Processing Audit Error Worksheets (AEWs)

Instructor Lesson Plan

Time Required: 2.5 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 # | 4193281 |
| Prerequisites | Prior to this lesson, the Veteran Service Representatives (VSRs) should have completed VSR Post-Determination Challenge. Trainees should also have completed the Processing Computer Writeouts course. |
| target audience | The target audience for Processing Audit Error Worksheets (AEWs) is VSR Intermediate or Journey Level.Although this lesson is targeted to teach the VSR Intermediate or Journey Level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 2.5 hours |
| Materials/TRAINING AIDS | Lesson materials:* Processing Audit Error Worksheets (AEWs) PowerPoint Presentation
* Processing Audit Error Worksheets (AEWs) 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
 |
| 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 a white board, 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 and the associated markers are available.
* You will complete a roll call attendance sheet or provide a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers.
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| Introduction to Processing Audit Error Worksheets (AEWs) |
| INSTRUCTOR INTRODUCTION | Complete the following:* Introduce yourself
* Orient learners to the facilities
* 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 provide an overview of processing Audit Error Worksheets (AEWs). It will also provide opportunities to practice identifying and accurately processing AEWs. This lesson will contain discussions and exercises that will allow you to gain a better understanding of: * Background Information
* What is an Audit Error Worksheet (AEW)?
* Reviewing and Processing AEWs
 |
| Lesson ObjectivesDiscuss the following:Slide 2 Handout p.2 | In order to meet the objectives of this lesson, the VSR must be able to: * Understand the National Defense Authorization Acts (NDAAs) of 2003, 2004, and 2008 as they relate to Combat-Related Special Compensation (CRSC) and Concurrent Retirement and Disability Pay (CRDP)
* Understand how AEWs are generated and controlled
* Identify the steps VSRs must follow when processing AEWs within VA systems
* Properly notify beneficiaries concerning award adjustments due to AEWs
 |
| 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 | In the past, Veterans were only allowed to receive either their military retired pay or VA compensation. Now the law allows Veterans to receive both under certain circumstances. Processing AEWs timely and correctly will allow Veterans to receive all the benefits to which they are entitled without delay. |
| STAR Error code(s) | 6, 9, 10, 11 |
| ReferencesSlide 3 Handout p.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/).* [Public Law (PL) 107-314](https://www.govinfo.gov/content/pkg/PLAW-107publ314/html/PLAW-107publ314.htm), Bob Stump National Defense Authorization Act (NDAA) for Fiscal Year 2003
* [Public Law (PL) 108-136](https://www.govinfo.gov/content/pkg/PLAW-108publ136/pdf/PLAW-108publ136.pdf), National Defense Authorization Act (NDAA) for Fiscal Year 2004
* [Public Law (PL) 110-181](https://www.govinfo.gov/content/pkg/PLAW-110publ181/html/PLAW-110publ181.htm), National Defense Authorization Act (NDAA) for Fiscal Year 2008
* [38 CFR 3.750](http://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58#se38.1.3_1750), Entitlement to concurrent receipt of military retired pay and disability compensation
* [M21-1, Part III, Subpart v, 5.A.6](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014254%2FM21-1-Part-III-Subpart-v-Chapter-5-Section-A-Elections-and-Waivers-in-Military-Retirement-Pay-Cases), CRDP
* [M21-1, Part III, Subpart v, 5.A.7](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014254%2FM21-1-Part-III-Subpart-v-Chapter-5-Section-A-Elections-and-Waivers-in-Military-Retirement-Pay-Cases), Concurrent Payment of VA Benefits and CRSC
* [M21-1, Part III,Subpart v, 5.E,](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/topic/554400000003061/M21-1-Adjudication-Procedures-Manual) Processing Audit Error Worksheets (AEWs)
* [VBMS-A User Guide](https://vbaw.vba.va.gov/VBMS/Resources_Technical_Information.asp)
* [Special Military Retirement Benefits](http://vbaw.vba.va.gov/vbadod/retiredpay.asp) web site
* [CRSC/CRDP Document Folder Added to Virtual VA document](https://vbaw.vba.va.gov/bl/21/products/docs/crdocfolder.pdf)
* [Priors Screen and Audit Error Worksheets (AEWs)](http://vbaw.vba.va.gov/bl/21/systems/docs/duplicateaews.pdf) document
* [Letter Creator Tool](http://vbaw.vba.va.gov/bl/21/rating/rat00.htm)
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| Topic 1: Background Information |
| Introduction | This topic will allow the trainee to understand why AEWs exist and where they come from. |
| Time Required | 0.25 hours |
| OBJECTIVES/Teaching Points | Topic objectives:* Understand the National Defense Authorization Acts (NDAAs) of 2003, 2004, and 2008 on Combat-Related Special Compensation (CRSC) and Concurrent Retirement and Disability Pay (CRDP)

The following topic teaching points support the topic objectives: * Laws
* Combat-Related Special Compensation (CRSC)
* Concurrent Retirement and Disability Pay (CRDP)
 |
| LawsSlide 4Handout p.4 | Discuss the NDAAs of FY 2003 and 2004, and how they pertain to CRSC and CRDP. |
| CRSCSlide 5Handout p.4-5 | Explain what CRSC is, as well as when and how it was established and updated. |
| CRDPSlide 6Handout p.5 | Explain what CRDP is, as well as when and how it was established. Include information such as:* No application needed
* A Veteran cannot receive both CRSC and CRDP at the same time (may make an election annually if eligible for both)
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| Topic 2: What is an Audit Error Worksheet (AEW)? |
| Introduction | This topic will allow the trainee to understand what an AEW is, as well as how they are generated. It will also allow the trainee to understand which EP to use to control AEWs. |
| Time Required | 0.25 hours |
| OBJECTIVES/Teaching Points | Topic objectives:* Understand how AEWs are generated and controlled

The following topic teaching points support the topic objectives: * Definition of an AEW
* How AEWs are Generated
* EPs for Controlling AEWs
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| DefinitionSlide 7Handout p.6 | An AEW is a document containing data regarding a Veteran’s military retired pay and entitlement to CRDP or CRSC. |
| How AEWs are GeneratedSlides 7 and 8Handout p.6 | Explain the electronic transmission of award data at authorization to DFAS and USCG, when there is retired pay involved. Inform the trainee that DFAS and USCG then audit the information against their records and transmit the audit data to Hines ITC. Hines ITC then places the AEW under system control by establishing an 840 work item.VA uses batch processing to automate the adjustment of many Veterans’ awards based on the audit data it receives from DFAS or the Coast Guard. This process includes the generation of an award in the Veterans Benefits Management System – Awards (VBMS-A) and the generation and mailing of a decision notice to the Veteran. |
| EPs for Controlling AEWsSlide 9Handout p.6-7 | EPs related to AEWs:* EP 840 Series Work Item
* EP 298 – *CRSC/CRDP Processing*

Upon receipt of an AEW consider the following:* Is an EP 298 already pending?
* Has the *Potential Under/Overpayment* special issue been added?
* Clear the 840 work item upon establishing EP 298 (if applicable)
* Date of claim of the EP 298 is the “run date” on the AEW (upper right-hand corner)
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| Topic 3: Reviewing and Processing AEWs |
| Introduction | This topic will allow the trainee to correctly review and process an AEW, to include inputting information into VA systems and providing proper notification to the Veteran. |
| Time Required | 1 hour (0.5 for lesson material, 0.5 for demonstration) |
| OBJECTIVES/Teaching Points | Topic objectives:* Identify the steps VSRs must follow when processing AEWs within VA systems
* Properly notify beneficiaries concerning award adjustments due to AEWs

The following topic teaching points support the topic objectives: * Reviewing AEWs
* Processing an AEW in VA Systems
* Previous Out-of-System Awards and Amounts Previously Paid by DFAS
* Special Handling of AEWs That Display an APPBD or APPBC
* Rounding Down the Amount in the Due from VA Column
* Special Issues in Processing AEWs
* Decision Notices for AEW-Related Adjustments
 |
| Reviewing AEWsSlides 10-11Handout p.8-9**Demonstration**  | Elaborate on the three steps involved in reviewing AEWs as detailed in the PowerPoint and trainee handout. Provide a demonstration showing an example of an out-of-system payment of CRSC/CRDP and how it might affect a current AEW. Show what to look for regarding documents in both Legacy Content Manager and the Veteran’s eFolder in VBMS.  |
| Processing AEWs in VA SystemsSlide 12-14Handout p.8-9 | Review the step-by-step procedure for entering award information into VA systems as outlined in the PowerPoint and trainee handout. |
| Previous Out-of-System Awards and Amounts Previously Paid by DFASSlide 15Handout p.10 | Discuss what to do when an AEW displays an amount to the right of the *Amount Previously Paid by DFAS.* |
| Special Handling of AEWs That Display an APPBD or APPB |  |
| Rounding Down the Amount in the Due from VA ColumnSlide 16Handout p.9-10 | When processing older AEWs, the practice of rounding down the amount in the Due From VA column will depend on the adjustment date shown on the AEW. The chart below explains when rounding down is or is not appropriate:

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| **If processing AEW award line dated...** | **Then...** |
| prior to December 2013\* | round down the amount in the *Due From VA* column. |
| December 2013 or later | do not round down the amount in the *Due From VA* column. |
| *\*The “Due From VA” amount on an AEW should never be rounded down for an entitlement month that includes a VA rate change that took effect on a day other than the first day of the month, regardless of the date.* |

 |
| Special Issues in Processing AEWsSlide 17*Handout p.11* | Provide the references for situations involving *Sequential Receipt of AEWs that Cover the Exact Same Time Period* and *Sequential Receipt of AEWs that Cover Some But Not All of the Same Entitlement Months* ([M21-1, Part III, Subpart V.5.E.1.h-i](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000127886/M21-1-Part-III-Subpart-v-Chapter-5-Section-E-Processing-Audit-Error-Worksheets-AEWs)).Also provide the references for other special issues that may arise while processing AEWs ([M21-1, Part III, Subpart V.5.E.1.l-q](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000127886/M21-1-Part-III-Subpart-v-Chapter-5-Section-E-Processing-Audit-Error-Worksheets-AEWs)), with examples of the types of other special issues. |
| Decision Notices for AEW-Related AdjustmentsSlide 18*Handout p.12* | Discuss in detail the required content of a decision notice regarding an AEW-related adjustment. Show the trainees the references and how to generate the notice in Letter Creator using the AEW Assistant. Tell the trainees that use of Letter Creator and the AEW Assistant is mandatory when preparing AEW-related decision notices. Explain that relevant laws and regulations, which are listed on the PowerPoint slide, must be cited in the decision notices.  |
| DEMONSTRATION | Demonstrate how to review and work an AEW in VBMS-A and Letter Creator. |
| 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 | 0.5 hours (0.25 to complete, 0.25 to review) |
| EXERCISE | Have the trainees turn to page 19 in the trainee handout and answer the questions.Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |
| Processing Audit Error Worksheets (AEWs) Practical ExerciseSlide 19Handout p.19 | Review the answers with the trainees then ask if there are any questions regarding the practical exercise. |

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| Lesson Review, Assessment, and Wrap-up |
| IntroductionDiscuss the following: | The Processing Audit Error Worksheets (AEWs) lesson is complete. Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 0.25 hours  |
| Lesson Objectives | You have completed the Processing Audit Error Worksheets (AEWs) lesson. The trainee should be able to: * Understand the National Defense Authorization Acts (NDAAs) of 2003, 2004, and 2008 as they relate to Combat-Related Special Compensation (CRSC) and Concurrent Retirement and Disability Pay (CRDP)
* Understand how Audit Error Worksheets (AEWs) are generated and controlled
* Identify the steps VSRs must follow when processing AEWs within VA systems
* Properly notify beneficiaries concerning award adjustments due to AEWs
 |
| 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. |