Pension and fiduciary service

PMC VSR Advanced Core Course

Phase 5, Part 1(a): Initial Screening and Claim Establishment

Phase 5, Part 1(a) Knowledge Check Preparation

Trainee Guide

April 2020

Phase 5, Part 1(a) Knowledge Check Preparation

Lesson Overview

| Topic | Description |
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| Time Estimate: | 2 hours |
| Purpose of the Knowledge Check preparation: | This Knowledge Check preparation is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this Knowledge Check preparation is to prepare PMC VSRs to take the Phase 5, Part 1(a) Knowledge Check. |
| Prerequisite Training Requirements: | Prior to taking the Phase 5, Part 1(a) Knowledge Check Preparation, you must complete PMC VSR Core Course Phases 1–4, and Phase 5, Part 1(a), lessons 1-6. (Refer to the **Master Course Map** learning aid for a list of lessons.) |
| Target Audience: | This Knowledge Check preparation is for entry-level PMC VSRs. |
| Preparation References: | * **Claim Types** job aid * Compensation and Pension Knowledge Management (CPKM) * M21-1 I.1.A (Description and General Information on Duty to Notify and Duty to Assist) * M21-1 I.1.B (Duty to Notify Under 38 U.S.C. 5102 and 5103) * M21-1 I.3.A (General Information on Power of Attorney) * M21-1 I.3.B (A Representative’s Right to Notification and Review of Records) * M21-1 I.6. (Higher Level Reviews) * M21-1 III.ii.1 (Initial Screening Process) * M21-1 III.ii.2 (Benefit Programs and Types of Claims) * M21-1 III.ii.3 (System Updates) * M21-1 III.iii.1.F (Record Maintenance During the Development Process) * M21-1 III.iv.2.B (Revision of Decisions) * M21-1 X.9.B.3.c (Disclosure to POA) * M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements) * M21-4 Appendix C, Index of Claim Attributes * 38 CFR 3.159 (Department of Veterans Affairs assistance in developing claims) * 38 CFR 3.2130 (Will VA Accept a Signature by Mark or Thumbprint?) * 38 CFR 3.103(a) (Procedural Due Process and Appellate Rights) * 38 CFR 14.630 (Authorization for a Particular Claim) |
| Technical Competencies | * Program Benefits and Eligibility (PMC VSR) * Processing Claims (PMC VSR) * VBA Applications (PMC VSR) |
| Knowledge Check | Phase 5, Part 1(a): Initial Screening and Claim Establishment Knowledge Check |
| What You Need: | * Trainee Guide * Appendix A * Access to VSR Assistant for:   + **Claim Types** job aid * Access to CPKM |

| PowerPoint Slides | Notes | |
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| Phase 5, Part 1(a): Knowledge Check Preparation |  | |
| Why It Matters!   * **Phase 5, Part 1(a) provides** **the fundamental claim processing rules and procedures performed most frequently** * These are the building blocks to be integrated into the processing of claim types to be learned in Phase 6 |  | |
| Knowledge Check Preparation Overview  **This Knowledge Check preparation will consist of the following:**   * **Lesson objectives review** * **Practical Exercise** |  |
| ****Phase 5, Part 1(a) Lessons**** |  |
| Initial Screening Policies for Applications   * During the initial screening process, the PMC VSR verifies whether the previous claims processor has processed the initial screening correctly and evaluates other aspects of the claim. * **Recognizing whether the application for benefits is complete or incomplete is important so that VA can grant entitlement to benefits in a timely manner.** |  |
| Initial Screening Policies for Applications Objectives   * Know the characteristics of a substantially complete application * Grasp the historic concept of informal claims * Understand the signature requirements for claimants * Understand the concept of prescribed forms * Recognize outdated and discontinued forms and know the process alerting claimants * Understand what classifies as an incomplete claim * Recognize the requirements for an Intent to File * Recognize the requirements for a Request for Application (RFA) |  |
| Date of Claim   * For claims establishment purposes, the DOC is the earliest date any VA facility received the claim. * Facilities approved to provide a DOC on documentation   + **Regional Office (RO)**   + **Veterans Affairs Medical Center (VAMC)**   + **Records Management Center (RMC)**   + **Contracted scanning vendor** |  |
| Date of Claim Objectives   * Confirm Date of Claim (DOC) is correct * Define a DOC * Identify the date of receipt * Recognize exceptions to DOC * Determine if DOC is correct in the systems |  |
| End Product (EP) Codes   * The EP system is the primary workload monitoring and management tool * Each claim should be promptly placed under EP control * EP codes are three-digit numbers * Modifying an EP code involves using the pencil icon in VBMS |  |
| EP Code Objectives   * Define an EP code * Verify the EP code matches the type of claim * Verify the correct EP code is used in VBMS |  |
| **Establish a Claim (CEST)**   * Results in an EP code and claim label assigned to pending claims * Supports the workload monitoring and management tool for the PMC * Facilitates proper control of pending workloads and appropriate work measurement credit * Substantiates staffing requirements and productive capacity * Facilitates formulation of the annual budget submission |  |
| **Establish a Claim Objectives**   * Recognize situations when a PMC VSR should CEST * Select the correct system in which to CEST the claim * Demonstrate the CEST process in VBMS and SHARE |  |
| **Types of Claims and Priority Processing**   * Some claims require special processing * Flashes are person-specific indicators that represent an attribute, fact, or status that is unlikely to change * Special issues are claim-specific indicators. |  |
| **Types of Claims and Priority Processing Objectives**   * Define initial claims and supplemental claims * Confirm the special claim types * Check whether the correct prescribed form was received * Check whether an original claim had a prior decision * Check whether evidence received with supplemental claim is new and relevant evidence   + Determine if an appeal or higher level review is pending |  |
| **VA Representation and Third Party Authorization**   * All claimants have the right to representation before the Department of Veterans Affairs in claims affecting the payment of benefits or relief. Types of POAs: * Accredited POAs   + VSO   + Claims Agent   + Attorney * Non-licensed POAs   + **Any individual** |  |
| VA Representation and Third Party Authorization Objectives   * Understand a claimant’s right to representation * Define POA * Understand the types of POAs * Know the authority of the representative * Review the POA forms * Modify VBMS with correct POA information * Know the process for revoking and terminating representation * Understand the Third Party Authorization process |  |
| Introduction to Old Law and Section 306 Pension Objectives   * Recognize an Old Law or Section 306 pension claim. * Describe the characteristics of Old Law pension. * Describe the characteristics of Section 306 pension. |  |
| **Question and Answer Clarification**  This icon prompts you to ask trainees a discussion question or to ask trainees if they have any questions before proceeding with instruction. |  |
| **What’s Next?**  PMC VSR Phase 5, Part 1(a): Knowledge Check |  |