Dental and Oral (RVSR)

Instructor Lesson Plan

Time Required: 1.5 Hours

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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 # | 4191199 |
| Prerequisites | Prior to this lesson, the Rating Veteran Service Representatives (RVSRs) are not required to have any prerequisite experience.  |
| target audience | The target audience for **dental and oral** is **entry level RVSRs.**Although this lesson is targeted to teach the **entry level RVSR** employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1.5 hours |
| Materials/TRAINING AIDS | Lesson materials:* Dental and Oral PowerPoint Presentation
* Dental and Oral Trainee Handouts
* Dental and Oral E-case
 |
| 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
* Microsoft Lync
* Dual Monitors
* VBA School House
* VBMS-R Demo
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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.
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| 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 Dental and Oral |
| INSTRUCTOR INTRODUCTION | Complete the following:* Introduce yourself
* Orient learners to the facilitiest
* Ensure that all learners have the required handouts
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| time required | 0.25 hours |
| Purpose of LessonExplain the following: | This lesson is intended to identify and describe the major dental and oral structures and complete a dental and oral rating decision. This lesson will contain discussions and exercises that will allow you to gain a better understanding of: * Dental and oral structures
* Dental ratings
* Oral and Dental DBQ
 |
| Lesson ObjectivesDiscuss the following:Slide 2 | In order to accomplish the purpose of this lesson, the RVSR will be required to accomplish the following lesson objectives.TheRVSRtraineewill be able to:* Identify and describe major dental and oral structures
* Identify the difference between dental treatment only and service connected dental disabilities
* Complete a dental rating
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| 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 | To know when to rate dental conditions and how to complete a rating decision properly |
| STAR Error code(s) | A1, B2, C1, C2 |
| ReferencesSlide 3-4 | Explain where these references are located in the workplace.* [38 CFR §4.150 Schedule of ratings-dental and oral conditions](http://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.4&rgn=div5)
* [38 CFR §3.381 Service connection of dental conditions for treatment purposes](http://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58)
* [38 CFR §17.161 Authorization of outpatient dental treatment](http://www.ecfr.gov/cgi-bin/text-idx?SID=13b1a84b36eb9ed3cf56ffec07bf0a9a&mc=true&node=se38.1.17_1161&rgn=div8)
* [38 CFR §17.162 Eligibility for Class II dental treatment without rating action](http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&SID=17dae56eb3e19f77a0eb460bcae5e1b7&ty=HTML&h=L&mc=true&n=pt38.1.17&r=PART)
* [M21-1 Part III, Subpart v, Chapter 7, Section A,1 Regulations Governing Eligibility for Medical Treatment](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
* [M21-1 Part III, Subpart v, Chapter 7, Section B, 1 Class I: Compensable Dental Disabilities](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
* [M21-1 Part III, Subpart v, Chapter 7, Section B, 2 Class II: Service Connected (SC) Dental Conditions for Treatment Purposes](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
* [M21-1 Part III, Subpart v, Chapter 7, Section B Class II(a) and II(c) Dental Outpatient Service](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
* [M21-1 Part III, Subpart v, Chapter 7, Section C Referral of Dental Treatment Claims to the VAMC](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
* [M21-1 Part IX, Subpart ii, Chapter 2, Section 2 Dental Treatment – Purposes Ratings](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
* [M21-1 Part IX, Subpart ii, Chapter 2, Section 3 Rating Principles for Dental Conditions](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=)
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| Topic 1: Dental and Oral |
| Introduction | This topic will allow the trainee to properly rate dental and oral conditions with 98% accuracy |
| Time Required | 1 hour |
| OBJECTIVES/Teaching Points | Topic objectives:* Identify and describe the major dental and oral structures
* How to complete a dental rating

The following topic teaching points support the topic objectives: * Medical EPSS
* Disability Benefits Questionnaire
* VBMS-R Demo
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| Medical EPSSSlide 5 | Explain how to review Medical EPSS for conditions related to:* Jawbone

 Maxilla (Upper) Mandible (Lower)* Roof of the Mouth

 Hard palate Soft palate* Teeth
* Temporomandibular Joint (TMJ)
 |
| Dental and Oral Compensation RatingsSlide 6 |  Per M21-1 IX.ii.2, if a claim for **disability compensation** is submitted that includes a compensable dental condition as an issue:* VBA will prepare a rating for compensation purposes and notify VHA if service connection is granted
* A compensable dental condition **only** includes those disabilities in 38 CFR §4.150 (or a disability that can be appropriately rated by analogy).

**EXPLAIN**: *Because VHA has primary responsibility for determining eligibility for dental treatment, VBA will prepare a rating decision or provide the requested information under the provisions* ***of 38 CFR § 3.381*** *only when VHA requests such a rating or information necessary to assist in its determination.***DISCUSS** *if a claim for disability compensation is submitted that includes a compensable dental condition as an issue, the Veterans Benefits Administration (VBA) will prepare a rating for compensation purposes and notify the Veterans Health Administration (VHA) if service connection is granted. A compensable dental condition* ***only*** *includes those disabilities contained in* [*38 CFR §4.150*](http://vbaw.vba.va.gov/bl/21/publicat/Regs/Part4/4_150.htm) *or a disability that can be appropriately rated by analogy to a specific disability enumerated under § 4.150.* |
| Dental & Oral Compensation RatingsSlide 7 | Rating Schedule 38 C.F.R. §4.150:* Maxilla
* Mandible
* Ramus, Condyloid & Coronoid
* Hard Palate
* TMJ
* Teeth

**DISCUSS** the dental conditions listed in 38 C.F.R. §4.150  |
| Dental & Oral Compensation RatingsSlide 8 | Discuss the rating criteria under DC 9905* VA purposes, the normal maximum unassisted range of vertical jaw opening is from 35 to 50 mm.
* Ratings for limited inter-incisal movement **shall not** be combined with ratings for limited lateral excursion

**Discuss** *how the Rating Schedule for inter-incisal range includes dietary restrictions to mechanically altered foods. Lateral excursion range of motion does not include the same information.***Talking point:** *It is important to remember that the rating schedule is being rewritten a body system at a time. The Dental Rating Schedule recently redefined what a normal vertical jaw opening is. Remember that if the Veteran met criteria under the old schedule,* ***we will never reduce based on change in criteria that the Veteran no longer meets.***  *For any reduction of evaluation, true improvement would have to be shown that indicates the Veteran no longer meets criteria in the old or new schedule. We would also have to verify that there is no protection in place such as 20 year protection of evaluation, 10 year protection of service connection, or 5 year requirement for a second exam to ensure that there has been sustainable improvement.*  |
| Dental & Oral Compensation Ratings *Slide 9*Dental & Oral Compensation RatingsSlide 10 | DC 9905 – Temporomandibular Disorder (TMD)* Mechanically altered foods are defined as altered by blending, chopping, grinding or mashing so that they are easy to chew and swallow.
* There are four levels of mechanically altered foods: full liquid, puree, soft, and semisolid foods.
* To warrant elevation based on mechanically altered foods, the use of texture-modified diets **must be recorded or verified by a physician**.

**Discuss** *what mechanically altered food is and emphazie that it has to be recorded or verified by a physican.* DC 9905 – Temporomandibular Disorder (TMD)* Must apply *DeLuca* (38 CFR §4.40 and §4.45) provisions
* Bruxism **may not** be rated as a stand-alone service-connected disability. However, it may be considered on a **secondary basis as a symptom** of a service-connected disability, such as an anxiety disorder, TMJ dysfunction, etc. for rating purposes.

**EXPLAIN: E***xplain of Deluca, limited inter-incisal movement, and Bruxism*.**NOTE**: *If an examination report diagnoses bruxism with no discussion of etiology, the examination must be returned to the examiner to provide the etiology of bruxism*.  |
| Dental & Oral Compensation RatingsSlide 11 | Discuss the rating criteria under DC 9913

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| 9913 Teeth, loss of, due to loss of substance of body of maxilla or mandible without loss of continuity:  |  |
| Where the lost masticatory surface cannot be restored by suitable prosthesis:  |  |
| Loss of all teeth | 40  |
| Loss of all upper teeth | 30  |
| Loss of all lower teeth | 30  |
| All upper and lower posterior teeth missing | 20  |
| All upper and lower anterior teeth missing | 20  |
| All upper anterior teeth missing | 10  |
| All lower anterior teeth missing | 10  |
| All upper and lower teeth on one side missing | 10  |
| Where the loss of masticatory surface can be restored by suitable prosthesis | 0  |
| Note—These ratings apply only to bone loss through trauma or disease such as osteomyelitis, and not to the loss of the alveolar process as a result of periodontal disease, since such loss is not considered disabling |  |

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| Dental & Oral Compensation ClaimsSlide 12 | DC 9913 - Teeth, loss of, due to loss of substance of body of maxilla or mandible without loss of continuity.* **9913 Note:** These ratings apply only to bone loss through trauma or disease such as osteomyelitis, and not to the loss of the alveolar process as a result of periodontal disease, since such loss is not considered disabling.

Emphasize the 9913 rating note and its importance. |
| Dental Treatment & TraumaSlide 13 | Veterans who have a dental condition resulting from combat or service trauma may receive any reasonably necessary treatment for the SC dental condition. **Discuss:** Veterans who have a dental condition resulting from combat or service trauma may receive any reasonably necessary treatment for the SC dental condition. |
| Dental Treatment RatingsSlide 14 | **If a claim for dental treatment is submitted directly to a VBA regional office**:VBA will not prepare a dental treatment rating, but will refer the claim to VHA. VHA may then determine and, as needed, request information or a rating from VBA in the following circumstances:* a compensable service-connected disability (subject to service connection for compensation purposes);
* whether there is dental disability due to combat wounds or service trauma;
* prisoner of war status; or
* whether the Veteran is totally disabled due to service-connected disability.

**EXPLAIN** *If a claim for dental treatment is submitted directly to a VBA regional office, VBA will not prepare a dental treatment rating, but will refer the claim to the Business Office at the Veterans Health Administration (VHA) facility nearest the Veteran's residence or the VHA Health Eligibility Center (HEC). VHA may then determine and, as needed, request information or a rating from VBA in the following circumstances to determine** *a compensable service-connected disability (subject to service connection for compensation purposes);*
* *whether there is dental disability due to combat wounds or service trauma;*
* *prisoner of war status; or*
* *whether the Veteran is totally disabled due to service-connected disability.*

**EMPHASIZE** *If requested by VHA, a dental treatment rating will only be prepared to determine whether there was combat or service trauma that caused a dental disability, or whether one or more teeth were extracted while on active duty (under Class II, as defined under 38 C.F.R. § 17.161).*  |
| Dental Treatment RatingsSlide 15 | **If a claim has not been filed, but the Veteran is requesting treatment at a VHA clinic**:VHA may request information or a dental treatment rating from VBA under Class I, Class II, Class II(a), Class II(c), or Class IV, when needed. **Note**: VBA will not provide a dental treatment rating decision for Class IV-total disability. VBA will annotate on the VA Form 10-7131 that the Veteran is totally disabled. A copy of the dental treatment rating should not be furnished to the Veteran. VHA is responsible for notifying the Veteran of his or her eligibility determination**Note**: *VBA will not provide a dental treatment rating decision for Class IV-total disability. VBA will annotate on the VA Form10-7131 that the Veteran is totally disabled.*  |
| Dental Treatment RatingsSlide 16 | * A rating for the purpose of establishing eligibility for dental treatment should only be prepared at the request of the VAMC via VA Form 10-7131
* VBA will not prepare a dental treatment rating for periodontal disease or disabilities that are **non-compensable** under 38 CFR § 4.150
	+ Only exception is if a request is submitted from VHA
	+ Determine whether non-compensable diseases, such as treatable carious teeth, replaceable missing teeth, dental or alveolar abscesses, and periodontal disease are eligible for treatment under Class II

**DISCUSS** FL 12-18 was revised on March 10, 2014 to advise ROs and PMCs of the new process for Dental Clinics to submit inquiries on VA Form 10-7131, *Exchange of Beneficiary Information and Request for Administrative Action*.To expedite communications between VHA and VBA regarding dental referrals, Dental Clinics will utilize the Veteran’s Service Center (VSC) mailboxes to submit inquiries concerning a VA Form 10-7131. In the subject line, put “Dental 7131-(reason for the email).” For example, “Dental 7131-claim” or “Dental 7131-follow up.” The administrator of the mailbox will forward the email to the appropriate VARO or PMC employee. |
| Dental TreatmentSlide 17 | * Class I – SC 10% or more for 9900 Dental Conditions
* Class II – Recent Military Discharge
* Class IIA – Noncompensable SC Dental Trauma
* Class IIB – Certain homeless and other enrolled Veterans
* Class IIC – Former POW
* Class III – Adjunct to SC Medical Conditions
* Class IV – SC 100% Schedular/Unemployable
* Class V – Vocational Rehabilitation
* Class VI – Any Veterans scheduled for admission or otherwise receiving care and services under chapter 17 of 38 U.S.C.

**Talking point:** *Briefly cover the class levels under §17.161. Explain that we don’t need to memorize these. Often people are 100% service connected, so we just annotate and send claim to VHA or send to VHA to determine treatment eligibility and they don’t need a rating decision. We just need to understand that these are classes VHA uses and where to find them if we’re looking at a dental issue to determine jurisdiction.*  |
| ScenarioSlide 18 | Johnny Appleseed files a claim for service connection for TMD. Service Treatment Records show a diagnosis of TMD during active duty service. Current DBQ shows a diagnosis of TMD, inter-incisal range of 25mm, and no dietary restrictions. Question 1: Which diagnostic code is appropriate? Question 2: What percentage is the Veteran entitled to based on the DBQ? |
| AnswerSlide 19 |  DC 9905 with a 20% evaluation* A 20% evaluation is warranted when the inter-incisal range is between 21-29 mm of maximum unassisted vertical opening, without dietary restrictions to mechanically altered foods.

**Talking Points:** *Discuss the rating schedule and the fact it recently changed. It will be important to determine DOC in relation to rating schedule change date and review all potential impact to effective date of any grant or increase. It is also important to remember that TMD is often claimed as TMJ.*  |
| Historical Rating *Slide 20*Special ConsiderationsSlide 21Take a Look!*Slide 22* | * Remember the Rating Schedule for evaluating Dental conditions was changed on August 3, 2017.
* The [Regulation Citator](http://vacoappbva2.dva.va.gov/lsa/cgi-bin/query-meta.exe) assists in viewing historical rating criteria.

***Talking Points:*** *Discuss the Rating Schedule change of August 3, 2017. If a claim is received prior to the law change or is a claim for increase please consider whether an increase is warranted based on the new or historical rating criteria.* * Special Monthly Compensation
* Ancillary Considerations
* Special Development
* Historical Rating Schedule

**Talking Points:** *Discuss the fact that we rarely see SMC or ancillary benefits applicable to this body system, but if there is any occurance of oral cancer which could provide the single 100% for statutory SMC S which requires 100% + 60%, we would need to identify and address that. There is not special development typically needed, although we may send claim on to VHA if that’s appropriate; however, we do want to pay very close attention to all considerations needed in the case of a law change because this portion of the rating schedule has been recently updated.** DBQs
* Rating Schedule
* Manual
* VBMS-R Demo (demonstrate at least the following rating decisions)
* TMD at compensable level
* Denial for teeth due to lack of loss of underlying structures

Open these up for review |
| QuestionsSlide 23 |  |

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| Lesson Review, Assessment, and Wrap-up |
| IntroductionDiscuss the following: | The Dental and Oral Condition lesson is complete. Review each lesson objective and ask the trainees for any questions or comments. Instruct the students to complete the scenario in the Student Handout before instructing then to complete the dental rating. Then go over the scenario with the students.  |
| Time Required | .25 hours  |
| Lesson Objectives | You have completed the Dental and Oral lesson. The RVSR trainee will be able to: * Identify and describe major dental and oral structures
* Complete the practice scenarios in the Student Handout.
* Complete a dental rating
 |
| 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. |