Screening Claims for Quick Pay Disability Processing

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 # | 4179957 |
| Prerequisites | Prior to this lesson, the Veteran Service Representative (VSR) must have completed the following lesson plans: *Date of Claim and End Products, CEST & Flashes,* *Duplicate C Files and Folder Establishment, MAP-D Evidence and Notes,* *Review of Service Treatment Records and Post Service Treatment Records.* |
| target audience | The target audience for **Screening Claims for Quick Pay Disability Processing (QPD)** is VSR Post Challenge.  Although this lesson is targeted to teach the VSR Post Challenge employee, it may be utilized for Rating Veteran Service Representatives RVSR) as mandatory or refresher type training. |
| Time Required | 1.0 hour |
| Materials/ TRAINING AIDS | Lesson materials:   * **Screening Claims for Quick Pay Disability Processing**. PowerPoint Presentation * **Screening Claims for Quick Pay Disability Processing** Trainee Handouts * **Screening Claims for Quick Pay Disability Processing** Job Aid |
| 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 * VBA Learning Catalog |
| 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 Screening Claims for Quick Pay Disability Processing | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| Lesson Objectives  Discuss the following:  Slide 2  Handout 2 | In order to accomplish the purpose of this lesson, the VSR will be required to accomplish the following lesson objectives.  At the completion of this lesson, the trainees will be able to:   * Identify the purpose of QPD processing and its background * Recognize the disabilities that qualify under the QPD program * Identify what constitutes a substantially complete QPD application * Understand the procedures for QPD processing * Determine QPD eligibility for service connected surgery or hospitalization * Identify intermediate decisions for QPD claims received with non-eligible contentions | |
| 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 | Secretary of Veterans Affairs, Eric K. Shinseki, asked employees to help improve the claims process by submitting ideas, they responded with more than 3,000 submissions aimed at transforming the claims process and ultimately better serving Veterans. Quick Pay Disability processing was derived based on an idea by the St. Petersburg Regional Office (RO) in 2010.  This is a product from our peers, to help our peers. Ultimately, to assist the Veteran in an even more timely fashion. It is important we embrace what our peers have created and maximize our processing times. | |
| STAR Error code(s) | N/A | |
| References  Slide 3  Handout 3 | Explain where these references are located in the workplace.   * [**M21-1, Part III.i.5.A**](VA%20Knowledge%20Base)**,** Expediting Claims Meeting the Criteria for a Minimum 100 Percent Evaluation Using the QPD Program | |

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| Topic 1: Screening Claims for QPD Processing | | |
| OBJECTIVES/ Teaching Points | The trainee will be able to:   * Describe the purpose of screening claims for ready to rate. * Identify claims that are ready to rate where QPD processing can be used. |
| Quick Pay Disability  Slide 4  Handout 4  **Note: QPD processing does not apply to claims that can be more expeditiously rated under another program such as Fully Developed Claims (FDC). When a claim can be expeditiously rated under another program those policies and procedures must be followed.** | The Quick Pay Disability (QPD) process provides claimants with expedited access to earned benefits such as VA medical care and monetary benefits, when the nature of the disability sought meets the criteria for a minimum 100 percent evaluation.  A QPD claim is a Veteran claim for temporary 100% compensation for surgery for a SC condition, joint replacement for a SC condition, or active Agent Orange related cancer(s) and/or treatment provided within 6 months (from date of receipt of claim). |
| Disabilities Recognized under the QPD Program  *Slide 5-6*  *Handout 4-5*  *38 CFR 4.29: total ratings will be assigned under this section if treatment of a service connected disability necessitating hospitalization in excess of 21 days or hospital observation*  *38 CFR 4.30: total ratings will be assigned under this section if treatment of a service-connected disability resulted in surgery necessitating at least one month of convalescence…severe postoperative residuals…immobilization by cast…* | The lists below contains contentions that warrant consideration under the QPD program  ***Active Agent Orange related cancers with a diagnosis and/or treatment provided within six months from the date of claim, to include:***   * prostate cancer * lung cancer * Chronic Lymphocytic Leukemia (CLL) * Hodgkin’s Disease * multiple myeloma * Non-Hodgkin’s lymphoma * bronchus or bronchial cancer * cancer of the larynx * cancer of the trachea, and * chronic B-cell leukemia   ***Compensation claimed for surgery on a service connected (SC) condition, such as joint replacement for an established SC disability***   * joint replacement for an established SC disability * surgery related to an established SC disability in accordance with 38 CFR 4.30, and * hospitalization related to an established SC disability in accordance with 38 CFR 4.29 |
| Screening for QPD Claims  Slide 7  Handout 5  **Initial intake - CA** | There are a number of criteria that must be met before processing a claim as a QPD claim: Do any claimed contentions warrant QPD consideration as outlined in M21-1, Part III.i.5.1.b?  1. Is the claim substantially complete? 2. Create a note/comment in the Veterans Benefits Management System (VBMS) indicating possible QPD claim  * Create a note/comment on the CM portal indicating a possible QPD claim (if applicable), and * Forward the claims material in the portal to a locally designated VSR to determine QPD eligibility   ***Applicable references:***  Processing mail (centralized mail) – [M21-1, Part III.ii.1.E.5.c](VA%20Knowledge%20Base)  Paper mail – [M21-1, Part III.ii.1.B.2.b](M21-1,%20Part%20III,%20Subpart%20ii,%201.B.2.b)  Substantially complete claims – [M21-1, Part I.1.B.1.b](M21-1,%20Part%20I,%201.B.1.a) and  [M21-1, Part III.ii.2.B.3.c](M21-1,%20Part%20III,%20Subpart%20ii,%202.B.3.c)  Forwarding claims – [SMS User Guide](SMS%20User%20Guide)  [CACI User Guide](CACI%20User%20Guide) |
| Procedures for QPD Processing  Slide 8-9  Handout 6  **Review – VSR**  If all the criteria are met establish the claim, add the QPD special issue flash, mark the claim ready for decision and route to the proper lane for a decision | 1. Can service be verified without the need to develop for federal records? 2. Is a diagnosis or treatment records from a physician available for the claimed condition?   ***Note: Check the Compensation and Pension Record Interchange (CAPRI) for VA treatment records regarding the claimed condition***   1. Can in-country Republic of Vietnam (RVN) service be verified without the need to develop for federal records?   ***Note:*** ***If the answer is no to any of the above:***   * Establish the claim, and * Route claim to the proper segmented lane for development   ***Applicable references:***  Verifying service – [M21-1, Part III.ii.6.5](VA%20Knowledge%20Base)  Establishing claims – [M21-1, Part III.ii.3.D.2](VA%20Knowledge%20Base)  Accessing Treatment notes – [CAPRI User Manual](CAPRI%20User%20Manual)  Verifying RVN service – [M21-1, Part III.iii.2.E.8](M21-1,%20Part%20III,%20Subpart%20iii,%202.E.8) |
| Determine QPD Eligibility for Service Connected Surgery or Hospitalization  Handout 7  **Review – VSR**  If all the criteria are met establish the claim, add the QPD special issue flash, mark the claim ready for decision and route to the proper lane for a decision | 1. Can service be verified without the need to develop for federal records? 2. Are surgery reports or discharge summaries available for the claimed condition?   ***Note: Check the Compensation and Pension Record Interchange (CAPRI) for VA treatment records regarding the claimed condition***  ***Note: If the answer is no to any of the above:***   * Establish the claim, and * Route claim to the proper segmented lane for development   ***Applicable references:***  Verifying service – [M21-1, Part III.ii.6.5](VA%20Knowledge%20Base)  Establishing claims – [M21-1, Part III.ii.3.D.2](VA%20Knowledge%20Base)  Accessing Treatment notes – [CAPRI User Manual](CAPRI%20User%20Manual) |
| Intermediate Decisions for QPD Claims Received with Non-Eligible Contentions  *Handout 7* | If there are multiple conditions claimed and at least one of the claimed conditions is eligible for a QPD decision, take the following:   * Provide an intermediate decision, and * Defer the associated claimed conditions that are not eligible for a QPD decision |
| 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 Screening Claims for Quick Pay Disability Processing lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. |
| Lesson Objectives | You have completed the Screening Claims for Quick Pay Disability Processing lesson.  The trainee should be able to:   * Identify the purpose of QPD processing and its background * Recognize the disabilities that qualify under the QPD program * Identify what constitutes a substantially complete QPD application * Understand the procedures for QPD processing * Determine QPD eligibility for service connected surgery or hospitalization * Identify intermediate decisions for QPD claims received with non-eligible contentions |
| 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. |