Dependency Claims Processed by the Rules-Based Processing System (RBPS)

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 # | 3818257 |
| Prerequisites | Prior to this lesson, the trainees should have previously completed Dependency for Compensation training. |
| target audience | The target audience for Rules-Based Processing System (RBPS) is Veteran Service Representatives (VSRs).  Although this lesson is targeted to teach VSRs, it may be taught to other VA personnel as informational, mandatory, or refresher type training. |
| Time Required | 1 hour |
| Materials/ TRAINING AIDS | Lesson materials:   * RBPS PowerPoint Presentation * RBPS Trainee Handouts |
| Training Area/Tools | The following are required to ensure the trainees are able to 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 * Compensation Service Intranet Home page |

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| 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 Dependency Claims Processed by the Rules Based Processing System (RBPS) | | |
| 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 | | This lesson describes the Rules-Based Processing System (RBPS), how it works, and why some claims are rejected and need to be worked by a VSR. |
| Lesson Objectives  Slide 2  Handout 2 | In order to accomplish the purpose of this lesson, you will be required to accomplish the following lesson objectives:   * Define what is RBPS and its purpose * Outline the claims process of RBPS * Define a RBPS reject * Describe how to locate claim documents * Recall the appropriate action for processing RBPS rejects * Identify possible earlier effective dates   At the conclusion of the lesson, the learning objectives with be reviewed. | |
| Motivation | VA’s has a duty to serve those who served our country and in doing so, put their lives at risk. VA had experienced an increase in the number of compensation and pension claim received to including dependency claims. VA must resolve dependency claims in an expeditious and efficient manner. In order to accomplish this goal, RBPS will be utilized so Veterans and their survivors do not have to wait long periods of time for entitled benefits. | |
| STAR Error code(s) | RBPS claims are not counted in RO accuracy; however, they are counted in national accuracy and ROs are responsible for correcting errors. Errors can include:   * Establishing the dependent with an incorrect effective date * Adding dependent with insufficient and/or conflicting information * Any additional errors not compliant with regulations or manual references. | |
| References  Slide 3  Handout 2 | Explain where these references are located in the workplace.  All M21-1 references are found in the [Compensation and Pension Knowledge Management (CPKM) Portal](https://vaww.compensation.pension.km.va.gov/).   * [M21-1 Part III, Subpart i, 4. D. – Dependency Claims Processed by the Rules-Based Processing System (RBPS)](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000031795/M21-1-Part-III-Subpart-i-Chapter-4-Section-D-Dependency-Claims-Processed-by-the-Rules-Based-Processing-System-RBPS) | |

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| Topic 1: Rules Based Processing System (RBPS) | | | |
| Introduction | | This topic will define and explain the purpose of RBPS. It will also provide the trainee with the knowledge of how a claim is resolved or rejected using RBPS. It will inform the trainee of the type of dependency claims that RBPS can resolve as well as the types of claims it cannot resolve. | |
| Time Required | | 45 minutes | |
| OBJECTIVES/ Teaching Points | | Topic objectives:   * Define what is RBPS and its purpose * Outline the claims process of RBPS * Define a RBPS reject * Describe how to locate claim documents * Recall the appropriate action for processing RBPS rejects * Identify possible earlier effective dates   The following topic teaching points support the topic objectives:   * Define What is RBPS and other Claims Processing acronyms * Purpose of RBPS * Outline the Claims Process of RBPS * Define a RBPS reject * How to Locate Claim Documents * RBPS Interface functionalities * RBPS ineligible claim types | |
| Definitions  *Slide 4*  *Handout 3* | | * RBPS - Rules Based Processing System * eBenefits - Online portal for Veterans to manage claims and apply for benefits * CRM - Customer Relationship Management: program for national call center agents * VDC - Veterans Direct Connect: Allows claimants to file disability compensation and dependency applications directly via eBenefits * SEP - Stakeholder Enterprise Portal is a secure and seamless web-based entry portal for Veterans service organizations (VSOs), claim agents and private attorneys who provide services to claimants or conduct business with VBA. * D2D - Digits-to-Digits (D2D) electronic claims service is a data delivery service built to enable a Veteran’s representative to electronically submit claims and evidence | |
| What is RBPS  *Slide 5*  *Handout 3* | | RBPS is an automated system that executes business rules on eligible claims, records decisions, generates correspondence, and triggers payment for award decisions.  The rules engine is a preset grouping of rules:   * “if this, do that” parameters based on the regulations and * policy regarding dependency benefits for Veterans on service-connected compensation   RBPS applies only to dependency adjustments for entitled Veterans receiving compensation. System adjustments include the addition of new dependents, the changing of the status of dependent children, from minor to school child, and the removal of a spouse without any children.  Claims are established and either processed or rejected. | |
| Purpose of RBPS  *Slide 6*  *Handout 3* | | RBPS   * will reduce VA’s non-rating inventory and processing time * allows Regional Offices (ROs) to allocate more resources to the reduction of claims in their inventory that require a rating decision, and * ensures timely award adjustments for the addition or removal of dependents from a beneficiary’s award. | |
| How RBPS Receives Data  Slide 7  Handout 4 | | Processes claims through the following two methods:   * VDC   + eBenefits   + SEP (Stakeholder Enterprise Portal)   + D2D (Digits to Digits) * Customer Relationship Management (CRM) | |
| VONAPP Direct Connect (VDC)  *Slide 8*  *Handout 4* | | The table below describes how RBPS receives the data necessary to process this category of claim via VDC.   |  |  | | --- | --- | | **Stage** | **Description** | | 1 | A Veteran or appointed representative accesses VDC through eBenefits/D2D or SEP. | | 2 | VDC utilizes a question-and-answer, interview-style interface to guide the Veteran in completing one of the following forms   * VA Form 21-686c, *Declaration of Status of Dependents*, or * VA Form 21-674, *Request for Approval of School Attendance*. | | 3 | RBPS pulls data from the entries made on the forms listed in Step 2 and attempts to process the claim based on that data. | | |
| Process Overview of VDC  *Slide 9* | | This visual explains the RBPS claims process for claims received through eBenefits/VDC/D2D/SEP. | |
| Customer Relationship Management (CRM)  *Slide 10*  *Handout 4* | | * Used in National Call Centers (NCC) * Claim information is accepted over phone and entered into system * Information is fed into an electronic VA Form 21-686c or 21-674 * Forms are uploaded to the electronic record * Claim is established and either processed or rejected | |
| Process Overview of CRM Interface  *Slide 11* | | This visual explains the RBPS claims process for claims entered through the CRM interface | |
| Rules Engine (RBPS) Process Flow  *Slide 12* | | This visual shows a basic decision flow chart for how RBPS processes claims.  The actual rules are very complicated. | |
| Processing Claims  *Slides 13-14*  *Handout 5* | | The table below describes the process that is triggered when a Veteran or appointed representative submits VA Forms 21-686c and/or 21-674.   |  |  | | --- | --- | | **If…** | **Then…** | | The claim is eligible for automated processing | * RBPS   + Establishes an EP 130 with the appropriate claim label   + uses rules-based programming to decide the claim, and   + processes the decision through the Veterans Service Network (VETSNET). * VETSNET clears the EP 130, and * The Hines Information Technology Center   + generates a decision notice, and   + uploads the corresponding award print and decision notice into the Veteran’s electronic claims folder (eFolder). | | The claim is not eligible for automated processing | * RBPS establishes an EP 130 with a claim label designating it as an RBPS-rejected claim * The National Work Queue (NWQ) will recall and distribute the EP for any additional development and/or adjudication. | | |
| Common RBPS Reject Reasons  *Slide 15-16*  *Handout 5* | | This slide details some common reasons why RBPS would reject a dependency claim for automated processing and would require manual processing. | |
| Claim Labels  *Slide 17*  *Handout 6* | | This slide shows a chart of all the various RBPS claims and the source of how they were submitted and how to interpret the claim label.  The claim labels under the “Award” chart show RBPS claim types that successfully went to award and the claim labels under the “Manual Processing” chart show RBPS claim types that were rejected and what action is needed. | |
| Where are the Claim Documents?  *Slide 18*  *Handout 6* | | This slide shows a visual of how to locate claim documents when the claim was submitted through eBenefits/VDC/SEP/D2D.  If submitted through eBenefits/VDC/SEP/D2D: documents are now in VBMS, but historical claim documents may be in Legacy Content Manager Documents tab. | |
| Document Failed to Upload  *Slide 19*  *Handout 6* | | This slide contains guidance about how to process a dependency claim that was submitted through eBenefits/CRM/D2D/SEP and the claim document is missing.  Follow the guidance in [M21-1 Part III.ii.4.D.6 – Claims Materials Submitted Using a VA Electronic Application Process That Fail to Upload to the eFolder](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014129/M21-1-Part-III-Subpart-ii-Chapter-4-Section-D-Lost-Paper-Claims-Folders-Reconciliation-of-Duplicate-Records-in-the-Beneficiary-Identification-and-Records-Locator-Subsystem-BIRLS-and-Misplaced-Claims-Documents#6) for obtaining the missing document(s) | |
| VDC Functionality  *Slide 20*  *Handout 6* | | This slide shows the types of claims RBPS can process when submitted through VDC/eBenefits/D2D/SEP.   * Add biological child * Add stepchild * Add school-age child * Add spouse * Remove spouse with no children * Deny when Veteran is >30% SC | |
| CRM Functionality  *Slide 23*  *Handout 7* | | This slide shows the types of claims RBPS can process when submitted through the CRM Interface.   * Add biological child * Add spouse | |
| Ineligible Claims for RBPS  *Slide 22-23*  *Handout 7* | | This slide shows the types of claims RBPS cannot process.  Claims to add:   * an adopted child * a child over age 18 that is permanently incapable of self-support (aka “helpless child”) * a child over age 18 that is homeschooled, or * a school child whose tuition is being paid by the Federal government, **or**   Claims to add a dependent when   * the payment of benefits may be subject to a withholding for attorney fees, or * the claimant or Veteran has a foreign address | |
| Earlier Effective Date Review  *Slide 24*  *Handout 7* | | This slide explains a situation in which a VSR may be assigned an EP 130, but an RBPS claim was cleared while the current claim was pending. Further review is necessary to determine what action to take.   * Review all Claim Documents (VBMS documents, documents in legacy tab). * Compare current claim document with last award print or award data in corporate: Were all dependents claimed established on the award? If not, take action to establish the unaddressed dependents. * Were all dependents added from the earliest effective date? | |
| Earlier Effective Date Flow Chart  *Slide 25*  *Handout 8* | | This slide contains a visual diagram demonstrating what action to take based on the facts of the individual case. | |
| Earlier Effective Date Example  *Slide 26*  *Handout 8* | | This slide has a scenario which details a situation in which an earlier effective date may be warranted, as a knowledge check.   * You are reviewing the EP 130 dated January 20, 2014 * Veteran sends a VA Form 21-686c to VA on January 20, 2014 * Veteran’s EP 020 cleared on July 3, 2013 granting compensation effective June 1, 2013 * Veteran logs onto eBenefits and submits a claim that clears on January 2, 2015 and RBPS auto establishes dependents effective January 2, 2015, with a payment date February 1, 2015.   **Question to the trainees: What action should be taken?** | |
| Earlier Effective Date Example Answer  *Slide 27*  *Handout 9* | | This slide has guidance for the scenario detailed in the previous slide.  **Answer:**  We should adjust the effective date of the dependents   * The eBenefits Claim added based on the date of claim of January 2, 2015🡪 February 1, 2015 payment date * Veteran is eligible for an earlier effective date because of the EP 130 with a DOC of January 20, 2014 | |
| Earlier Effective Date Example (continued)  *Slide 28*  *Handout 9* | | This slide contains guidance for the scenario detailed in the previous slides and details what correction should be taken.  **Process award** to grant spouse and minor child from June 1, 2013  \*Review 21-686c for event dates to ensure we are not granting back to a period in which they are not eligible  **Example to provide to trainees:** Rating effective date was May 1, 2013; however, veteran’s date of marriage was December 11, 2014. Veteran would only be entitled to have his/her spouse established from the date of marriage (if claim received within one year of the event date). Event date would be December 11, 2014, payment date would be January 1, 2015.  **Important:** EP 130 should be updated to an EP 930 with January 2, 2015 date of claim, since we are correcting an EP previously cleared. | |
| Earlier Effective Date Adjustment Not Needed Example  *Slide 29*  *Handout 9* | | This slide has a scenario which details a situation in which an earlier effective date is not needed, as a knowledge check.  **Scenario:** Spouse and minor child added from the earliest possible effective date of June 1, 2013. What action should be taken?  **Answer:**  No corrective action is needed to Veteran’s dependency decisions.   * Send letter to the Veteran concerning claim. Update EP 130 to an EP 400. * Clear EP 400 in Share.   ***Tell Trainees that they are responsible for ensuring all tracked items are properly disposed prior to clearing EP 400.*** | |
| Earlier Effective Adjustment Not Needed Auto Text  *Slide 30*  *Handout 9* | | This slide has auto text that should be sent to veteran when it has been determined that all claimed dependents have been established and no earlier effective date is needed.  We are writing regarding your dependency claim that was received on (insert date). This letter is to inform you that the action has already been taken to add XXXXX on your award as a dependent (insert status, spouse, child, etc.) from XXXXXXX with the claim you submitted online through eBenefits. Our notification letter dated XXXXX informed you of this decision. Your compensation payment will continue unchanged”  **Instruct trainees to Suppress review rights if processing in RADL/VBMS-A. Do not enclose review rights if generating correspondence in PCGL.** | |
| Lesson Review, Assessment, and Wrap-up | | |
| Introduction  Discuss the following: | The RBPS 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 RBPS lesson.  The trainee should be able to:   * Define what is RBPS and its purpose * Outline the claims process of RBPS * Define a RBPS reject * Describe how to locate claim documents * Recall the appropriate action for processing RBPS rejects * Identify possible earlier effective dates | |
| Assessment | Remind the trainees to complete the on-line evaluation in TMS to receive credit for completion of the course. | |