Telephone Development

**Review Exercise**

Please complete the following review questions. You may use your reference material.

1. List at least four types of information suitable for telephone development.
2. When doing telephone development, what types of information can be used to verify the identity of the Veteran or contact.
3. What documents can NOT be accepted by e-mail or fax?
4. When doing telephone development, which form should we use to document the conversation?
5. True or False. We can establish dependency status via telephone development.
6. Name the six pieces of information that must be documented in the beneficiary’s record when performing telephone development.
7. What is the purpose of VA Form 21-0845?