**INTRODUCTION TO**

**First NOTICE OF DEATH (FNOD)**

Instructor Lesson Plan

Time Required: 1 Hour

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| Lesson Description | |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. | |
| TMS # | 1372576 |
| Prerequisites | Prior to this lesson, the trainee should have received training on Share, claims establishment and end products. |
| target audience | The target audience for this lesson is Entry Level employees.  Although this lesson is targeted to teach the Entry Level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1 hour |
| Materials/ TRAINING AIDS | Lesson materials:   * Introduction to First Notice of Death PowerPoint Presentation * Introduction to First Notice of Death Trainee Handout |
| Training Area/Tools | The following are required to ensure the trainees can meet the lesson objectives:   * Classroom or private area suitable for participatory discussions * Seating, writing materials, and writing surfaces for trainee note taking and participation * Handouts, which include a practical exercise * Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials * Computer with PowerPoint software to present the lesson material   Trainees require access to the following tools:   * VA TMS to complete the assessment * Access to SHARE with FNOD and CEST command capabilities |
| Pre-Planning | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session. * Become familiar with the content of the trainee handouts and their association to the Lesson Plan. * Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson. * Ensure that there are copies of all handouts before the training session. * When required, reserve the training room. * Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed). * Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson. * This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins. |
| Training Day | * Arrive as early as possible to ensure access to the facility and computers. * Become familiar with the location of restrooms and other facilities that the trainees will require. * Test the computer and projector to ensure they are working properly. * Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly. * Make sure that a whiteboard or flip chart and the associated markers are available. * The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers. |

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| Introduction to First Notice of Death (FNOD) | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| time required | | 5 minutes |
| Purpose of Lesson  Explain the following: | | This lesson is intended to identify and process a Veteran Notice of Death (NOD). This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * Acceptable Veteran NOD * FNOD Notification requirements * FNOD processing procedures |
| Lesson Objectives  Discuss the following:  Slide 2  Handout p. 2 | In order to accomplish the purpose of this lesson, the trainee will be required to accomplish the following lesson objectives.  Thetraineewill be able to:   * Identify an acceptable Veteran Notice of Death (NOD) * Describe the appropriate FNOD notification * Explain the steps to process a FNOD | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | Timely processing of FNODs is very important for processing month of death (MOD) payments and preventing overpayments to Veteran’s estate which could create a financial hardship. | |
| COMMON errors | The most common error found in processing FNODs is the creation of duplicate corporate records. Employees must complete a thorough search for a Veteran’s record before processing the FNOD. | |
| References  Slide 3  Handout p. 2 | Explain where these references are located in the workplace.   * [M21-1, Part III, Subpart ii, 8 First Notice of Death (FNOD) Processing](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/topic/554400000003083/Chapter-08-First-Notice-of-Death-FNOD-Processing) | |

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| Topic 1: General Information About Veteran FNOD Processing | |
| Introduction | This topic will allow the trainee to identify an acceptable Veteran Notice of Death (NOD) |
| Time Required | 15 minutes |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Identify an acceptable Veteran Notice of Death (NOD)   The following topic teaching points support the topic objectives:   * Criteria for an Acceptable Veteran NOD |
| **Purpose of Veteran FNOD Processing**  Slide 4  Handout p. 3 | Explain how the FNOD function updates the Corporate Records, clears all open EPs, stops running awards, and terminates the POA of record. |
| **Criteria for an Acceptable Veteran NOD**  Slide 5-6  Handout p. 3 | Discuss the minimal requirements for accepting a Veteran NOD and that VSRs can use the SSA Inquiry function or the internet to verify information. |
| **Check for Comprehension** | Ask the class to respond to the following questions:  1. What happens automatically when a FNOD is processed?  Corporate Record is updated with date of death (DOD), open end products (EPs) are cleared, and benefits being paid are discontinued, and POA of record is terminated.  2. What are the two criteria required before VA can process a FNOD?  Sufficient information about the Veteran to allow a definite identification of the Veteran’s record, and identity of the source of the report of death.  3. Is a request for burial benefits an acceptable Veteran NOD?  Yes. |

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| Topic 2: FNOD Notification Requirements | |
| Introduction | This topic will allow the trainee to describe correct FNOD notification requirements. |
| Time Required | 15 minutes |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Describe the appropriate FNOD notification   The following topic teaching points support the topic objectives:   * Notice Requirements Associated With Veteran FNOD Processing * Notifying a Deceased Veteran’s Estate of Benefits to Which Survivors and Others May Be Entitled * Issuing a Presidential Memorial Certificate (PMC) |
| Notice Requirements Associated With Veteran FNOD Processing  Slide 7-8  Handout p. 4 | Stress that stopping a Veteran’s benefits based on a NOD is an exception to the rule that normally requires us to provide Due Process before reducing or discontinuing benefits, and that proper automatic notification will be given only if the FNOD function in Share is completed correctly. Also, a manually generated letter may be needed in some instances (i.e. if the award has been suspended by the SSA Death Master File notification or if there is not running award). |
| Notifying a Deceased Veteran’s Estate of Benefits to Which Survivors and Others May Be Entitled When There Was a Running Award  Slide 9  Handout p. 4 | Discuss the benefits that may be available to survivors. |
| Benefits Paid to Surviving Spouses Through the FNOD Process  Slide 10  Handout p. 5 | Explain what benefits will be paid automatically, if beneficiaries have been identified and are eligible. |
| Issuing a Presidential Memorial Certificate (PMC) During a FNOD  *Slide 11-12*  *Handout p. 5* | Discuss the PMC requirements and issuing process (as part of FNOD or as a separate function in Share. If the class is more advanced you may want to refer to [M21-1, Part VII, 1.D.1 Presidential Memorial Certificates (Certificate).](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014980/M21-1,-Part-VII,-Chapter-1,-Section-D---Memorialization#1) |
| Check for Comprehension | Ask the class to respond to the following questions:  1. When is a contemporaneous notice of the action taken required?  Answer: If the FNOD was obtained:   * by way of telephone or personal interview * from an Insurance Service Public Contact Representative, or * through computer matching with another Federal agency, such as the Social Security Administration (SSA).   2. When is a MOD payment generated by the system? Answer: After the FNOD is processed.  3. Who may receive a MOD payment? Answer: Eligible surviving spouses of Veterans who were in receipt of benefits. |

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| Topic 3: Processing a FNOD | |
| Introduction | This topic will allow the trainee to understand the process of completing a FNOD. |
| Time Required | 15 minutes |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Explain the steps to process a FNOD   The following topic teaching points support the topic objectives:   * Reviewing the Veteran’s File * Verifying Information * Types of Notice Drop Down Menu * Next of Kin Letter * Processing the MOD * Processing the Presidential Memorial Certificate |
| Processing a FNOD  Slide 13  Handout p. 6-11 | Demonstrate processing a FNOD, if one is available, or go over [M21-1, Part III, Subpart ii, 8.B.2.a](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014146/M21-1-Part-III-Subpart-ii-Chapter-8-Section-B-System-Information-for-Veteran-Notice-of-Death-NOD-and-Month-of-Death-MOD-Processing#2a) with the trainees. |
| Regional Office Specific Topics | At this time add any information pertaining to:   * Station quality issues with this lesson * Additional State specific programs/guidance on this lesson |

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| Lesson Review, Assessment, and Wrap-up | |
| Introduction  Discuss the following: | The Introduction to First Notice of Death (FNOD) lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 10 minutes |
| Lesson Objectives | You have completed the Introduction to First Notice of Death (FNOD) lesson.  The trainee should be able to:   * Identify an acceptable Veteran Notice of Death (NOD) * Describe the appropriate FNOD notification * Explain the steps to process a FNOD |
| Assessment | Remind the trainees to complete the on-line assessment in TMS to receive credit for completion of the course.  The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson. |