

DENTAL AND ORAL (RVSR)
INSTRUCTOR LESSON PLAN
TIME REQUIRED: 1.5 HOURS

Table of Contents

Lesson Description	2
Introduction to Dental and Oral	4
Topic 1: Dental and Oral	5
Lesson Review, Assessment, and Wrap-up	15

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

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.

INTRODUCTION TO DENTAL AND ORAL

INSTRUCTOR INTRODUCTION

Complete the following:

- Introduce yourself
- Orient learners to the facilities
- Ensure that all learners have the required handouts

TIME REQUIRED

0.25 hours

PURPOSE OF LESSON

Explain 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 OBJECTIVES

Discuss the following:

Slide 2

In order to accomplish the purpose of this lesson, the RVSR will be required to accomplish the following lesson objectives.

The RVSR trainee will 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

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

REFERENCES

Slide 3-4

Explain where these references are located in the workplace.

- [38 CFR §4.150 Schedule of ratings-dental and oral conditions](#)
- [38 CFR §3.381 Service connection of dental conditions for treatment purposes](#)
- [38 CFR §17.161 Authorization of outpatient dental treatment](#)
- [38 CFR §17.162 Eligibility for Class II dental treatment without](#)

rating action

- M21-1 Part III, Subpart v, Chapter 7, Section A,1 Regulations Governing Eligibility for Medical Treatment
- M21-1 Part III, Subpart v, Chapter 7, Section B, 1 Class I: Compensable Dental Disabilities
- M21-1 Part III, Subpart v, Chapter 7, Section B, 2 Class II: Service Connected (SC) Dental Conditions for Treatment Purposes
- M21-1 Part III, Subpart v, Chapter 7, Section B Class II(a) and II(c) Dental Outpatient Service
- M21-1 Part III, Subpart v, Chapter 7, Section C Referral of Dental Treatment Claims to the VAMC
- M21-1 Part IX, Subpart ii, Chapter 2, Section 2 Dental Treatment – Purposes Ratings
- M21-1 Part IX, Subpart ii, Chapter 2, Section 3 Rating Principles for Dental Conditions

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

Medical EPSS

Explain how to review Medical EPSS for conditions related to:

Slide 5

- Jawbone
 - Maxilla (Upper)
 - Mandible (Lower)
- Roof of the Mouth
 - Hard palate
 - Soft palate
- Teeth
- Temporomandibular Joint (TMJ)

**Dental and Oral
Compensation Ratings**

Slide 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](#) or a disability that can be appropriately rated by analogy to a specific disability enumerated under § 4.150.*

**Dental & Oral
Compensation Ratings**

Slide 7

Rating Schedule 38 C.F.R. §4.150:

- Maxilla
- Mandible
- Ramus, Condylod & Coronoid
- Hard Palate
- TMJ
- Teeth

DISCUSS the dental conditions listed in 38 C.F.R. §4.150

**Dental & Oral
Compensation Ratings**

Slide 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

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 emphasize that it has to be recorded or verified by a physician.*

Mention *that TMD was previously in the rating schedule as TMJ and will often still be referred to as TMJ.*

**Dental & Oral
Compensation Ratings**

Slide 10

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: *Explanation 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 Ratings**

Slide 11

Discuss the rating criteria under DC 9913

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	

**Dental & Oral
Compensation Claims**

Slide 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 & Trauma

Veterans who have a dental condition resulting from combat or service trauma may receive any reasonably necessary treatment for the SC dental condition.

Slide 13

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 Ratings

If a claim for dental treatment is submitted directly to a VBA regional office:

Slide 14

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 Ratings

Slide 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 Form 10-7131 that the Veteran is totally disabled.*

Dental Treatment Ratings

Slide 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 Treatment

Slide 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.*

Scenario

Slide 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?

Answer

Slide 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

➤ The Rating Schedule for evaluating Dental conditions was changed on September 10, 2017.

➤ The [Regulation Citator](#) assists in viewing historical rating criteria.

<http://vacoappbva2.dva.va.gov/lisa/cgi-bin/query-meta.exe?v%3aproject=lisa-bva-counsel-judge-project&v%3asources=lisa-bva-citator-regulation-collection&frontpage=1&v%3aframe=form&>

➤ Rating Schedule Change Implications

Talking Points: *Effective September 10, 2017 the Rating Schedule to evaluate dental and oral conditions was changed.*

Use the Regulation Citator tool to view historical rating criteria. It can be found at:

<http://vacoappbva2.dva.va.gov/lisa/cgi-bin/query-meta.exe?v%3aproject=lisa-bva-counsel-judge-project&v%3asources=lisa-bva-citator-regulation-collection&frontpage=1&v%3aframe=form&>

To use this tool, simply type in the regulation that you are looking for. For example, 4.114 to pull up history of all changes for the schedule of rating disabilities for the digestive system

Discuss the Rating Schedule change of September 10, 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.

Reminder: *This is not considered liberalizing legislation.*

Talking points: particularly for the first couple of years after a change in law or regulation,

- it is critical to assess what criteria applies,
 - Does the Veteran warrant a higher evaluation under historical criteria under which they may already be rated and should retain their evaluation?
 - Remember – unless the symptoms actually improve, a rating schedule change cannot be used to reduce an evaluation.
 - do they qualify for an increase under the new criteria,
- and we must determine if effective dates are impacted –
 - **Please note that this is not a liberalizing change!**
 - Liberalizing law is essentially a law that allows for a grant of a benefit that was not allowed before. Changes to the dental rating schedule, which only adjust the way evaluations are assigned, do not qualify as liberalizing, so 3.114(a) cannot be used to grant an increased evaluation from a year prior to the date of the law change.
 - Please see **M21-1 Part IX.ii.2.3.h** for additional information
 - Is there an intent to file (ITF) to consider?
 - Is the date of claim appropriate?
 - Is the date entitlement arose based on increase shown in medical records the applicable effective date?
 - Remember, an increase based on the new criteria cannot be granted prior to the date of the law change!
 - Is there an increase shown under the historical schedule?
 - If there is not, does an increase shown under the new schedule require a staged rating continuing an evaluation under the historical schedule from the date of claim until the increase can be granted under the new schedule?
 - When was the Veteran released from active duty? Should the effective date be RAD+1?

Special Considerations

Slide 21

- 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 occurrence 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.*

Take a Look!

Slide 22

- 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

Questions

Slide 23

LESSON REVIEW, ASSESSMENT, AND WRAP-UP

INTRODUCTION

The Dental and Oral Condition lesson is complete.

Discuss the following:

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 them to complete the dental rating. Then go over the scenario with the students.

TIME REQUIRED

0.25 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.