142**
 - C. Request assistance from a service officer**
 - D. Wait for the VA to contact the medical providers**

Answers

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1. B
2. B
3. B
4. D
5. B
6. B
7. B
8. C
9. B
10. B

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Explanations

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1. Who can complete the disability questionnaire?

- A. Only licensed medical professionals
- B. Anyone who is a doctor**
- C. Only veterans and their advocates
- D. Only VA employees

The option indicating that anyone who is a doctor can complete the disability questionnaire is correct because the completion of such a questionnaire typically requires a qualified understanding of medical conditions and their impact on an individual's functional abilities. Doctors, regardless of their specific field, possess the necessary training to assess and evaluate the disabilities related to veterans' services. In many cases, the input from a medical professional is vital, as they can provide a detailed perspective on the veteran's health and how it affects their daily life. This specialized knowledge is crucial for ensuring that the assessments made are accurate, reliable, and supported by clinical documentation, which enhances the ability to process claims effectively. In contrast, the other options do not offer the same level of appropriateness: licensed medical professionals encompass a wider range of individuals than just any doctor, making that option too restrictive. While veterans and advocates are crucial in the claims process, they typically do not have the medical expertise required to complete the questionnaires accurately. Lastly, limiting completion to VA employees would ignore the essential contributions of other qualified medical professionals who may not be employees but are equipped to provide the necessary insights regarding the disability assessment.

2. What is the consequence of not responding to a debt management notification?

- A. Automatic discharge of the debt
- B. Immediate collection action**
- C. Loss of all benefits
- D. Suspension of VA services

When an individual does not respond to a debt management notification, the immediate consequence typically involves collection actions being initiated. The process of managing debts, especially in relation to benefits provided by the VA, includes timelines and procedures that must be followed. By failing to respond, the individual leaves the debt unresolved, prompting the agency to take action to collect the owed amount. This may include steps such as wage garnishment, tax refund offsets, or even the involvement of collection agencies. In contrast, the automatic discharge of the debt and the loss of all benefits are not immediate consequences nor do they accurately represent the protocols followed; these outcomes would generally require more significant dealings and would not occur solely due to a lack of response. Suspension of VA services could occur later on, but it is not the immediate or direct consequence of ignoring the notification regarding debt management. Thus, the initiation of immediate collection action is the most direct outcome of failing to respond.

3. Is it advisable to use a DBQ when filing a claim?

- A. True
- B. False**
- C. Only for specific claims
- D. Only if requested by the VA

Using a Disability Benefits Questionnaire (DBQ) can be beneficial when filing a claim for veterans' benefits. The DBQ is a standardized form that streamlines the process by ensuring that all necessary information is provided to assess a veteran's disability claim accurately. It can help support the claim and potentially expedite the VA's decision-making process. When considering the options, asserting that it is false to use a DBQ when filing a claim overlooks the advantages and intentions of this tool. Instead, the correct understanding of the role of a DBQ aligns more with the idea that it can be a pivotal part of the claim filing process, especially as it is designed to assist veterans in providing the required medical evidence in a clear and organized manner. DBQs serve various purposes, including documenting the severity of a veteran's condition and helping to establish a connection between the condition and military service. This comprehensiveness can be critical for a successful outcome in claims. Consequently, while there might be specific cases or circumstances under which a DBQ may not be used or needed, the overall utility and advisability of using one in the claims process cannot be simply dismissed as false.

4. What is the preferred method to obtain personal military records?

- A. By mail
- B. Phone request
- C. In-person visit
- D. Online through the National Personal Records Website**

The preferred method to obtain personal military records is online through the National Personal Records Website. This method is advantageous because it allows individuals to request their records quickly and conveniently from anywhere with internet access. The online system is specifically designed to manage and streamline requests for records, ensuring that users can track the status of their requests and access necessary information efficiently. Using the online platform minimizes delays associated with traditional methods, such as mail or phone requests, which may require additional processing time and are subject to potential miscommunication or misunderstandings. An in-person visit, while being direct, may not be feasible for everyone due to travel requirements and can also involve waiting in line or dealing with limited office hours. The online approach is thus increasingly favored for its accessibility and speed in receiving vital military documentation.

5. How many years after discharge can one apply for a review or upgrade of their discharge using DD Form 293?

- A. 10 years**
- B. 15 years**
- C. 20 years**
- D. 5 years**

The correct answer is 15 years because the Department of Defense allows veterans to apply for a review or upgrade of their discharge status using DD Form 293 within 15 years of their discharge. This policy ensures that veterans have a reasonable timeframe to seek a reconsideration of their discharge, which can significantly impact their eligibility for benefits and services. Understanding this timeframe is crucial for veterans who believe their discharge was unjust or who wish to change its characterization for a variety of reasons, including accessing VA benefits that may not be available with their current discharge status.

6. What is a SUPPLEMENTAL CLAIM in the context of VA decisions?

- A. A new claim for additional benefits**
- B. A request to re-evaluate a previously decided issue with new evidence**
- C. A review process that does not consider new evidence**
- D. Only applicable for veterans with over 30% disability**

A SUPPLEMENTAL CLAIM, in the context of VA decisions, refers to a request to re-evaluate a previously decided issue when new and relevant evidence is presented. This process allows veterans to bring forth additional documentation or findings that were not available during the original decision. It recognizes that circumstances may change or previously overlooked evidence may come to light, therefore providing a pathway for veterans to have their claims reconsidered based on this new information. By distinguishing this process from a completely new claim—which would address a brand new situation or benefit—veterans can effectively navigate the claims process to ensure they receive the benefits they deserve based on the latest and most relevant evidence available. The supplemental claim process is critical for veterans who believe that new evidence could alter the outcome of their prior decision. The other choices do not accurately capture the nature of a supplemental claim: a new claim for additional benefits does not require prior decisions to be reconsidered, a review process that does not consider new evidence conflicts with the intent of the supplemental claim, and the stipulation regarding disability percentage is not a criterion for filing a supplemental claim.

7. Is it true that a veteran can opt into legacy appeals after February 14th, 2019?

- A. True**
- B. False**
- C. Only in certain cases**
- D. Only with special permission**

The correct answer indicates that it is false that a veteran can opt into legacy appeals after February 14th, 2019. This date marks the implementation of the Veterans Appeals Improvement and Modernization Act, which established a new appeals system for veterans that effectively replaced the legacy appeals process. Under this new system, veterans who had submitted their appeals after the cutoff date cannot revert to the older legacy system. The new appeals process introduces options like the Higher-Level Review and the Supplemental Claim lane, designed to streamline and enhance the efficiency of the appeals process. Therefore, once the new system was in place, the opportunity for veterans to choose legacy appeals was closed off, affirming that the assertion made in the question is false. This underscores the importance of understanding the timeline and the changes in the veterans' benefits appeals process.

8. Can unreimbursed medical expenses reduce annual income for pension eligibility?

- A. No, they are not considered**
- B. Yes, if they exceed 10% of the maximum annual pension rate**
- C. Yes, if they exceed 5% of the maximum annual pension rate**
- D. Only if documented by a physician**

To determine the impact of unreimbursed medical expenses on annual income for pension eligibility, it's essential to understand the guidelines set forth for evaluating such expenses. The correct response focuses on the threshold of unreimbursed medical expenses that must be surpassed to qualify for reduction in annual income calculations. When evaluating financial eligibility for pension purposes, unreimbursed medical expenses can indeed be deducted from a veteran's income, but only when they exceed a specified percentage of the maximum annual pension rate. This threshold is critical, as it recognizes that a portion of medical expenses is expected to be manageable without providing a reduction in income calculations. Therefore, once those expenses surpass 5% of the maximum annual pension rate, they can effectively reduce the countable income, thereby supporting the pension eligibility process. In this context, the guideline establishes a clear framework that allows veterans to account for significant medical costs, reinforcing the support system personalized for those who may face high health-related expenses. This mechanism ensures that financial assistance is fair and accommodates individual circumstances, highlighting the importance of having a structured criterion in place for pension-related evaluations.

9. In the AMA process, can relevant evidence be reviewed during higher-level reviews?

- A. True
- B. False**
- C. Only in certain cases
- D. Only if new evidence is presented

In the AMA (Appeals Modernization Act) process, relevant evidence cannot be reviewed during higher-level reviews. The purpose of a higher-level review is to reassess the existing evidence as it was presented in the original claim without introducing new evidence or considering additional submissions. This framework is designed to streamline the appeals process and ensure that decisions are made based on the record available at the time of the original determination. The restriction on reviewing new or additional evidence during a higher-level review helps maintain the integrity of the process by focusing on errors in the application of laws or regulations related to the claim rather than reopening the case with potentially new and unrelated information. This contributes to a more efficient review process, allowing claims to be resolved more promptly. Other options might imply circumstances under which new evidence could be evaluated or suggest limitations that do not align with the strict nature of AMA higher-level reviews.

10. If a veteran wants to secure evidence for a reopened claim, what is necessary if no medical evidence exists?

- A. Submit an affidavit
- B. Complete VA form 21-4142**
- C. Request assistance from a service officer
- D. Wait for the VA to contact the medical providers

To secure evidence for a reopened claim when no medical evidence exists, submitting VA form 21-4142 is crucial because this form allows veterans to authorize the VA to obtain necessary medical records from private healthcare providers. This is particularly important as it helps in ensuring that the VA can gather relevant evidence that supports the veteran's case. Using this form facilitates the process by providing the VA with legal access to the veteran's medical history and treatment information from the specified healthcare providers, which can be instrumental in substantiating the claim. It's a proactive step that helps prevent delays in the claims process by letting the veteran take the lead in identifying and securing the evidence needed. While the other options also have relevance in the claims process, they do not specifically achieve the goal of obtaining evidence. Submitting an affidavit could demonstrate personal observations or experiences, but it may not provide the medical evidence needed for the claim. Requesting assistance from a service officer is beneficial for guidance throughout the process but does not directly gather medical evidence. Waiting for the VA to contact medical providers is generally not a preferred approach, as it can lead to delays and might not ensure that the necessary evidence is collected promptly. Thus, completing VA form 21-4142 is the most effective and direct

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://nacvso.examzify.com>

We wish you the very best on your exam journey. You've got this!

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