



# Lesson 9: Process New or Reconsidered Claims

## **PMC VSR Advanced Core Course Phase 6: Processing Claims**



# You Are Here





# Technical Competencies

- Program Benefits and Eligibility (PMC VSR)
- Processing Claims (PMC VSR)
- VBA Applications (PMC VSR)
- Income Counting and Net Worth



# Scenario—New or Reconsidered Claim

## SCENARIO:

Mr. Jacob Danforth first applied for benefits on 06/14/2014 but is denied for excessive income in a decision notice dated 08/03/2014. On 02/21/2015, Mr. Danforth submits additional income and expense information to the VA.



# Why it Matters!

Accurately determining whether a claim is new or a claim for reconsideration affects appeal dates as well as entitlement dates.



# Lesson Objectives (1 of 2)

- Process new or reconsidered claims.
  - Recognize indicators of new or reconsidered claims.
  - Confirm claim characteristics assigned by claims assistant.
  - Determine if claim may be denied without development.
  - Determine if evidence is sufficient to process new or reconsidered claims.
  - Apply the correct development actions for the information/evidence missing from the claim.

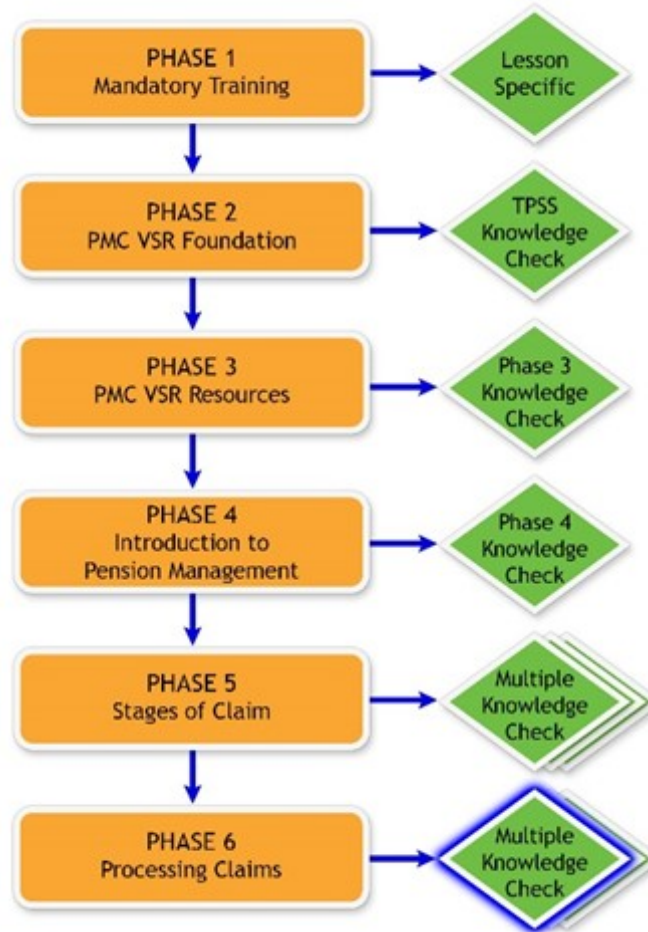


## Lesson Objectives (2 of 2)

- Determine entitlement to new or reconsidered claims.
- Determine if claim should be submitted to rating activity.
- Decide the award action for new or reconsidered claims.
- Prepare a decision notice for new or reconsidered claims.
- Submit the claim to the Authorizer.



# Knowledge Check







# Distinguishing New or Reconsidered Claims (1 of 2)

- **Reconsidered**—submitted **within** 1 year of decision of denied claim (the appeal period)
- **New**—submitted 1 year or more **after** decision is final for prior claim
- EP Codes: 127, 137, 165, 167, 150/157, 297



# Distinguishing New or Reconsidered Claims (2 of 2)

- PMC VSRs should do the following to distinguish between **new** claims or **reconsidered** claims:
  - Confirm the EP is not for an original claim
  - Check the date of decision notice, date of claim, or date of development letter of previously denied claim to determine time limits
  - Look in eFolder at evidence and letters for previously denied claim



# Activity—Distinguishing New or Reconsidered Claims

- Instructions:
  - Access CPKM to use M21-1 to complete the activity.
  - Work in assigned group.
  - Read the scenarios from the worksheet.
  - Determine for each scenario whether it is a new or reconsidered claim.
  - Record your answers on the worksheet provided.
  - Select one person to present your group's findings.
- Time allowed: 10 min.



# Activity—Distinguishing New or Reconsidered Claims Answers (1 of 2)

- Scenario 1
  - *Reconsidered*
- Scenario 2
  - *New*



# Activity—Distinguishing New or Reconsidered Claims Answers (2 of 2)

- Scenario 3
  - *Reconsidered*
- Scenario 4
  - *Reconsidered*
- Scenario 5
  - *New*



# Overview of Processing New or Reconsidered Claims

- Many of the steps required to process new or reconsidered claims are done simultaneously by PMC VSRs in the field.
- For the purpose of instruction, the steps are broken out individually.



# Lesson Overview

- **Demonstration**—Instructor processes a claim from start to finish with opportunities for questions.
- **Guided Practice**—Trainees process a claim with questions and feedback/remediation.



# Demonstration Claim 1—Process New or Reconsidered Claims

- Demonstration Claim 1—
  - {Name}
  - {Other information}







# Claim 1—Recognize Indicators of a New or Reconsidered Claim

- Prescribed VA forms, as needed
- EP 127, 137, 165, 167, 150/157, 297





# Claim 1—Confirm Claim Characteristics Assigned by Claims Assistant





# Refraining From or Discontinuing Assistance

## M21-1 I.1.A.3.b (Refraining From or Discontinuing Assistance)

- Lack of qualifying service, Veteran status, or legal eligibility
- Claims that are inherently incredible or clearly lack merit
- Request for a benefit to which the claimant is not entitled as a matter of law



# Claim 1—Screen Claim for Lack of Eligibility (to Determine if Claim may be Denied without Development)





# Claim 1—Identify Missing Information/Evidence





# Claim 1—Develop for Missing Information/Evidence





# Claim 1—Determine Entitlement to New or Reconsidered Claims





# Claim 1—Determine if Claim Should Be Submitted to Rating Activity







# Claim 1—Decide the Award Action for New or Reconsidered Claims





# Claim 1—Prepare a Decision Notice for New or Reconsidered Claims





# Claim 1—Submit the Claim to the Authorizer





# Take Credit in ASPEN





# Guided Practice Exercise Overview (1 of 3)

- Instructions:
  - Process Claim 2 from beginning to end.
  - Use the job aids, references, and systems available.
  - Select a partner before beginning the exercise to confer with after completing each step individually.
  - Consult with instructors for assistance.
  - Be prepared to discuss your results with the class.
  - Take credit in ASPEN at the completion of the exercise.



# Guided Practice Exercise Overview (2 of 3)

- This exercise includes the following parts of the claim process:
  - Recognize indicators of a new or reconsidered claim
  - Confirm claim characteristics assigned by claims assistant
  - Screen for lack of eligibility
  - Identify missing information/evidence
  - Develop for missing information/evidence



# Guided Practice Exercise Overview (3 of 3)

- Determine entitlement to new or reconsidered claims
- Determine if claim should be submitted to rating activity
- Decide the award action
- Prepare a decision notice
- Submit the claim to the Authorizer



# Guided Practice Exercise Claim 2— Process New or Reconsidered Claims

- Guided Practice Exercise Claim 2:
  - {Name}
  - {Other information}





## Claim 2—Recognize Indicators of a New or Reconsidered Claim

- Instructions:
  - Perform the steps to recognize indicators of the claim for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 5 minutes



# Claim 2—Confirm Claim Characteristics Assigned by Claims Assistant

- Instructions:
  - Perform the steps to confirm claim characteristics assigned by claims assistant for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 15 minutes



## Claim 2—Screen Claim for Lack of Eligibility (to Determine if Claim may be Denied without Development)

- Instructions:
  - Perform the steps to screen claim for lack of eligibility for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 15 minutes



## Claim 2—Identify Missing Information/Evidence (1 of 2)

- Instructions:
  - Perform the steps to identify missing information/evidence for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 15 minutes



## Claim 2—Identify Missing Information/Evidence (2 of 2)

- What information/evidence may require development for Claim 2?



## Claim 2—Develop for Missing Information/Evidence

- Instructions:
  - Perform the steps to develop for missing information/evidence for Claim 2.
  - Use the job aids, references, and systems available.
  - Trade development letters with your partner.
  - Discuss differences in the letters.
- Time allowed: 45 minutes



## Claim 2—Determine Entitlement (1 of 2)

- Instructions:
  - Perform the steps to determine entitlement to benefits for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 25 minutes



## Claim 2—Determine Entitlement (2 of 2)

- Is Claim 2 claimant entitled in the following areas? What evidence supports your conclusions?
  - Veteran status
  - Dependency
  - Income and net worth, if applicable





# Claim 2—Determine If Claim Should Be Submitted to Rating Activity

- Instructions:
  - Perform the steps to determine if the claim should be submitted to rating for Claim 2.
  - If so, perform the steps to submit the claim.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 15 minutes



# Claim 2—Decide the Award Action for New or Reconsidered Claims

- Instructions:
  - Perform the steps to decide the award action for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner.
  - Be prepared to discuss your results with the class.
- Time allowed: 45 minutes



## Claim 2—Prepare a Decision Notice for New or Reconsidered Claims

- Instructions:
  - Perform the steps to prepare the decision notice for Claim 2.
  - Use the job aids, references, and systems available.
  - Confer with your partner to assess each other's decision notice.
  - Ask for guidance from the instructor if you identify discrepancies.
- Time allowed: 20 minutes



## Claim 2—Submit the Claim to the Authorizer

- Instructions:
  - Finalize notes for Claim 2 and save completed work in appropriate locations for review by Authorizer.
  - Use the job aids, references, and systems available.
- Time allowed: 15 minutes



# Questions?





# Lesson Summary (1 of 3)

What are the main tasks a PMC VSR must accomplish to process new or reconsidered claims?



## Lesson Summary (2 of 3)

- *Recognize indicators of a new or reconsidered claim.*
- *Confirm claim characteristics assigned by the claims assistant.*
- *Screen claim for lack of eligibility (to determine if claim can be denied without development).*
- *Identify missing information/evidence.*
- *Develop for missing information/evidence.*



## Lesson Summary (3 of 3)

- *Determine entitlement to new or reconsidered claims.*
- *Determine if a claim should be submitted to rating activity.*
- *Decide the award action for new or reconsidered claims.*
- *Prepare the decision notice for new or reconsidered claims.*
- *Submit the claim to the Authorizer.*





# What's Next?

Knowledge Check: Process New or Reconsidered Claims