# End Product 930

# Instructor Lesson Plan

# Time Required: 2 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 # | 4192417 |
| Prerequisites | Prior to this lesson, the Claims Assistant should have completed TMS #61975 *CEST and EP Controls* and TMS #1279927 *Date of Claim.* |
| target audience | The target audience for End Product 930 is Claims Assistant.  Although this lesson is targeted to teach the Claims Assistant, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 2 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * End Product PowerPoint Presentation * End Product Trainee Handouts |
| 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 to access lesson materials |
| 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 End Product 930 | | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts | |
| time required | | 2 hours (1.0 for Instruction, 0.5 for Practical Exercise, 0.5 for Assessment) | |
| Purpose of Lesson  Explain the following: | | This lesson is intended to provide Claims Assistant (CA) an Introduction to End Product (EP) 930. This lesson will contain discussions and exercises that will allow CAs to gain a better insight of:   * Understanding End Product 930 | |
| Lesson Objectives  Discuss the following:  Slide 2  Handout p.2 | In order to accomplish the purpose of this lesson, the Claims Assistant will be required to accomplish the following lesson objectives.  TheClaims Assistantwill be able to:   * Define End Product 930 * Recognize how to use End Product 930 * Apply correct date of claim for End Product 930 | | |
| **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 | Proper understanding and establishment of End Product 930 is important in serving our Veterans. It allows for tracking and processing of these claims timely. | | |
| STAR Error code(s) | N/A | | |
| References  Slide 3  Handout 3 | Explain where these references are located in the workplace.   * [M21-4 Appendix B, Sections I and II](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000011474/Appendix%20B.%20End%20Product%20Codes%20and%20Work-Rate%20Standards%20for%20Quantitative%20Measurements) * [M21-1, Part III, Subpart ii, Chapter 1, Section B,](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014111/M21-1-Part-III-Subpart-ii-Chapter-1-Section-B-Mail-Management?query=930) Mail Management * [M21-1, Part III, Subpart ii, Chapter 1, Section E,](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000032384/M21-1-Part-III-Subpart-ii-Chapter-1-Section-E-Centralized-Mail-CM-Intake?query=930) Centralized Mail (CM) Intake * [M21-1, Part III, Subpart ii, Chapter 4, Section G,](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014132/M21-1-Part-III-Subpart-ii-Chapter-4-Section-G-Folder-Maintenance?query=930) Folder Maintenance * 38 CFR 3.1(r) | | |
| Topic 1: Define EP 930 | | | | | |
| Introduction | | | | This topic will allow the trainee to understand the End Product 930 | |
| Time Required | | | | 20 minutes | |
| OBJECTIVES/ Teaching Points | | | | Topic objectives:   * Define EP 930   The following topic teaching points support the topic objectives:   * EP 930 Definition * EP 930 Situations | |
| EP 930 Definition  Slide 4  Handout 4 | | | | An End Product 930 is defined as the need for reestablishing control of a claim which has been prematurely cleared or closed or where an error exists and the claim needs correction.  An End Product 930 applies to reviews and issues where the appropriate EP credit has already been taken.  The EP 930 has no work measurement. VA gets no credit for these types of claims because credit was previously taken. The EP 930 is used to control and work the claim. | |
| EP 930 Situations  Slide 5  Handout 4 | | | | There are several instances in which an EP 930 is appropriate for use:   1. The previous EP was cleared early but the claim was not yet completed.   This might occur when the VSR or other individual clears the EP by mistake. Another EP must be established to control the claim. Since credit was already taken, the only fitting EP would be an EP 930.   1. The RO receives mail (i.e., usually evidence) which was not previously considered and not associated with the claim file/eFolder before a decision was completed.   This might happen when the RO receives mail while an EP was pending, but the mail was not reviewed until after the EP was cleared. For example: EP 020 CESTed with DOC June 11, 2017. EP 020 was cleared on October 26, 2017. Today, January 28, 2018 you review medical evidence requested from Dr. Smith and received on October 23, 2017. Since the evidence has not been reviewed but was received prior to the claim being cleared, an end product 930 must be established to control the mail and process the claim.   1. For correction of previous erroneous action. When a VSR or RVSR needs to correct a local or STAR error an EP 930 is required to control and process the claim.   This might occur when STAR personnel or your QRT is reviewing a claim for quality purposes and they find the RVSR or VSR missed an issue or the claim requires some type of correction after the EP has been cleared. | |

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| Topic 2: Recognize How to Use End Product 930 | |
| **INTRODUCTION** | This topic will allow the trainee to understand how to use an End Product 930. |
| **TIME REQUIRED** | 20 minutes |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Recognize how to use End Product 930   The following topic teaching points support the topic objectives:   * EP 930 Claim Labels * EP 930 Contentions * EP 930 and concurrent EPs |
| **EP 930 Claim Labels**  Slide 6 & 7  Handout 6 | Multiple claim labels associated with EP 930 exist. Claim labels provide a more specific description of the claim type that the corresponding end product (EP) represents and assist with National Work Queue (NWQ) routing. The most accurate claim label must be selected when establishing a claim.  See M21-4, Appendix C, Section I for a list of claim labels.  ***If there is a missed issues or prematurely cleared EPs*** – the Claims Assistance should establish EP 930 and select the most appropriate claim label shown below:   * + Non-Rating Control (non rating issues, i.e. dependency)   + Rating Control (rating issues, i.e. service connection)   + Appeals Control (appeals issue)   + Appeals Control Post-BVA (appeals issue after BVA decision)   + PMC – Non-Rating Control (non rating issues, i.e. A&A)   + PMC – Rating Control, or (rating issues, i.e. dual claim)   + PMC – DIC Rvw/Ref/Other (rating issue, i.e. sc death)   + PMC – Appeals Control (PMC appeal issue)   + PMC – Appeals Control Post-BVA (PMC appeal issue after BVA decision)   + ARC – Appeals Control Post-BVA (Appeals Resource Center after BVA decision)   ***If claim requires correction of previous erroneous actions*** (other than those applicable to EP 960) – the Claims Assistance should establish EP 930 and select the most appropriate claim label found below:   * + Correction of Local Quality Error (QRT Error)   + Correction of National Quality Error (STAR Error)   + PMC – Correction of Local Quality Error (QRT Error)   + PMC – Correction of National Quality Error (STAR Error) |
| ***EP 930 Contentions***  Slide 8  *Handout 5* | Use of contentions for each claim is mandatory and should be entered as soon as they are identified. For EP 930, only list the contention(s) that needs to be readjudicated/adjudicated due to being missed, incorrect, missed evidence, etc.  The CA should make every attempt to determine the specific contentions based on the evidence received.  If the user is unable to make that determination, then the CA should ask for assistance to ensure accurate contentions are listed. |
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| ***EP 930 VBMS Note***  Slide 9  *Handout 6-7* | A permanent, claim-associated note in VBMS is ***required*** to document   * the rationale for changing the date of claim of an EP * an explanation for   + establishing an EP 930, and   + cancelling an EP 930, and * the details of an EP 930 or quality review error correction, which must include the   + specific corrective action(s) taken,   + date of the action(s) taken, and   + station number that took the action(s).   *Trainer:* Please show the trainee how to add a Permanent Level Note into VBMS and explain the the following:  ***Note***:  Any VBMS user can view permanent notes associated to a Veteran’s claim; however, temporary notes attached to a specific claim are deleted when the claim is closed or completed. Depending on the access rights, only the original creator of the note, the user assigned to the claim, and persons with supervisor or administrator roles can view temporary notes.  ***Important***:  Do not write anything in a note that you would not want to be seen by the Veteran, the general public, or the Court of Appeals for Veterans Claims. State the facts only, not opinions. Permanent notes become part of the Veteran’s record at midnight on the day the note was created, and are subject to FOIA. |
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| **EP 930 and concurrent EPs**  Slides 10,11,12  *Handout 7-8* | M21-4 Guidance allows for EP 930 and an appropriate rating or non-rating EP to be pending concurrently in some cases.   * If a subsequent claim is received while an EP 930 is pending for the ***same contention***, process the claim under the pending EP 930 * If the new claim is for a ***different contention*** or claim type (rating vs. non-rating), while an EP 930 is pending, process the claim as follows:   + - establish the appropriate rating or non-rating EP, and     - leave the EP 930 pending for correction of the error. * If a rating or non-rating EP is pending, and a missed issue is identified, then establish EP 930 to control the missed issue.   **Example 1:**  On December 15, 2017, you establish an EP 930 because the VSR cleared the EP erroneously and the only contention is a right knee condition. On January 3, 2018, Veteran files a claim for right knee and sleep apnea. What EP(s) do you establish?  An EP 020 would be warranted for the new sleep apnea claim with a date of claim of January 3, 2018. An EP 930 is also appropriate for the right knee.  **Example 2:**  On November 10, 2017 a Veteran filed a claim for service connection for hearing loss and left ankle condition, and increase of his PTSD rated 30 percent disabling. An 020 was established.  On December 17, 2017 while the VSR is reviewing the claim for development, the VSR finds that the previous rating decision failed to address the issue for service connection for diabetes mellitus.  What EP(s) do you establish?  An EP 930 is warranted for control of the diabetes mellitus which was previously missed. |
| Topic 3: Apply Correct Date of Claim for End Product 930 | |
| **INTRODUCTION** | This topic will allow the trainee to Apply correct date of claim for End Product 930 |
| **TIME REQUIRED** | 20 minutes |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Apply Correct Date of Claim   The following topic teaching points support the topic objectives:   * EP 930 Date of Claim * EP 930 and Inappropriate Use * EP 930 Reminders |
| **EP 930 Date of Claim**  Slide 13 & 14  *Handout 9* | The DOC for EP 930 used in correcting an error is the same date of the underlying EP that was called for the error or which was cleared prematurely.  By utilizing the same date of claim as the initial claim, stations will be able to properly manage their EP 930s based on oldest date of claim to ensure Veterans who have been waiting the longest for a decision will be serviced first.  **Example 1:**  An EP 020 with a date of claim September 15, 2017 was erroneously cleared December 14, 2017 (there were deferred issues on that rating: back and headaches). What is the correct date of claim for establishing EP 930?  The correct date of claim for EP 930 is September 15, 2017.  **Example 2:**  An EP 110 with date of claim October 23, 2017 was cleared by the VSR on December 4, 2017. On January 3, 2018, the case was called up by STAR. On January 21, 2018 the claim was returned from STAR with an error. What is the correct date of claim for establishing EP 930?  The correct date of claim for EP 930 is October 23, 2017. |
| **EP 930 and Inappropriate Use**  Slide 15  Handout 9 | An EP 930 should not be used for the following situations:   * Pre-discharge claims * Requests for reconsideration * Claims “discovered” in a Veteran’s c-file or eFolder where no proper EP was pending at the time the claim was received (rating or non-rating). * Missed issues are not unadjudicated discovered claims. **A missed issue is an issue that was received while an appropriate EP was pending but was not adjudicated.** |
| **EP 930 Reminders**  Slide 16  Handout 10 | * The appropriate claim label must be used. * The contention on a new claim must be validated as being different from the contention on the EP 930 prior to establishing the rating, non-rating, or appeal EP. * The specific contention(s) must be added in VBMS. * The date of claim for EP 930 must match the date of claim of the underlying EP prematurely cleared or incorrectly processed. |

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| Practical Exercise | |
| Time Required | 0.5 hours |
| EXERCISE | There are 10 questions for review. The first eight questions require a yes or no answer. The last two questions require review of the scenario and answer to the question(s).  Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |
| Questions Regarding EP 930 Lesson  Slide 17  Handout 10 & 11 | Allow trainees to work individually for15 minutes to complete the practical exercise included in the Trainee Handout. Use the remainder of the time to discuss the answers.  Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |

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| Lesson Review, Assessment, and Wrap-up | |
| Introduction  Discuss the following: | The End Product 930 lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 0.5 hours |
| Lesson Objectives | You have completed the End Product 930 lesson.  The trainee should be able to:   * Define End Product 930 * Recognize how to use End Product 930 * Apply correct date of claim for End Product 930 |
| 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. |