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 |
| --- | --- |
| 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 |
| --- | --- |
| 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 |  |