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

Lesson Plan

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, trainees 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: | * Lesson Plan * Appendix A - Answer Key * Access to VSR Assistant for:   + **Claim Types** job aid * Slides * Projector * Access to CPKM |

Instructor Notes

This Knowledge Check preparation will provide trainees with a refresher of the topics covered in Phase 5, Part 1(a): Initial Screening and Claim Establishment. This will include a review of all lesson objectives, participation in practical exercises to reinforce their understanding, and an opportunity for questions to address any misconceptions and provide additional clarification about the information presented.

| PowerPoint Slides | Instructor Activities | |
| --- | --- | --- |
| Phase 5, Part 1(a): Knowledge Check Preparation | **DISPLAY** slide  “Phase 5, Part 1(a): Knowledge Check Preparation”  **INTRODUCE** yourself as the instructor.  **INTRODUCE** the 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 | **DISPLAY** slide **2.** “Why It Matters!”  **REMIND** trainees that the purpose of Phase 5, Part 1(a) is to **provide** the fundamental claim processing rules and procedures performed most frequently.  **EXPLAIN that 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** | **DISPLAY** slide **3.** “Knowledge Check Preparation Overview”  **EXPLAIN that this Knowledge Check preparation will consist of a review of the learning objectives for each lesson in Phase 5, Part 1(a). This is followed by a practical exercise to help reinforce their understanding of those objectives.**  **INFORM trainees that in order to save time for the activities, there will be time at the end of this Knowledge Check preparation for questions to be discussed.** |
| ****Phase 5, Part 1(a) Lessons**** | **DISPLAY** slide **4.** “Phase 5, Part 1(a) Lessons”  **REMIND** trainees that Phase 5, Part 1(a) consists of the following eight lessons:   1. Initial Screening Policies for Applications 2. Date of Claim 3. End Product (EP) Codes 4. Establish a Claim (CEST) 5. Types of Claims and Priority Processing 6. VA Representation and Third Party Authorization 7. **Initial Screening and Claims Establishment Knowledge Check Prep** |
| 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.** | **DISPLAY** slide **5.** “Initial Screening Policies for Applications”  **TRANSITION to the first lesson in Phase 5, Part 1(a):** Initial Screening Policies for Applications  **REMIND trainees that during the initial screening process, the PMC VSR verifies whether the claims processor has processed the initial screening correctly and evaluates other aspects of the claim.**  **INFORM trainees that recognizing whether the application for benefits is substantially complete 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) | **DISPLAY** slide **6.** “Initial Screening Policies for Applications Objectives”  **PRESENT the objectives.**  **ALLOW about 5**–**7 minutes to review these objectives.** |
| 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** | **DISPLAY** slide **7.** “Date of Claim”  **TRANSITION to the second lesson in Phase 5, Part 1(a): Date of Claim.**  **REMIND** trainees the **importance of properly identifying the Date of Claim (DOC) and making sure that it is entered correctly in VBA applications.**  **REVIEW that the DOC assists in determining the effective date of an award** |
| 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 | **DISPLAY** slide **8.** “Date of Claim Objectives”  **PRESENT the objectives.**  **ALLOW about 5 minutes to review these objectives.** |
| 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 | **DISPLAY** slide **9.** “End Product (EP) Codes”  **TRANSITION to the third lesson in Phase 5, Part 1(a):** End Product Codes**.**  **REMIND** trainees of the importance of properly identifying the EP code and making sure that the EP is entered correctly in VBA applications.  **REVIEW that an EP is a three-digit code that facilitates proper control of pending workloads and appropriate work measurement credit. With few exceptions, the EP should remain pending until all required actions on the claim have been completed.** |
| 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 | **DISPLAY** slide  “EP Code Objectives”  **PRESENT the objectives.**  **ALLOW about 5–7 minutes to review these objectives.** |
| **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 | **DISPLAY** slide  “Establish a Claim (CEST)”  **TRANSITION to the fourth lesson in Phase 5, Part 1(a):** Establish a Claim**.**  **REMIND** trainees about the importance of claims establishment for workload monitoring and management:   * CESTing creates a control for a pending claim and results in an EP code and claim label assigned to that claim. * EP code and claim label system is the primary workload monitoring and management tool for the PMC. * Correct use of the EP system facilitates proper control of pending workloads and appropriate work measurement credit. * Correct work measurement is essential to substantiate proper staffing requirements and determine productive capacity. * Received and completed EP codes are also used to formulate the annual budget submission to the Secretary, Office of Management and Budget (OMB), the President, and Congress. |
| **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 | **DISPLAY** slide  “Establish a Claim Objectives”  **PRESENT the objectives.**  **ALLOW about 5–7 minutes to review these objectives.** |
| **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. | **DISPLAY** slide  “Types of Claims and Priority Processing”  **TRANSITION to the fifth lesson in Phase 5, Part 1(a): Types of Claims and Priority Processing**  **REMIND trainees that some claims require special processing. The following are special claim types.**  **REVIEW** the purpose of flashes and special issues. Flashes indicate information about a Veteran, such as military awards or pending applications. Special issues indicate information about a claim, such as a fully developed claim. |
| **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 | **DISPLAY** slide  “Types of Claims and Priority Processing Objectives”  **PRESENT the objectives.**  **ALLOW about 5–7 minutes to review these objectives.** |
| **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** | **DISPLAY** slide  “VA Representation and Third Party Authorization”  **TRANSITION to the sixth lesson in Phase 5, Part 1(a):** VA Representation and Third Party Authorization**.**  **REMIND** trainees that there are accredited and non-licensed POAs. A non-licensed POA is anyone who is listed on the VA Form 21-22a and who has not been recognized by VA’s Office of General Council (OGC) as accredited. This individual may represent the claimant on a on-time, on claim basis.  **REVIEW** that if a claimant appoints a new representative, then the current requested POA on VA Form 21-22needs to be updated in the systems. |
| 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 | **DISPLAY** slide  “VA Representation and Third Party Authorization Objectives”  **PRESENT the objectives.**  **ALLOW about 5 minutes to review these objectives.** |
| **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. | **DISPLAY** slide  “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.  **ASK** if they have any questions or concerns regarding Phase 5, Part 1(a). Use this time to clear up any confusion or misconceptions about the information presented. |
| **What’s Next?**  PMC VSR Phase 5, Part 1(a): Knowledge Check | **DISPLAY** slide  “What’s Next?”  **DISCUSS** the upcoming PMC VSR Phase 5, Part 1(a): Knowledge Check  **REMIND** trainees to use the job aids and resources provided in the Knowledge Check to help answer the questions. |