Application Processing

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Slide 1 – Title

Notes - The purpose of this training course is to identify and correctly perform steps for application processing. It will also briefly introduce you to BDN archiving and indexing.

Slide 2 – Overview

Notes - Read content from slide.

Slide 3 – Overview – continued

Notes - Read content from slide.

Slide 4 – WIIFM?

Notes - Basic Eligibility is the keystone decision for a Service-member's or Veteran's access to Chapter 31 (Ch31) services. 38 United States Code 3102 and 3103 cover the provisions for establishing basic eligibility as well as the duration of eligibility.

A timely and correct response to a Veteran from Department of Veterans Affairs (VA) allows the individual access to Ch31 resources – at minimum, a thorough assessment along with information and guidance which he/she can use to make important decisions for employment or independent living.

Vocational Rehabilitation and Employment (VR&E) staff – using Information Technology systems, placing claims under control, processing correctly, generating data, and having correct basic eligibility information throughout, allow for sound workload management and provision of Ch31 services.

Slide 5 – Claim Development

Notes - Section title page – read content from slide.

Slide 6 – Claim Development

Notes - Title page on Basic Claim Development Steps – overview page.

Slide 7 – Additional Claim Development

Notes - Includes a screen snapshot of Share location of VR&E information.

Slide 8 – IT Systems Used in Basic Claim Development

Notes - The primary Information Technology (IT) systems used by VR&E staff are: Benefits Delivery Network (BDN), Beneficiary Identification and Records Locator System (BIRLS), Corporate WINRS, Share, Veterans Benefits Management System (VBMS), Virtual VA, and Veterans On-line Application (VonApp). Permissions and commands for using IT are processed through Common Security Employee Management (CSEM) – see your Information Resource Manager (IRM) or Information Security Officer (ISO) for more information about how to obtain access.

Slide 9 – Basic Claim Development Steps

Notes - Reminder there are critical areas to verify before running AutoGED process.

Before running AutoGED:

Verify whether the claim is an Original – no BDN Master Record; or a Reopened – a BDN Master Record exists and information may be retrieved from the M33 and M35 screens, or from Share VR&E Information tab. If the Reopened claim is from a former Ch31 participant who was Rehabilitated, establish an EP 795 to control the count and timeliness until a determination is made that the prior rehabilitation declaration can be overturned.

Slide 10 – Basic Claim Development Steps

Notes – Read content from slide.

Slide 11 – Date of Claim

Notes - The Date of Claim follows the pending 095/295 and 719.

The Date of Claim is the equivalent of "Effective Date" in calculating Days to Entitlement when EP 719 is either cleared, or used in authorizing a Disallowance for no employment handicap or for failure to pursue. The Date of Claim on BDN M35 screen (effective date) must equal the Date of Claim in CWINRS History (effective date).

Slide 12 – Claim Development – Verifying Qualifying Military Service

Notes - Screen displays a BDN Ready Screen. Minimum entries are:

Command = BINQ

Password = 4 character BDN Ready Screen password

File Number = Veteran's file number

Use BIRLS to verify qualifying military service. BIRLS may be accessed through BDN or Share.

Slide 13 – Claim Development – Verifying Qualifying Military Service

Notes - Screen displays a BDN BIRLS Veteran Identification Data screen. No entries are allowed except in the Next Screen field.

View this screen to ensure that the following fields are correct:

Entry onto Active Duty (EOD)

Release from Active Duty (RAD)

Character of Service (Character of SVC)

Separation Reason Code (Sep Reason Code), and either –

VADS or Verified have a "Y" in the field.

NOTEs: If any of these fields are missing, and the applicant is a Veteran, then a BIRLS update is required. Corporate WINRS AutoGED will stop processing when it encounters a field with incorrect or missing data.

Slide 14 – Claim Development – BIRLS record with minimal service entries for in-service Memo Rating or NDAA

Notes - Screen displays a BDN BIRLS VID screen with minimum data for in-service Memo or National Defense Authorization Act (NDAA) AutoGED processing. The EOD field contains a valid date.

The BIRLS record must have enough data in it to confirm that the service-member has military service. If there is no BIRLS record or insufficient information in the record, AutoGED will stop and set the record to Disallowance. BIRLS update may be accomplished by Veterans Service Center.

Slide 15 – Claim Development – Using Share to verify qualifying service-connected disability IRND

Notes - Screen displays a Share Ready Screen. Enter File Number and select Corporate Inquiries.

Use Share as primary resource to verify qualifying service connected disability rating. Select Corporate Inquiries and enter file number or Social Security Number (SSN). Two pieces of data are retrieved from Corporate Inquiries: Initial Rating Notification Date (from Claims/Denials Tab); and verification of service-connected disability rating at 10% or higher.

Step 1 – select Corporate Inquiries and enter Veteran's file number.

Slide 16 – Claim Development – Using Share to verify qualifying service-connected disability IRND

Notes - Screen displays Share Person Information screen.

Step 2 – Select Claims/Denials function.

Slide 17 – Qualifying service-connected disability IRND

Notes - Screen displays Share Claim/Denial Information screen.

Step 3 – Highlight Initial Comp/Pension (note date of final action field).

Slide 18 – Qualifying service-connected disability IRND

Notes - Screen displays Claim/Denial Information screen with "Authorized" detail line highlighted to show date of authorization, which equals Initial Rating Notification Date.

Step 4 – for details on the date authorized, open Initial Comp/Pen line – date compensable (10% or higher) service-connected disability authorized is Initial Rating Notification Date.

Slide 19 – Claim Development – Using Share to verify qualifying service-connected disability rating

Notes - Screen displays Share Person Information screen.

Step 5 – Select Award/Ratings function button in Veteran's Share record.

Slide 20 – Claim Development – Using Share to verify qualifying service-connected disability rating

Notes - Screen displays Share Corporate Award and Rating Data screen with the Rating Information tab highlighted, which displays the diagnostic code and percent of disability for service-connected disability condition.

Within Share Award/Ratings function, select Rating Information tab for diagnostic code and percentage of service-connected disability. Other tabs may be accessed for additional information if needed for claims processing.

Slide 21 – Claim Development – Obtain Initial Rating Notification Date

Notes - Screen displays a Veteran's Virtual VA e-Folder with first notification letter line highlighted for selection.

Other sources of Initial Rating Notification Date – obtain Initial Rating Notification Date from Virtual VA. Open Veteran's e-Folder, and locate Notification Letter for earliest claim (note: before using this date, verify that the letter specifies it is notification of compensable rating for Original/Initial claim of service-connected disability).

Slide 22 – Initial Rating Notification Date

Notes - Screen displays Share Claim/Denial Information Benefit Claim Information tab with "Closed" date corresponding to the same date of notification shown in the Veteran's Virtual VA e-Folder.

Option B – Share view for corresponding Virtual VA example.

When basic development steps are complete, proceed with AutoGED processing.

Slide 23 - Initial Rating Notification Date – Reopened

Notes - Screen displays Share Corporate Award and Rating Data VR&E Information tab. The following fields are populated in Share when AutoGED is used to process basic eligibility:

Entitlement Remaining; Entitlement Used; IRND; ETD (Eligibility Termination Date); Case Status; and Station of Jurisdiction of CER (Counseling Evaluation Rehabilitation) folder.

The Initial Rating Notification Date for Reopened Claims can be obtained from BDN M33 screen (use MINQ/M33) or from Share (use Corporate Inquiries – Award/Ratings function – VR&E Information tab).

Slide 24 – Basic Development Step – CER folder location

Notes - Screen displays BDN M35 screen (Ch31 Case Status and Employee Controls), highlighting the screen location of the CER Folder Location field.

Reopened claim – make sure the BDN CER folder location on the M35 screen is in the correct station before processing AutoGED.

Slide 25 – Using EP 795 to Control Reapplication from Rehab

Notes - Claims received from prior Ch31 participants who entered Rehabilitated case status will be processed out-of-system, until a determination whether or not the prior Rehabilitation can be over-turned. Upon receipt of 28-1900, establish EP 795 with date of claim. Once a decision is made (allowed or disallowed), PCLR the 795. If the prior Rehabilitation is over-turned, proceed with AutoGED processing.

Slide 26 – AutoGED Processing

Notes – Read content from slide.

Slide 27 – AutoGED Processing – Original Claim

Notes - AutoGED is the primary tool to process Ch31 claims. NOTE: Corporate WINRS enhancement in February 2011 introduced a change to AutoGED. Prior to February 2011, AutoGED records were stored on a Regional Office server and could only be viewed by the Regional Office of jurisdiction. CWINRS Version (February 2011) introduced AutoGED to the Corporate Database and eliminated the ability to delete authorized GED records from the data base.

Slide 28 – AutoGED Processing – Original Claim

Notes - This is the Add GED Record screen in CWINRS. In addition to verifying that basic eligibility criteria are met with verified military service and one or more service connected disability conditions rated at 10% or higher; AutoGED will handle basic eligibility process when the Service-member/Veteran has a memorandum rating, or has applied under NDAA. AutoGED will also obtain Education benefit usage including Ch33 (enter a check-mark in the Ch33 Eligibility box).

Any errors or verification problems will be posted on the AutoGED record Processing Tab, and users are able to retry processing once the errors or problems are resolved.

Slide 29 – AutoGED Processing – Original Claim

Notes – Read content from slide.

Slide 30 – AutoGED Processing – Original Claim

Notes – Read content from slide.

Slide 31 – AutoGED Processing – Reopened Claim

Notes – Read content from slide.

Slide 32 – Completed GED

Notes – Read content from slide – section title page.

Slide 33 – Completed GED

Notes – Read content from slide – screen snapshot of Corporate WINRS View GED Case screen.

Slide 34 – Basic Claim Development Step – CER folder location

Notes - An indicator that a CER folder location is incorrect is the appearance of "unknown" case manager numbers on a report such as Case Management Indicator. Check both the M35 screen and the BIRLS record (BINQ/Loc).

Slide 35 – Basic Claim Development Step – CER folder location

Notes – Read content from slide – screen snapshot of BDN BIRLS Location screen.

Slide 36 – CER Location

Notes - The sequence of establishing a new, or updating an existing, CER folder location in BIRLS is essential for many data integrity issues.
  1) If the claim is an Original (no Ch31 Master Record in BDN), perform the BFLD command AFTER authorizing the GED (update AutoGED Process Tab).
  2) If the claim is a Reopened/Reapplication (Ch31 Master Record exists in BDN), perform the BFLD command BEFORE initiating the GED (update AutoGED Process Tab).

CER folder location allows CWINRS to accurately update the BDN Master Record with Date of Claim (i.e., the "effective" date) which is the beginning period for Days to Entitlement measure.

CER folder location allows BDN to refresh (when necessary) the CWINRS record.

Slide 37 – Disallowance Application Processing

Notes – Disallowance processing in AutoGED is for no Basic Eligibility determination.

Slide 38 – Disallowance – Basic Eligibility

Notes - AutoGED processes basic eligibility Disallowance and creates a CWINRS and BDN record documenting that the claim was disallowed. If any basic eligibility criteria are missing or erroneous, AutoGED cannot validate the claim and will set it for disallowance. AutoGED Processing Tab allows VR&E user to retry processing after corrections to the record are made (may involve BIRLS update by Veterans Service

Center), and to retry processing. If basic eligibility cannot be verified, the disallowance processing will be completed on the Processing tab.

Slide 39 – AutoGED Corrections on Processing Tab

Notes - Slide displays Corporate WINRS View GED Case screen with Processing Tab displaying system generated remarks listing reasons for correction or Disallowance.

Examples of reasons for disallowance.

Slide 40 – Data – Application Processing

Notes – Read content from slide – section title page.

Slide 41 – Data Generation

Chapter 31 data is generated throughout claims processing:
1) EP 095/295 is generated in the Corporate claims environment (view in Share Corporate Inquiries; MAP-D) – and an EP is established in BDN) when AutoGED CEST status is complete;
2) EP 719 is generated in the Corporate claims environment and in BDN when AutoGED CAUT status is complete
3) EP 795 is manually established by VR&E employee in BDN when a reopened claim from Rehabilitated Ch31 participant is received.
4) NOTE: Veterans Service Center also establishes 095/295 in the Corporate claims environment for the purpose of processing Memorandum Rating Decisions.
5) Data sources/reports are available on the Performance Accuracy and Integrity (PA&I) web-site

Slide 42 – Share Display of VR&E Data

Notes – Read content from slide.

Slide 43 – Share display of Ch31 eligibility/entitlement

Notes - Screen displays Share Corporate Award and Rating Data VR&E Information tab with Entitlement Used and Remaining fields highlighted, as well as the Share tab containing Pre Conversion BDN Master Record screens highlighted.

Details on this slide to discuss pre-conversion location and VR&E Information

Slide 44 – BDN Migration: Indexing/Archiving – Application Processing

Notes – Read content from slide – section title page.

Slide 45 – BDN Migration – Background

Notes - Corporate WINRS 3.1 version is scheduled for release between 9/28 and 10/19/13. When this release is deployed, VR&E users of BDN and Corporate WINRS will begin to encounter Indexed and Archived records.

Slide 45 – BDN Migration – Archiving

Notes – Read content from slide.

Slide 47 – AutoGED – Indexing/Archiving Impact

Notes - Slide displays a Corporate WINRS screen snapshot displaying Error Message WIN-8102. The 8 Beta test sites where Corporate WINRS Subsistence Allowance Module (SAM) is currently in field test mode, will encounter this message when a Veteran's Index is set to "B" (BDN). Notify VR&E that the Index needs to be re-set.

Slide 48 – How to Identify an Indexed Record

Notes - Screen displays the BDN error message located at bottom on Ready Screen when the Index is set to "V" (VetsNet or Corporate WINRS). The message reads: "Action prohibited – record already exists in CWINRS. Start new command with ready screen"). Notify VR&E to re-set the Index to B.

When a Ch31 record is Indexed to "V" (VetsNet/Corporate), the BDN Ready Screen will display this message when any of the following commands are entered:

MINQ, CEST, CADJ, CAUT, CADD, CORR, FIST FAUT.

In any instance where it is necessary for VR&E or Finance to access the BDN Master Record, submit a trouble ticket requesting that the Index be set to "B" (BDN).

Slide 49 – Eligibility Entitlement Application Processing

Notes – Read content from slide – section title page.

Slide 50 – Eligibility Entitlement Update (charging entitlement to Ch31)

Notes - Screen displays BDN Chapter 31 Basic Eligibility Data – 431 screen for use in updating eligibility or entitlement.

Charging entitlement to a record where Veteran is attending at less than ½ time. When it is not possible to charge entitlement through subsistence allowance award processing, an eligibility/entitlement update GED is required to charge entitlement to the BDN Master Record (same functionality applies to SAM). Need award and enrollment certification just like with a BDN award for payment. Calculate number of months and days. Use BDN Eligibility/Entitlement Update functionality to process this GED type.

Enter "X" in the Elig/Entitlement update field. Enter mm-dd in the "Other" field. Validate or enter Initial Rating Notification Date if applicable. Proceed to 432 screen.

The provisions for computing and charging entitlement to Ch31 participants who are specifically barred from receiving subsistence allowance are:

CFR 21.79 "Determining Entitlement Usage under chapter 31" – 21.79-2 addresses participants such as IDES or others who are specifically barred from receiving subsistence allowance. CFR 21.310 – "Rate of Pursuit of a Rehabilitation Program" covers the Rate of Pursuit charged under different programs (note – since the publication date of the regulation, there has been changes to the rate of pursuit allowed for independent study). CFR 21.314, "Pursuit of Training Under Special Conditions" discusses the approval of pursuit at less than ½ time.

Slide 51 – Eligibility Entitlement Updated (charging entitlement to Ch31)
Notes - Screen displays BDN Chapter 31 Basic Eligibility Data – 431 screen for use in updating eligibility or entitlement.

Proceed to 432 screen – recalculated creditable Ch31 entitlement occurs.

Slide 52 – Eligibility Entitlement Update (charging entitlement to Ch31)

Notes - Screen displays BDN Chapter 31 Basic Eligibility Data – 432 screen for use in updating eligibility or entitlement.

Enter a facility name or facility code in the "Facility Name" field. Enter applicable type of training (i.e., A=graduate; B=undergraduate). Enter course name. Enter amount of entitlement used (from 431 screen). Enter "OTH" in Benefit Type. Enter "S" or "U" (Satisfactory or Unsatisfactory). In Next Screen field, type GED. Authorize and sign the GED tear sheet. File in CER folder.

Slide 53 – References
Notes – Read content from slide.

Slide 54 – Questions
Notes – Read content from slide.

End of Notes page.