

Quality Call November 2014 - Fiduciary Teleconference Notes

FY15-1

Held By:	Pension & Fiduciary Service – 21F2
Date/Time:	Tuesday, November 18, 2014 / 2:00pm CT

- **Introductions / Roll-Call**
- **Call Topics**
 - **Referrals (FPM 4.C.11)**
 - Make referrals regarding any dependency changes, Medicaid, under/overpayments, competency issues (if we can reestablish) to proper Regional Office (PMC or VSC)
 - Current trends show Field Examiners documenting potential entitlement changes, but no action(s) or referrals were taken to adjust award
 - FEs must document and make the referral to the appropriate office of jurisdiction. This can be accomplished using VA Form 27-0820 for all award adjustment referrals
 - **Verification of funds (FPM 2.D.13.e)**
 - The \$5k rule applies to both VA and non-VA funds that a fiduciary is managing
 - All non-accounting cases require the FE to verify and document using VA Form 21-4718a or bank statement(s).
 - **Income – Discrepancies (FPM 2.D.13.f)**
 - Discrepancies have been found between SSA funds reported in Field Exam Reports and what is shown in SHARE
 - The FE must explain any discrepancy between the VA Form 21-592 (during IA's), SHARE, Virtual VA and additional forms of verification
 - **SDP (FPM 2.E.27.e)**
 - 3 year max is recommended, but not mandatory
 - Does not require a Successor Appointment be conducted if SDP has been in place in excess of 3 years
 - **Properly titled accounts for spouse fiduciaries**
 - Page 13 in Fiduciary Guidebook does not state that a spouse fiduciary does not need to obtain a properly titled account; it allows a spouse fiduciary to co-mingle funds from a beneficiary and the spouse
 - **VA Form 21-555 (FPM 4.C.12.)**
 - Authorizes VA to pay benefits to a fiduciary on behalf of a beneficiary
 - The form must be of record in the eFolder, and it must match the information in SHARE (CFID)

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- Any change in fiduciary or type of fiduciary, a new 21-555 must be completed per 4.C.12.
- **Fast Letter 09-26 and VA Form 27-0820**
 - Requires all fiduciary activities to verify surety bond information on a 27-0820 (amount of coverage, annual premium, payable to the SecVA, etc..)
 - This requirement has not been changed, even though BFFS has a field to document this information. It is still required on a 27-0820 and to be uploaded to VVA
 - Only being cited as informal errors due to conflicting and informal guidance given that BFFS is acceptable
- **Character witness statements (FPM 2.D.11.k.)**
 - We are required to obtain character witness statements noting the relationship to the fiduciary and proposed fiduciary's reputation
 - Ensure the statements directly address the 'honesty and integrity of the fiduciary
- **Diary Dates – (FPM 2.E.32, 2.E.33)**
 - Personal contact with beneficiaries are scheduled in accordance with the requirements of each situation (FPM 2.E.33.a.)
 - FBPs and FBAs should be scheduled based on last interview date with the beneficiary, not the fiduciary; even during split cases.
- **BFFS glitch**
 - Accounting due dates erroneously disappearing, but the correct date is still listed in BFFS audit history. Only being called as admin errors for now until this is resolved in the system
 - Still must be called as an admin because the accounting due date must be corrected (control over the due dates)
- **Most common error calls**
 - B4 – verification of funds, \$5k or more (not properly verified in non-accounting cases). Must have bank statements or 4718a. We have not been informed that we can verify at automatic tellers
 - B3 –income. What is in the FE report, must also be seen in SHARE and/or VVA. Any discrepancies must have documentation/explanation.
 - B3 – diary dates. Dates must be based on interview with beneficiary.
- **Open Discussion / Closing Remarks**