Fully Developed Claims (Compensation) - Refresher

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 # | 4200894 |
| Prerequisites | Prior to this lesson, the Veterans Service Representatives (VSRs) should have completed Challenge. |
| target audience | The target audience for **Fully Developed Claims (Compensation) – Refresher** is VSR Intermediate and Journey Level.Although this lesson is targeted to teach the VSR Intermediate and Journey Level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 2 hours |
| Materials/TRAINING AIDS | Lesson materials:* **Fully Developed Claims (Compensation) – Refresher** PowerPoint Presentation
* **Fully Developed Claims (Compensation) – Refresher** Trainee Handout
 |
| 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
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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 Fully Developed Claims (Compensation) - Refresher |
| 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 Lesson | This lesson is intended to provide a refresher on the Fully Developed Claims Program and discuss national error trends.  |
| Lesson ObjectivesSlide 2Handout 2  | In order to accomplish the purpose of this lesson, the VSR will be required to accomplish the following lesson objectives.TheVSRwill be able to: * process fully developed claims
* exclude those claims that do not meet the criteria
* determine the correct effective date for a grant of benefits
* understand any new manual guidance, and
* recognize common error trends.

Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. |
| Motivation | The Department of Veterans Affairs created the Fully Developed Claims Program to reduce its backlog of pending claims and to improve claims-processing timeliness. To accomplish this, VA, in exchange for a promise of quicker processing, asked the Veteran to provide certain information upfront with the application. If we do not process these claim quickly and correctly, we do not hold up our end of this bargain. |
| STAR Error code(s) | See Topic 3 – Fully Developed Claims Error Trends. |
| ReferencesSlide 3Handout 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/).* [PL 112-154](https://www.gpo.gov/fdsys/pkghttps%3A/www.gpo.gov/fdsys/pkg/PLAW-112publ154/pdf/PLAW-112publ154.pdf/PLAW-112publ154/pdf/PLAW-112publ154.pdf), Honoring America’s Veterans and Caring for Camp Lejeune Families Act of 2012
* [38 CFR 3.156](http://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58#se38.1.3_1156), New and Material Evidence
* [M21-1 Part I, 1.B](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014065%2FM21-1-Part-I-Chapter-1-Section-B-Duty-to-Notify-Under-38-USC-5102-and-5103), Duty to Notify Under 38 U.S.C. 5102 and 5103
* [M21-1 Part III, Subpart i, 3.A](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014109%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-A-General-Information-About-the-Fully-Developed-Claim-FDC-Program), General Information About the Fully Developed Claim (FDC) Program
* [M21-1 Part III, Subpart i, 3.B](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014110%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-B-Processing-Fully-Developed-Claims-FDCs), Processing Fully Developed Claims (FDCs)
 |
| Topic 1: Fully Developed Claims Recap |
| Introduction | This topic will provide a refresher on Fully Developed Claims processing, to include development and exclusions. |
| Time Required | **0.5 hours** |
| OBJECTIVES/Teaching Points | Topic objectives:* process fully developed claims
* exclude those claims that do not meet the criteria
* determine the correct effective date for a grant of benefits
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| Appropriate Claim FormsSlide 4Handout 4 Since this is just a refresher training, do not spend an inordinate amount of time covering this topic. | All Fully Developed Claims for compensation must be submitted on a complete VA Form 21-526EZ, [Application for Disability Compensation and Related Compensation Benefits](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#2e). If the Veteran submits a claim on any other form and indicates that (s) he wants to participate in the Fully Developed Claim Program, we must exclude the claim.The VA Form 21-526EZ provides the notice [38 U.S.C. 5103](https://www.law.cornell.edu/uscode/text/38/5103) requires for the following types of disability compensation claims:* service connection, including requests to reopen a previously denied claim, for disabilities related to the following types of service:
	+ active duty
	+ active duty for training, or
	+ inactive duty training
* secondary service connection
* increased disability rating
* individual unemployability
* temporary total disability rating due to
	+ hospitalization, or
	+ surgical or other treatment
* compensation under 38 U.S.C. 1151
* special monthly compensation (SMC) based on the
	+ need for aid and attendance, or
	+ status of being housebound
* additional benefits for a spouse who needs aid and attendance
* specially adapted housing or special home adaption
* automobile allowance or adaptive equipment, and
* additional compensation for a Veteran with a child incapable of self-support

After March 24, 2015, if the VA Form 21-526EZ is not complete (including claimed contentions and a signature), the application is considered incomplete and the process in [M21-1, Part I. 1.B.1.e](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014065%2FM21-1-Part-I-Chapter-1-Section-B-Duty-to-Notify-Under-38-USC-5102-and-5103), must be followed. Always attempt telephone development before following this process.*When an incomplete application is received** *establish an EP 400 to control the correspondence and use the date the application was received as the control date*
* *cancel any erroneously established EP after notifying the claimant about the incomplete application*
* *print a copy of the incomplete application*
* *mark the blocks on the application in red that require the claimant’s attention*
* *return the incomplete application to the claimant and notify him or her (and the claimant’s representative, if any) via use of the Incomplete Application letter included in the Letter Creator Tool*
	+ *of the information VA needs to consider the application complete, and*
	+ *that failure to submit a substantially complete application within one year will result in no benefit being paid or furnished by reason of that application*
* *add a copy of the application and the decision notice to the claims folder, and*
* *clear (PCLR) the EP 400.*

*Note: When appropriate, contact the claimant first by telephone to obtain the information needed to complete the application.*If a non-original Fully Developed Claim is not signed by the Veteran but signed and submitted by the POA, the process above does not apply, however, we must send a 5103 letter.If the claim was received before March 24, 2015, please follow guidance in [M21-1, Part III, Subpart I, 3.A.2.h-k](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014109%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-A-General-Information-About-the-Fully-Developed-Claim-FDC-Program), and work the claim expeditiously. |
| Fully Developed Claim ExclusionsSlide 5Handout 5Since this is just a refresher training, do not spend an inordinate amount of time covering this topic.Further information on the notification process can be found under the topic discussing the recent manual changes. | Not all compensation claims submitted on the VA Form 21-526EZ are included in the Fully Developed Claims Program. When the claim does not meet certain criteria, it should be excluded from the program. At time of CEST, the claim should be reviewed for inclusion in the Fully Developed Claims Program is during the initial review. The following are reasons for exclusion during the initial review period:* the Veteran opts out of the program by checking box 26 on the VA Form 21-526EZ
* a claim or appeal is pending at the time the VA Form 21-526EZ is received
* the Veteran fails to simultaneously submit all forms *necessary* to process the compensation claim
* development to a non-federal entity or the claimant is required
* a character of discharge determination is needed, or
* the Veteran is still on Active Duty

If the claimant submits a dual claim for compensation and pension, each claim should be reviewed separately and inclusion determined on an individual basis. Example: a Veteran submits a VA Form 21-526EZ and 21-527EZ. The compensation claim does not require any development outside of an increase exam, but the pension claim needs income verification. You should keep the compensation claim in the Fully Developed Claims Program and exclude the pension claim.After the initial touch, the VSR should review the claim each time it is worked to determine if the claim should remain in the Fully Developed Claim Program. If any of the following scenarios occur, we must exclude the claim from the Fully Developed Claims Program:* the Veteran submits additional evidence, unless we requested this evidence in our original development letter or it is duplicate (more on this in the development section of this training)
* the Veteran fails to report for an exam and asks for us to reschedule (unless the VA is solely at fault)
* the Veteran submits an additional claim or Notice of Disagrement

If any of the above criteria are met, we must exclude the claim from the Fully Developed Claims Program, update systems, and send the Veteran a notification letter explaining that we have excluded him and why.To update the system, the VSR must remove the *Fully Developed Claim* special issue in VBMS and replace it with the appropriate special issue. The list of special issues can be found below:* FDC Excluded – Claimant declined FDC processing
* FDC Excluded – Claim pending
* FDC Excluded – Appeal pending
* FDC Excluded – All Required Items Not Submitted
* FDC Excluded – Needs Non-Fed Evidence Development
* FDC Excluded – Requires INDPT VRFCTN of FTI (income verification
* FDC Excluded – Evidence received after FDC CEST
* FDC Excluded – FTR to exam
* FDC Excluded – Additional claim submitted
* FDC Excluded – Appeal Submitted

When sending a notification letter to the Veteran, the VSR has three options:* using the *FDC Writeout* template under the IPC drop down in Letter Creator, or
* adding the text found in that letter as free text into a VBMS development letter, or
* adding the text into a PCGL letter.

In previous years, we excluded claims from the Fully Developed Claims Program based on different criteria or did not have specific guidance explaining how to handle certain scenarios. Do not exclude claims for the following reasons:* we need to develop for federal records, even if:
* we need a VA Form 21-4142 and 4142a
* the records are National Guard or Reserve records
* we need a NA Form 13055
* we gather necessary information from the Veteran over the phone
* the Veteran fails to show for his exam, but does not request the exam to be rescheduled
 |
| Fully Developed Claims DevelopmentSlide 6-7Handout 6Since this is just a refresher training, do not spend an inordinate amount of time covering this topic. | Generally, 5103 letters are not required when working claims submitted on a VA Form 21-526EZ. Although the Veteran has submitted the claim on a VA Form 21-526EZ, development is still required for federal records and special issues. Do not exclude the Veteran from the Fully Developed Claims Program because of this development.We are required to develop for the following federal records:* STRs
* military personnel records
* VAMC records (both CAPRI and paper)
* military treatment facility (MTF) records (to include a VA Form 21-4142 and 4142a, if required)
* Vet Center records (to include a VA Form 21-4142 and 4142a)
* fire-related records development
* Reserve and National Guard records
* clarifications made by telephone contact
* VA examinations

When requesting federal records, **DO NOT** send simultaneous development to the Veteran.We are required to develop to the Veteran for any relevant information for the following types of special issues claims:* herbicide exposure
* asbestos exposure
* ionizing radiation exposure
* hepatitis
* fire-related STRs
* military sexual trauma
* participation in special operations
* homelessness

If we already have the necessary evidence of record or can grant the benefit sought based on the evidence of record, no development is required.If at any time, we develop to the Veteran while the claim remains in the Fully Developed Claims Program, the following text must be included in the development letter:*You submitted your claim under the Fully Developed Claim (FDC) Program; however, we need additional information from you. Since your claim is part of the FDC Program, if you submit evidence other than what is requested below, your claim will be excluded from the FDC Program.* |
| Revising Fully Developed Claims Exclusion StatusSlide 8Handout 7 | Occasionally claims are incorrectly excluded from the Fully Developed Claims Program or regulations change that allows us to include previously excluded claims. If during your review of the claim, you discover that the claim should not have been excluded from the Fully Developed Claims Program (either because of error or outdated guidance), reinstate the claim. If during your review, you discover that regulations have changed and the claim should now be excluded, **DO NOT** exclude the claim. If during your review, you discover that the claim has been incorrectly retained in the Fully Developed Claims Program, exclude the claim. |
| Fully Developed Claims Effective DatesSlide 9Handout 7*Since this is just a refresher training, do not spend an inordinate amount of time covering this topic.* | There are a number of regulations that govern effective dates. Since a fully developed claim can be virtually any type of claim, determining the effective date for a fully developed claim can sometimes be difficult. When trying to determine the effective date, remember that our normal effective date regulations still apply to Fully Developed Claims.However, if an original Fully Developed Claim for compensation was received between August 6, 2013, and August 5, 2015, the VA has been authorized to grant the service connection for any condition on the Fully Developed Claim up to one year earlier than the date of claim. There are three things to remember before assigning the one-year retroactive effective date:* If the Veteran was discharged less than one year before the date of claim, VA cannot grant service connection for any claims back to a date when the Veteran was still on Active Duty. When granting on a direct service connection basis, the effective date should be the day after the Veteran was discharged from Active Duty.
* If the medical evidence clearly shows that the conditions did not exist one year prior to the date of claim, the VA cannot grant service connection back one year. Such evidence must show conclusively and persuasively that the disability did not exist during the retroactive period. If so, the effective date should be the date of the diagnosis of the condition. If the records do not discuss the condition, do not assume that the Veteran did not have the condition. Only grant from the date of diagnosis if there is evidence that specifically discusses that the Veteran did not have said condition.
* For original compensation Fully Developed Claims received before March 24, 2015, the one-year retroactive effective date can only be applied to the date the original, formal Fully Developed Claim was received by the VA. This one-year retroactive effective date cannot be applied to informal claims or RFAs.
* For original compensation Fully Developed Claims received on/after March 24 through August 5, 2015, the one-year retroactive effective date can be applied to the date VA received an Intent to File (ITF), provided a complete Fully Developed Claim is received within one year of the date of receipt of the ITF.

Even if the Veteran files a claim or Notice of Disagreement on or after August 6, 2015, the Veteran may still be eligible for the one year retroactive effective date. If the Veteran’s original compensation claim met all Fully Developed Claims inclusion requirements, the RVSR can grant the additional one year retroactive effective date when:* the Veteran files a timely Notice of Disagreement on an original compensation claim that was submitted between August 6, 2013, and August 5, 2015
* the Veteran files a timely request for reconsideration on an original compensation claim that was submitted between August 6, 2013, and August 5, 2015
* a Clear and Unmistakeable Error is discovered on an original compensation claim that was submitted between August 6, 2013, and August 5, 2015

Even if the grant is based on new evidence submitted or identified by the Veteran, the earlier effective date can be granted.**\*\*Remember, if the original compensation claim was incorrectly excluded or excluded based on outdated guidance, we should retroactively reinstate the original claim into the Fully Developed Claims Program and grant the earlier effective date.\*\*** |

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| Topic 2: New Fully Developed Claims Manual Guidance |
| Introduction | Part of being a VSR is keeping up with new manual guidance and sometimes this can be a daunting task. In an effort to assist, here is a summary of any new changes to the Manual regarding Fully Developed Claims. |
| Time Required | **0.5 hours** |
| OBJECTIVES/Teaching Points | Topic objectives:* understand any new manual guidance
 |
| Fully Developed Claims Notification Letter – Letter CreatorSlide 10-11Handout 9Demo the creation of the FDC Writeout letter. | A new template, *FDC Writeout Letter*, has been added to Letter Creator. This letter has the correct text for all Fully Developed Claims exclusion reasons. This template can be found under the IPC drop down. Fill in all the Veteran’s information on the Letter Creator screen and select the appropriate exclusion reason.If the VSR is already sending a development letter to the Veteran, the VSR should copy the text from the Letter Creator template as free text into that letter.If the VSR is not sending a letter to the Veteran, Letter Creator should be utilized.If the VSR does not have access or cannot use Letter Creator or VBMS, the text can be copied from the template into PCGL. |
| Gulf War DevelopmentSlide 10Handout 9 | Previously, the manual stated that Gulf War claims often needed additional development as a special issue claim. This is no longer a requirement as it has been determined that the VA Form 21-526EZ will sufficiently notify the Veteran of any needed information to help substantiate the claim. |
| Exam FTR Reconsideration – Effective DateSlide 10&12Handout 9 | As previously mentioned, if the Veteran files a timely Notice of Disagreement or request for reconsideration on a claim that was previously included in the Fully Developed Claims Program, we can grant a one year earlier effective date, for claims submitted between August 6, 2013, and August 5, 2015. Recently a discussion on Pulse was noticed by Compensation Service staff and further clarification was requested. [M21-1 Part III, Subpart I, 3.B.5.b](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#!agent/portal/554400000001034/article/554400000014110/M21-1-Part-III-Subpart-i-Chapter-3-S) has been recently updated to clarify that even if the Veteran did not report for his exam, we can still grant the earlier effective date on appeal or reconsideration as long as the Veteran did not request reexamination during the original claim.Example: A Veteran submits an original claim for a lower back condition on 7/13/2014. We order an exam but the Veteran does not show and an RVSR denies the claim. The Veteran comes in within a year and asks for reconsideration of his previous claim as he is now able to show for an exam. The Veteran shows for the second exam and an RVSR can grant the lower back condition. If medical evidence allows, the RVSR can grant the lower back condition effective 7/13/2013. |
| DEMONSTRATION | Letter Creator Demonstration |

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| Topic 3: Fully Developed Claims Error Trends |
| Introduction | We can’t always be perfect and errors do happen. The best strategy is to learn from our errors and make sure they don’t happen again. Here are some actual errors that were cited on real claims. These errors are part of national error trends regarding claims in the Fully Developed Claims Program. |
| Time Required | **0.5 hours** |
| OBJECTIVES/Teaching Points | Topic objectives:* recognize common error trends
 |
| Error 1 – Effective Dates (D1)Slide 13-14Handout 10 | The Veteran submitted an original claim for service connection for posttraumatic stress disorder (PTSD) on VA Form 21-526EZ. We received this claim on July 31, 2015. The claim met all requirements to be included in the Fully Developed Claims Program. The rating granted PTSD at a 50% evaluation effective July 31, 2015, the date of claim. The Veteran was discharged from service on December 21, 1969. There was no medical evidence showing that PTSD did not exist prior to the date of claim.This is incorrect as [PL 112-154 Section 506](https://www.gpo.gov/fdsys/pkghttps%3A/www.gpo.gov/fdsys/pkg/PLAW-112publ154/pdf/PLAW-112publ154.pdf/PLAW-112publ154/pdf/PLAW-112publ154.pdf) allows for a one-year retroactive effective date for awards of disability compensation based on a fully developed original compensation claim submitted between August 06, 2013, and August 05, 2015. Since the original claim was included in the Fully Developed Claims Program, we should have granted PTSD with an effective date of July 31, 2014. |
| Error 2 – Effective Dates (D1)Slide 15-16Handout 10 | A Veteran, who is currently service connected for posttraumtic stress disorder, submitted a new claim for service connection for bilateral hearing loss and tinnitus on VA Form 21-526EZ. We received this claim on March 30, 2015. The claim met all requirements to be included in the Fully Developed Claims Program. The rating granted tinnitus at a 10% evaluation and bilateral hearing loss at a 0% evaluation both effective March 30, 2014, a year prior to the date of claim. The Veteran was discharged July 29, 1982. There was no medical evidence showing that bilateral hearing loss or tinnitus did not exist prior to the date of claim.This is incorrect as [PL 112-154 Section 506](https://www.gpo.gov/fdsys/pkghttps%3A/www.gpo.gov/fdsys/pkg/PLAW-112publ154/pdf/PLAW-112publ154.pdf/PLAW-112publ154/pdf/PLAW-112publ154.pdf) allows for a one-year retroactive effective for awards of disability compensation based on a fully developed original claim submitted between August 06, 2013, and August 05, 2015. Since this is not an original claim, no one-year retroactive effective date is warranted. |
| Error 3 – System Error (S1)Slide 17-18Handout 10 | The Veteran submitted an original claim for service connection on VA Form 21-526EZ. We received this claim on May 02, 2016. The Veteran checked box 26 on the VA Form 21-526EZ. The Veteran’s claim was kept in the Fully Developed Claims Program.The systems were not updated correctly. According to [M21-1 Part III, Subpart i, 3.B.2.a, d, & e](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014110%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-B-Processing-Fully-Developed-Claims-FDCs), we should have removed the *Fully Developed Claim* flash and added the *FDC Excluded – Claimant declined FDC processing* flash. |
| Error 4 – Development (B2)*Slide 19-20**Handout 11* | The Veteran submitted an original claim for service connection for posttraumatic stress disorder based on military sexual trauma on VA Form 21-526EZ. We received this claim on April 15, 2016. The claim met all requirements to be included in the Fully Developed Claims Program. The Veteran submitted a completed VA Form 21-0781a with the claim. During the initial claim review, the VSR developed for STRs and personnel records. During the second review, development was sent to the Veteran for stressor details. No other development actions were taken.The development was incomplete and incorrect as this is a claim for posttraumatic stress disorder based on military sexual trauma. According to [M21-1, Part IV, Subpart ii, 1.D.5.e](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014906%2FM21-1-Part-IV-Subpart-ii-Chapter-1-Section-D-Claims-for-Service-Connection-SC-for-Post-Traumatic-Stress-Disorder-PTSD) and [M21-1, Part III, Subpart i, 3.B.3.e,](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014110%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-B-Processing-Fully-Developed-Claims-FDCs) the claim should have been forwarded to the Women’s Veteran Coordinator for a phone call/development for the DD Form 2910. Also, the VA Form 21-0781a was complete and according to [M21-1, Part III, Subpart i, 3.B.3.d](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014110%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-B-Processing-Fully-Developed-Claims-FDCs), we should not have developed for stressor details again. Lastly, when the VSRs sent both of the development letters, the VSRs did not include the appropriate Fully Developed Claims development autotext. According to [M21-1, Part III, Subpart i, 3.B.3.g](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014110%2FM21-1-Part-III-Subpart-i-Chapter-3-Section-B-Processing-Fully-Developed-Claims-FDCs)**, this paragraph must be included in any development letter sent for a Fully Developed Claim.** |

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| Lesson Review, Assessment, and Wrap-up |
| Introduction | The Fully Developed Claims (Compensation) – Refresher 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 Fully Developed Claims (Compensation) – Refresher lesson. The trainee should be able to: * process fully developed claims
* exclude those claims that do not meet the criteria
* determine the correct effective date for a grant of benefits
* understand any new manual guidance, and
* recognize common error trends.
 |
| 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. |