Matching Programs

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 # | 4192638 |
| Prerequisites | This lesson has been designed for Post Challenge VSRs or VSRs with 24 months of experience. |
| target audience | The target audience for Matching Programs is VSR Post Challenge.  Although this lesson is targeted to teach the VSR Post Challenge 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:   * **Matching Programs** PowerPoint Presentation * **Matching Programs** Trainee Handouts * **Matching Programs** 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 Matching Programs | | |
| 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 teach the trainee about the purpose of Matching Programs.  This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * Matching Programs purpose and due process provisions * Matching Programs reports jurisdiction * Identify Matching Programs |
| 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.  TheVSR will be able to:   * Identify the purpose for matching programs and the due process provision needed to adjust VA benefit payments * Identify the Regional Office and Pension Maintenance Center’s responsibilities for receiving, processing and reporting on matching programs * Identify the federal matching programs | |
| 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 | Inform the trainees that matching programs are processed to take timely action on the Veteran’s award. Emphasize the possibilities of untimely reactions that lead to overpayments, underpayments or even potential financial hardships. | |
| STAR Error code(s) | **Error B1** - Was [38 USC §5103](https://www.law.cornell.edu/uscode/text/38/5103) pre-decision “notice” provided and adequate?  **Error G3** - Was the end product selected for review over-developed? | |
| References  Slide 3  Handout 3 | Explain where these references are located in the workplace.  All M21-1 references are found in the [Live Manual Website](https://vaww.compensation.pension.km.va.gov/).   * [M21-1, Part X](VA%20Knowledge%20Base), Matching Programs | |

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| Topic 1: Purpose and Due Process Provisions of Matching Programs | |
| Introduction | This topic will allow the trainee to become familiar with Matching Programs. It is important to timely review and process information that is available from matching programs to adjust the Veteran’s awards. Additionally matching programs assist with minimizing overpayment, underpayment, fraud and corruption. |
| Time Required | 0.25 hours |
| Purpose of Matching Programs  Slide 4  Handout 4 | The Department of Veterans Affairs (VA) receives information on a regular basis from several Federal agencies and compares it to information used to determine the status of VA beneficiaries.  The matches identify cases where there are apparent contradictions between information contained in VA records and information furnished by other Federal agencies that affect entitlement  **Note**: Regional offices (RO) and Pension Management Centers (PMC) are informed of the date the matches are conducted. |
| Due Process Provisions  Slide 5  Handout 4  Exceptions: The Social Security Death Match and the Federal Tax Information Match have special provisions regarding due process. Consider all instances of failure to report income or other entitlement factors for a possible fraud referral under the provisions of M21-1, III, iv, 5.A | Information derived from the matches may be used to adjust VA benefit payments. Since matching program information is third-party information, due process provisions are necessary.  **Note:** Due process in the administration of Department of Veterans Affairs (VA) benefits informs the beneficiary of a proposed adverse action that could reduce or terminate benefits, and provides the beneficiary with the opportunity to   * provide additional evidence to contest the action, and/or * hold a hearing before VA decision-makers.   In most instances, due process applies when VA proposes to reduce or terminate a benefit. In a few situations, such as a character of discharge determination, due process applies before VA determines eligibility for benefits. |

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| Topic 2: Jurisdiction Over Reports from Matching Programs | | |
| Introduction | This topic will allow the trainee to understand the jurisdiction over reports from matching programs, including the processing responsibility of Pension Maintenance Centers (PMCs) and Regional Offices (ROs). | |
| Time Required | 0.25 hours | |
| PMC Responsibility  Slide 6  Handout 5 | The PMCs in Philadelphia, St. Paul and Milwaukee are responsible for receiving and processing all reports from matching programs involving pension recipients, including reports from:   * Income Verification Matches * SS Verification Matches * SS Number Matches * Prison and Fugitive Felon Matches * Total Disability Income Provision (TDIP) Review Matches * Civil Service Verification Matches, and * Railroad Retirement Verification Matches.   Matches which do not require rating action are sent to the PMC of jurisdiction.  ***Reference***:  PMC procedures see [M21-1, Part V, Subpart iv, 2](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#!agent/portal/554400000001034/article/554400000014950/M21-1, Part V, Subpart iv, Chapter 2 - Pension Maintenance Center (PMC) Procedures). |
| VSC or PMC Responsibility  Slide 7  Handout 5 | The VSC or PMC of jurisdiction is responsible for receiving and processing reports from   * the SSA Prison Match, based on the location of the claims folder in the Benefits Delivery Network (BDN), and * matches involving compensation entitlement. | |

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| Topic 3: Matching Programs | |
| Introduction | This topic will allow the trainee to see what are the current matching programs and their key responsibility. |
| Time Required | 0.50 hours |
| Matching Programs  Slides 8 - 11  Handout 6  **Chapter 2 Note:** VA sends the SSA an extract of its pension and Parents’ DIC files, SSA runs this extract against the master beneficiary record (MBR) file and Master Earnings File (MEF) and inserts SS payment data, then the extract tape is then returned and VA master records are updated  **Chapter 5 Note:** When a match is made between the SSA DMF records and Department of Veterans Affairs (VA) records, the individual (payee or spouse) is identified as possibly deceased.  **\*\*Chapter 7 Note:** TDIP payments are countable income for current-law pension purposes.  TDIP payments are not countable income for purposes of   * Old Law Pension * Section 306 Pension, and * Parents’ Dependency and Indemnity Compensation (DIC).   **Chapter 8 Note:** Each month 25 terminal digits are included in SSN Verification. All digits should be reviewed three times a year.  **Chapter 9 Note:** VA uses Federal Tax Information (FTI) upfront verification and Income Verification Matchs (IVM). Upfront verification allows VA to view earned income from SSA and unearned income from IRS and compare it to income information provided by an applicant seeking income based benefits from VA  The Veterans Service Center Manager (VSCM) and Pension Management Center Manager (PMCM) shall ensure that all employees who handle FTI are briefed annually on   * IRS safeguard requirements, and * the provisions of IRC Sections 7213(a) and 7431 concerning criminal and civil penalties for unauthorized disclosure of tax data.   A security briefing must be held for each new employee as soon as he/she reports for duty.  **Note Chapter 12:** VA compensation and pension files are matched with the BOP’s inmate database on a monthly basis.  If Social Security numbers (SSN) match, VA generates a “VA AND BUREAU OF PRISONS MATCH” worksheet.  A copy of the worksheet is uploaded into Virtual VA and an 800 series work items is generated to notify the regional offices (ROs) of the match.  **Chapter 14 Note**: The purposes of this project are to verify  •the accuracy of dates of birth (DOB) in the Department of Veterans Affairs (VA) corporate record  •that beneficiaries are alive, and  •that Social Security (SS) income is being properly counted on the VA award in income-dependent cases.  *The purposes of this project are to verify*   * *the accuracy of dates of birth (DOB) in the Department of Veterans Affairs (VA) corporate record* * *that beneficiaries are alive, and* * *that Social Security (SS) income is being properly counted on the VA award in income-dependent cases.*   **Note Chapter 15:** Periodically, data from VA compensation and pension records are run against SSA’s inmate database.  For every match, VA generates an SSA Prison Match worksheet.  Each month, regional offices (ROs) receive listings showing the cases for which worksheets were issued. | ***\*\*Chapter 1*** – Developing for fact and date of death purpose and due process provisions and jurisdiction over reports from Matching Programs  ***\*\*Chapter 2*** – Once a year, the Social Security Administration (SSA) provides information on SSA rates for recipients of   * pension, and * Parents’ Dependency and Indemnity Compensation (DIC).   ***\*\*Chapter 5*** - The Social Security Administration (SSA) compiles death information into one system of records called the death master file (DMF). Upon receipt of the DMF, compensation and pension (C&P) master records   * are matched with the DMF on a weekly basis, and * include only those deaths reported to the SSA since the last match.   ***\*\*Chapter 6*** - Twice each year (typically around February and August), Central Office (CO) sends regional offices (ROs) a list of corporate records under their jurisdiction in which identical Social Security numbers (SSNs) appear.  The corporate records identified on the list represent cases in which the Department of Veterans Affairs (VA) *might be* erroneously paying duplicate benefits to the same payee.  ***\*\*Chapter 7*** - The Philadelphia Regional Office and Insurance Center (ROIC) runs an interface periodically to identify Veterans in receipt of both pension and TDIP payments. Veterans with certain GI life insurance policies added a Total Disability Income Provision (TDIP) as a rider to those policies.  ***\*\*Chapter 8*** - To ensure the accuracy of Social Security numbers (SSN) in the Department of Veterans Affairs (VA) records, VA has the Social Security Administration (SSA) verify SSNs by means of the State Verification and Exchange System (SVES).  ***\*\*Chapter 9, Section A*** - The Internal Revenue Service (IRS) provides VA with unearned income records including retirement income. The Social Security Administration (SSA) provides VA with earned income records.  ***Safeguarding (Section B)*** - As a condition of receiving Federal Tax Information (FTI), VA must establish and maintain, to the satisfaction of the Internal Revenue Service (IRS), certain safeguards that are designed to prevent unauthorized uses of the information and to protect the confidentiality of the information.  ***\*\*Chapter 9, Section C*** – Income Verification Match (IVM). The Hines Information Technology Center (HITC) sends letters directly to payers of earned income.  ***\*\*Chapter 11*** - The Department of Defense (DoD) runs a quarterly match of the active duty and Department of Veterans Affairs (VA) disability files to identify persons who are receiving active duty pay and VA disability benefits concurrently. The match will create a listing based upon matched Social Security numbers (SSN) of active duty members in receipt of VA benefits.  ***\*\*Chapter 12*** - The Department of Veterans Affairs (VA) has a computer matching agreement with the Bureau of Prisons (BOP), Department of Justice, under which the BOP provides VA with information on Federal prisoners whose VA benefits may be subject to reduction or discontinuance.  ***\*\*Chapter 14*** - The Hines Information Technology Center (ITC) generates a work item with message code 704 (*“Over Age 100 Review”*) when the beneficiary reaches age 100 based on the payee DOB in the corporate record.  ***\*\*Chapter 15*** - The Department of Veterans Affairs (VA) has a Memorandum of Understanding (MOU) with the Social Security Administration (SSA) under which SSA provides VA with information on prisoners whose VA benefits may be subject to reduction or termination.  ***\*\*Chapter 16*** - The objectives of the fugitive felon match are to   * assist law enforcement agencies in the apprehension of fugitives, and * prevent payment of benefits to or for fugitive felons   OIG is responsible for   * entering into computer matching agreements with law enforcement agencies * matching lists of individuals with a felony arrest warrant, to which one of the offense codes shown in M21-1, Part X, 16.1.e has been assigned, against VA records to identify beneficiaries and dependents of beneficiaries that might be fugitive felons * investigating each matched case to determine whether the individual with the felony arrest warrant and the VA beneficiary or dependent are the same person * referring matched cases, electronically,  to the Veterans Benefits Administration (VBA), on *Form FFP-3, VA Investigative Summary Form*, and * providing VBA with ongoing advice, assistance, and investigative resources to help resolve issues concerning the legal status of any alleged fugitive felon.   Important note to trainees – This course is an overview of Matching Programs only. It is important to familiarize Post Challenge VSRs with additional training courses that are most utilized Matching Programs and how to work those specific work items i.e. incarcerations, dependency verification, school child verifications, return of VA Form 21-4140, future examinations, etc. |
| 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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| Practical Exercise | |
| Time Required | 0.25 hours |
| EXERCISE | Have the trainees match the agency on the left, to its proper function for that agency located on the right. OR, if they choose, they may draw a line from the agency on the left to the agency’s function on the right.  Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |
| 100 Year Old Review \_\_\_\_\_ A. Quarterly DoD match for active duty and VA  disability files  Semiannual Review of Potential **B**. Social Security Administration providing  Duplicate Payment \_\_\_\_\_ information on prisoners whose VA benefits  may be subject to reduction or termination  Social Security Administration **C**. Utilize the death master file (DMF)  Prison Match \_\_\_\_\_  Social Security Death **D**.Utilizes the State Verification Exchange  Match \_\_\_\_\_ System (SVES)  Bureau of Prisons **E**. Semi-annual reports that list duplicate  Match \_\_\_\_\_ identical Social Security Numbers in  corporate records  Total Disability Provision **F**. Department of Justice for Federal prisoners  Review \_\_\_\_\_  Social Security Numbers **G**. GI Life Insurance Policies  Verification \_\_\_\_\_  Veterans on Active Duty in Receipt of **H**. Hines Information Technology generated  VA Benefits \_\_\_\_\_ based on dates of birth in corporate record | |

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| Lesson Review, Assessment, and Wrap-up | |
| Introduction  Discuss the following: | The Matching Programs lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. |
| Lesson Objectives | You have completed the Matching Programs lesson.  The trainee should be able to:   * Identify the purpose for matching programs and the due process provision needed to adjust VA benefit payments * Identify the Regional Office and Pension Maintenance Center’s responsibilities for receiving, processing and reporting from matching programs * Identify each federal match programs |
| 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. |