PENSION AND FIDUCIARY Service

PMC VSR Advanced Core Course Phase 6: Processing Claims

Lesson 9: Process New or Reconsidered Claims

Appendix A

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Lesson 9 Prerequisites

Description

This Appendix A lists the references according to the prerequisite learning objectives. The reference types include the corresponding lesson title, job aids, 38 Code of Federal Regulations (CFR) and M21-1 Adjudication Procedures Manual.

Recognize indicators of a new or reconsidered claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | **Phase 4, Lesson 2: *PMC VSR Overview Types of Pension Claims and Claims Recognition*** |
| Job Aids | **Claim Types** job aid |

Determine whether the application for benefits is complete or incomplete

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 1: *Complete and Incomplete Applications for Benefits* |
| Job Aids | **None** |
| 38 CFR and M21-1 Manual | * M21-1 I.1.B (Duty to Notify Under 38 U.S.C. 5102 and 5103) * M21-1 III.ii.2.B (Applications for Disability Compensation and/or Pension, and Applications for Survivors Benefits) * M21-1 III.ii.2.C (Informal Claims Received Prior to March 24, 2015, Communication of an Intent to File [ITF], and Requests for an Application) |

Determine if a claim can be processed as a Fully Developed Claim (FDC)

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 2: *Fully Developed Claims (FDCs)* |
| Job Aids | **None** |
| 38 CFR and M21-1 Manual | * M21-1 III.i.3.A (General Information About the Fully Developed Claim [FDC] Program) * M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program) * M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs) |

Confirm special claim types

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 3: *Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims* |
| Job Aids | **Pension Systems and Applications** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.ii.1.D (Claims That Require Priority Processing) * M21-1 III.iii.1.D.1.b (Claimant Flashes) * M21-1, II.iv.2.B.3.e (Definition: New and Material Evidence) * M21-1 I.5.A.2.b (Overview of the Appeal Process) |

Determine if an appeal is pending

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 3: *Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims* |
| Job Aids | **Pension Systems and Applications** job aid |
| 38 CFR and M21-1 Manual | See Phase 5, Part 1, Lesson 3 above for references |

Confirm the Date of Claim (DOC) is correct

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 4: *Date of Claim* |
| Job Aids | **None** |
| 38 CFR and M21-1 Manual | * M21-1 III.ii.1.B (Mail Management) * M21-1 III.ii.1.C (Initial Screening Policies) * M21-1 III.ii.2.B.3.c (Determining the Proper DOC for Claims Establishment Purposes) * M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements) |

Validate Power of Attorney (POA)

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 5: *Validate Power of Attorney (POA)* |
| Job Aids | **None** |
| 38 CFR and M21-1 Manual | * M21-1 I.3.B.1.a (A Claimant’s Right to Representation) * M21-1 III.ii.3.C.5 (Updating electronic Systems for POA) * M21-1 III.ii.3.C.6 (POA Codes) * 38 CFR 3.103 (Procedural Due Process and Appellate Rights) * 38 CFR 14.630 (Authorization for a Particular Claim) |

Confirm the End Product (EP) code is correct

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 6: *End Product (EP) Codes* |
| Job Aids | * **End Product (EP) Code** job aid * **Modifying End Product (EP) Codes** job aid |
| 38 CFR and M21-1 Manual | M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements) |

Establish Veteran status

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 10: *Establish Veteran Status* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * M21-1 III.ii.6.A (Establishing Veteran Status) * M21-1 III.ii.6.A.1.b (Definition: Active Service) * M21-1 III.ii.6.A.1.c (Definition: Qualifying Service) * M21-1 III.ii.6.A.1.d (Primary Eligibility Criteria for Benefits) * M21-1 III.ii.6.A.1.e (Secondary Eligibility Criteria for Benefits) * M21-1 III.ii.6.A.1.f (Deciding Claims Based on Qualifying Service) * M21-1 III.ii.6.A.1.h (Characterizing the Service of Academy Attendees) * M21-1 III.ii.6.A.2 (ADT or IADT Service in the Reserves or National Guard) * M21-1 III.ii.6.A.3 (Duty Status and Eligibility of Reservists) * M21-1 III.ii.6.B (Service Requirements and Verification of Eligibility) * M21-1 III.ii.6.B.1.a (Requirement for a Minimum Period of Active Duty) * M21-1 III.ii.6.B.1.b (Entitlement to VA Benefits When the Minimum Active Duty Requirements Are Not Met) * M21-1 III.ii.6.B.1.c (Exceptions to Minimum Active Duty Requirement) * M21-1 III.ii.6.B.2.a (Verifying Service and Character of Discharge) * M21-1 III.ii.6.B.3.a (Acceptable Forms of Evidence of Qualifying Service) * M21-1 III.ii.6.B.3.b (Verification of Service Using the VID Tab in Share) * M21-1 III.ii.6.B.3.c (Acceptable Alternative Evidence of Verification of Service) * M21-1 III.ii.6.B.4.d (Eligibility Determinations for Pension) * M21-1 III.v.1.A.1 (General Information on Administrative Decisions) * M21-1 III.v.1.A.3.a (Guidelines for Preparing Administrative Decisions) * M21-1 III.v.1.A.3.b (Process for Electronically Signing an Administrative Decision in VBMS) * M21-1 III.v.1.A.3.d (Sample Format for an Administrative Decision) * M21-1 III.v.1.B (Statutory Bars to Benefits and Character of Discharge [COD]) * M21-1 III.v.1.B.1.a (Thresholds for Benefit Eligibility) * M21-1 III.v.1.B.1.b (When DoD’s Characterization of Service is Binding on VA) * M21-1 III.v.1.B.1.c (When a COD Determination is Necessary) * M21-1 III.v.1.B.1.d (When a COD/Statutory Bar Determination is Not Necessary) * M21-1 III.v.1.B.1.e (Responsibility for Collecting Evidence) * M21-1 III.v.1.B.1.g (Overview of the COD/ Statutory Bar Determination Process) * M21-1 III.v.1.B.1.i (COD/ Statutory Bar Determination Template) * M21-1 V.i.1.2 (Service Requirement for Pension Eligibility) * M21-1 III.iii.1.C.2.d (Final Notice to Claimants That VA is Unable to Obtain Relevant Federal Records) * 38 CFR 3.2 (Periods of War) * 38 CFR 3.12 (Character of Discharge) * 38 CFR 3.12a (Minimum Active-Duty Service Requirement) |

Determine whether Veteran meets presumptive criteria for permanent and total disability

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1b, Lesson 11: *Determine Whether Veteran Meets Presumptive Criteria for Permanent and Total Disability* |
| Job Aids | **Presumptive Criteria for P&T Disability** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.342 (Permanent and Total Disability Ratings for Pension Purposes) * M21-1 V.ii.1.A.1 (Evidence of Disability for Veterans Pension Purposes) * M21-1 V.ii.1.A.1.a (When A Rating Determination of Permanent and Total Disability Is Not Required) * M21-1 V.ii.1.A.1.b (When A Rating Determination of Permanent and Total Disability Is Required) * M21-1 V.i.2.2.b (Acceptable Evidence of Age) * M21-1 V.i.2.2.c (Social Security Disability Evidence and SHARE Verification) * M21-1 V.i.2.2.d (Determining Disability Effective Date Based on Social Security Information) * M21-1 V.i.2.2.e (When A Rating Determination of Permanent and Total Disability is Required) * M21-1 V.iii.1.G.3.j (Medical Expense Deduction for Nursing Home Fees) |

Determine dependency eligibility for a spouse of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 12: *Determine Dependency Eligibility: Spouse* |
| Job Aids | * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.iii.5.A (General Information on Relationship and Dependency) * M21-1 III.iii.5.B (Establishing the Validity of a Marriage for VA Purposes) * M21-1 III.iii.5.C (Establishing Common Law Marriages) * M21-1 III.iii.5.D (Establishing Other Types of Marriages) * M21-1 III.iii.5.E (Establishing Marital Relationship in Survivors Cases) * M21-1 IV.iii.3.D (Remarriage of a Surviving Spouse) * M21-1 V.i.3.A (General Information on Income and Net Worth Development) |

Determine dependency eligibility for a child of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 13: *Dependency Eligibility: Child* |
| Job Aids | **Dependency Eligibility Requirements** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.57 (Child) * M21-1 III.iii.5.F (Establishing a Child’s Age and Relationship) * M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild as a Veteran’s Child for Department of Veterans Affairs (VA) Purposes) * M21-1 III.iii.6 (School Attendance) M21-1 V.iii.1.E.4.a (General Information on a Surviving Child Entitled to Survivors Pension in His/Her Own Right) |

Determine dependency eligibility for a helpless child of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 14: *Determine Dependency Eligibility: Helpless Child* |
| Job Aids | **Dependency Eligibility Requirements** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.315(a) (Child Over 18 Years) * 38 CFR 3.356 (Conditions Which Determine Permanent Incapacity for Self-Support) * 38 CFR 3.57 (Child) * M21-1 III.iii.5.F (Establishing a Child’s Age and Relationship) * M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild, as a Veteran’s Child for Department of Veterans Affairs (VA) Purposes) * M21-1 III.iii.7 (A Child’s Permanent Incapacity for Self-Support) |

Establish periods for calculating income

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1c, Lesson 16: *Establish Periods for Calculating Income* |
| Job Aids | * **Initial Year** job aid * **Income and Net Worth Status** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.400—3.404 (Effective Dates) * 38 CFR 3.31 (Commencement of the Period of Payment) * M21-1 V.iii.1.A.4 (Pension and Parents’ DIC Award Effective Dates and Payment Dates) * M21-1 V.iii.1.A.5 (General Information on the Payment Date Under 38 CFR 3.31) * M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) * M21-1 V.iii.1.H.1.b (Time Limit to Furnish Amended Income Information to Increase the Rate) * M21-1 V.iii.1.E.7.a (Definition: Initial Year) * M21-1 V.iii.1.H.1.c (Definition: Same Calendar Year Under 38 CFR 3.660.b.1) * M21-1 V.iii.1.G.4.p (Overlapping Initial Year and Calendar Year Periods) * M21-1 V.iii.1.E.7.i (Counting the Initial 12 Months of Income for Disallowed Claims) * M21-1 V.iii.1.E.7.j (Counting the Second 12 Months of Income for Disallowed Claims) * M21-1 V.i.3.A.3.c (Reporting Period for Current-Law Pension) |

Determine the types of income for pension purposes

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1c, Lesson 17: *Determine Types of Income* |
| Job Aids | * **Income and Net Worth Status** job aid * **Income Classification and Counting Table** job aid * **Countable Income** job aid * **SSA Inquiry** job aid * **Initial Year** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.271 (Computation of income) * M21-1 V.iii.1.I (Improved Pension—Counting Specific Types of Income) * M21-1 V.iii.1.B.3 (Computing Monthly SSA and Medicare Benefits) * M21-1 V.iii.1.E.6 (Counting Income for Department of Veterans Affairs Purposes [IVAP]) * 38 CFR 3.272 (Exclusions from income) * M21-1 V.iii.1.I.3 (Income Exclusions) * M21-1 V.iii.1.F.2 (Counting the Income of Dependents) * M21-1 V.iii.1.G.10 (Hardship Deductions from a Child’s Income) |

Select qualifying expenses for calculating income

| Reference Type | Reference Name |
| --- | --- |
| Lesson | **Phase 5, Part 1c, Lesson 18: *Select Qualifying Expenses*** |
| Job Aids | * **Care Expense Guide** job aid * **Claim Types** job aid * **Income and Net Worth Status** job aid * **Initial Year** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.272 (Exclusions from income) * M21-1 V.i.3.D.1 (Determining When Unreimbursed Medical Expenses Are Deductible) * M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) * M21-1 V.iii.1.E.7.a (Definition: Initial Year) * M21-1 V.iii.1.E.7.b (Deductible Medical Expenses Paid During the Initial Year) * M21-1 V.iii.1.G.2 (Unreimbursed Medical Expense (UME) Deductions) * M21-1 V.iii.1.G.3 (Sources of Medical Expenses) * M21-1 V.iii.1.G.4.b (Information Required for a Medical Expense Deduction Claim) * M21-1 V.iii.1.G.4.d (Allowing Medical Expenses Prospectively) * M21-1 V.iii.1.G.4.e (Example of Annual Amount vs. Calculated Estimated Actual Amount) * 38 CFR 3.262(o) (Final expenses of veteran or parent’s spouse; dependency and indemnity compensation) * M21-1 V.iii.1.G.6 (Final Expense Deductions—Overview and Definitions) * M21-1 V.iii.1.G.7 (Processing Final Expense Deductions) * 38 CFR 3.272.g (Exclusions from income; Medical expenses) * 38 CFR 3.272.h (Expenses of last illness, burials, and just debts) * 38 CFR 3.272.i (Educational expenses) * M21-1 V.iii.1.G.8 (Educational Expense Deductions) |

Determine income status

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1c, Lesson 19: *Determine Income Status* |
| Job Aids | * **Income Eligibility** job aid * **Countable Income** job aid * **Care Expense Guide** job aid * **Federal Tax Information (FTI) Income Reference List** job aid * **Upfront Verification** job aid * **Income and Net Worth Status** job aid * **Claim Types** job aid * **Income Classification and Counting Table** job aid * **Initial Year** job aid |
| 38 CFR and M21-1 Manual | * M21-1 V.iii.1.G (Pension-Deductible Expenses) * M21-1 V.iii.1.B (Social Security Administration (SSA) Benefits Program) * M21-1 V.iii.1.I (Improved Pension—Counting Specific Types of Income) * M21-1 V.iii.1.A.3 (Denying a Claim When IVAP is Excessive; Considering Amended Income Information) * M21-1 V.i.3.A (General Information on Income and Net Worth Development) * M21-1 X.9.A.1 (Introduction to FTI Match and Corresponding Definitions) * M21-1 X.9.A.1.d (Upfront Verification) * 38 CFR 3.271 (Computation of income) |

Determine net worth status

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1c, Lesson 20: *Determine Net Worth Status* |
| Job Aids | * **Income and Net Worth Status** job aid * **Claim Type** job aid * **Net Worth Corpus of Estate Determination** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.263 (Corpus of estate; net worth) * 38 CFR 3.274 (Relationship of net worth to pension entitlement) * 38 CFR 3.275 (Criteria for evaluating net worth) * M21-1 V.i.3.A.1.c (Definition: Net Worth) * M21-1 V.iii.1.A (General Information on the Effect Income and Net Worth Have on Pension and Parents DIC) * M21-1 V.iii.1.J.1.a (Impact of the Claimant’s Net Worth on VA Benefits) * M21-1 V.iii.1.J.1.b (Net Worth Criteria) * M21-1 V.iii.1.J.1.g (Evaluating Net Worth) * M21-1 V.iii.1.J.1.h (Effect of Net Worth on Benefit Eligibility) * M21-1 V.iii.1.J.3.b (Criteria for Excessive Net Worth) * M21-1 V.iii.1.J.4.a (Excessive Net Worth as a Question of Fact) * M21-1 V.iii.1.J.4.e (Specific Exclusions From Net Worth) * M21-1 V.iii.1.J.4.f (Convertibility of Assets) * M21-1 V.iii.1.J.5.c (Excluding the Value of a Single-Family Dwelling) |

Verify proof of death of Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 21: *Verify Proof of Death of Veteran for Survivors’ Benefits* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * 38 CFR 3.211 (Death) * 38 CFR 3.202 (Evidence from Foreign Countries) |

Determine if an accrued claim meets time requirements

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1d, Lesson 24: *Determine Accrued Benefits Eligibility* |
| Job Aids | **Accrued Benefits** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.1000 (Entitlement under 38 U.S.C. 5121 to benefits due and unpaid upon death of a beneficiary) * M21-1 III.ii.1.C.1.d (Date of Receipt for Mail Processed in the CM Portal) * M21-1 III.iii.5.A.1.c (Importance of Establishing the Relationship of an Individual to a Veteran) * M21-1V.iii.1.G.6.b (Final Expense Deductions—Overview and Definitions) * M21-1 VIII.1.1.a (Definition: Accrued Benefits) * M21-1 VIII.1.2.a (Definition: Claim Pending at the Date of Death) * M21-1 VIII.2.1.a (Definition: Substitution in Case of Death of Claimant) * M21-1 VIII.2.1.c (Definition: Substitute Claimant) * M21-1 VIII.2.2.b (Definition: Categories of Eligible Persons) * M21-1 VIII.3.1.a (Applications for Accrued Benefits) * M21-1 VIII.3.1.b (Applications for a Request to Substitute) * M21-1 VIII.3.3.a (Definition: Evidence Needed to Complete the Application for Accrued Benefits) * M21-1 VIII.3.4.a (When Development, Including the 5103 Notice, Is Required) * M21-1 VIII.3.4.b (When Development, Including the Section 5103 Notice, Is Not Required) * M21-1 VIII.5.12 (Allowable Items for Reimbursement) |

Determine if accrued funds are payable

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 24: *Determine Accrued Benefits Eligibility* |
| Job Aids | **Accrued Benefits** job aid |
| 38 CFR and M21-1 Manual | * See references for “Determine if an accrued claim meets time requirements” * M21-1 VIII.4.1.g (Payment of Accrued Benefits for the Month of Death) |

Determine the proper claimant

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 24: *Determine Accrued Benefits Eligibility* |
| Job Aids | **Accrued Benefits** job aid |
| 38 CFR and M21-1 Manual | See references for “Determine if an accrued claim meets time requirements” |

Determine whether a claim requires a rating decision

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 27: *Overview of Ready to Rate* |
| Job Aids | **Ready to Rate** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.iv.6.C.1.b (Definition: Rating Decision) * M21-1 III.iv.1.1.a (Definition of the Rating Activity) * M21-1-1 III.ii.7.1.a (Referring Claims to the Rating Activity After Development Is Complete) * M21-1 III.iv.1.1.b (Specific Issues Requiring a Rating Decision) * M21-1 V.i.2.2.e (When a Rating Determination of Permanent and Total Disability Is Required) * M21-1 V.i.2.2.a (When a Rating Determination of Permanent and Total Disability Is Not Required) * M21-1 III.iii.7.2.a (When to Request Evidence of Permanent Incapacity for Self-Support) * M21-1 III.iii.7.2.b (Considerations of the Rating Activity to Resolve the Claim) * M21-1 VIII.1.4.a (General Policy Information) * M21-1 III.ii.7.3.a (Special Purpose Determinations That Do Not Require a Claim for Survivors Benefits) * M21-1 VIII.4.1.d (Considering a Rating Decision Dated Prior to Death) * M21-1 IV.iii.1.B.1.i (Refer DIC Cases to the Rating Activity) * M21-1 IV.iii.1.B.1.g (Obtaining Evidence Relating the Cause of Death to an SC Condition) * M21-1 IV.iii.2.A.1.g (When a Survivor Claim Does Not Require a Rating Decision) * M21-1 IV.iii.1.B.2 (DIC Under 38 U.S.C. 1151) * 38 CFR 3.353 (Determinations of incompetency and competency) * M21-1 III.iv.8.A.1.d (Making a Finding of Incompetency) * M21-1 III.iv.8.A.2.a (Considering Whether to Address Competency of a Veteran) * M21-1 III.iv.8.A.5.b (Determining When a Competency Rating is Needed After a Decree by a Court) * M21-1 V.ii.3.1.b (Medical Evidence Used for A&A Ratings) * 38 CFR 3.3.51(d) (Housebound, or permanent and total plus 60 percent; disability pension) * M21-1 III.ii.2.D.3.a (Referring Additional Medical Evidence to the Rating Activity) * M21-1 V.i.2.2.f (Acceptable Medical Evidence and Definition of Adequate Medical Evidence for Pension Rating Purposes) * M21-1 V.i.2.2.g (VA Examination Authorization) * M21-1 V.ii.3.1.b (Medical Evidence Used for A&A Ratings) * M21-1 III.iii.7.1 (General Information on Proof of Permanent Incapacity for Self-Support) * 38 CFR 3.159 (Department of Veterans Affairs Assistance in Developing claims) * M21-1 IV.ii.1.A.1.a (General Overview of the Compensation Claims Development Process) * 38 CFR 3.211 (Death) * 38 CFR 3.202 (Evidence from Foreign Countries) * M21-1 IV.iii.1.B.1.e (Evidence Required to Determine Entitlement to DIC) |

List the required evidence for a claim that is ready to rate

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1d, Lesson 27: *Overview of Ready to Rate* |
| Job Aids | **Ready to Rate** job aid |
| 38 CFR and M21-1 Manual | **See references for “Determine whether a claim requires a rating decision”** |

Demonstrate how to develop for information/evidence needed to fulfill duty to assist

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 2, Lesson 1: Overview of the Development Process |
| Job Aid | **Develop for Missing Information/Evidence** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.iii.1.B (Evidence Requested from the Claimant) * 38 CFR 3.159 (VA Assistance in Developing Claims) * M21-1 III.iii.1.A.1 (General Information on the Department of Veterans Affairs’ (VA’s) Duty to Assist Claimants) * Public Law (PL) 106-475 (Veterans Claims Assistance Act of 2000) * M21-1 III.iii.1.B.1.b (Notice of Time Limits to Submit Evidence) * M21-1 III.iii.1.A.1.d.(Handling Concurrent Development Actions) * M21-1 III.iii.1.B.1.c (Claims Development by E-Mail, Fax, and Telephone) * M21-1 III.iii.1.B.1.d (Documenting Information Received by Telephone) * M21-1 III.iii.1.B.1.a (Written Requests for Evidence) * M21-1 III.iii.1.C (Requesting Evidence From Sources Other Than the Claimant) * M21-1 I.1.C (Requesting Records) |

Confirm accuracy of a rating decision

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 3, Lesson 1: *Confirm Accuracy of a Rating Decision* |
| Job Aids | **Confirm Accuracy of a Rating Decision** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.v.2.A.2.c (Award Processing Responsibilities) * M21-1 III.iv.7.B.1.a (Review of Rating Decisions) |

Describe how to prepare an award action

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 3, Lesson 2: *Overview of the Award Process* |
| Job Aids | * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid * **Processing an Award Adjustment** job aid * **Annotate the Award Checklist job aid** |
| 38 CFR and M21-1 Manual | * M21-1 III.v.2.A (Decision Authorization) * M21-1 III.v.2.B (Decision Notices) * M21-1 III.v.2.A.2 (General Information on Processing Decisions) * M21-1 III.v.2.A.2.c (Award Processing Responsibilities) * M21-1 III.v.2.A.3 (General Information on Denials) * M21-1 III.v.2.A.3.a (Definition: Denial) * M21-1 III.v.2.A.4 (Denials Based on a Claimant’s Failure to Furnish Requested Evidence) * M21-1 III.ii.2.G (Withdrawal of Claims) * 38 CFR 3.106 (Renouncement) * M21-1 III.ii.2.H.1 (General Information About Renouncements) * M21-1 III.ii.2.H.3.c (System Entries for Discontinuing an Award) |

Create decision notice

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 4, Lesson 1: *Prepare the Decision Notice* |
| Job Aids | * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid * **Processing an Award Adjustment** job aid |
| 38 CFR and M21-1 Manual | M21-1 III.v.2.B (Decision Notices) |

Process an original claim for Veterans Pension

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 1: *Process Original Veterans Pension Claims* |
| Job Aids | **Processing an Original Veterans Pension Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 I.1.A.3.b (Refraining From or Discontinuing Assistance) * M21-1 I.1.A.3.c (Claims That are Inherently Incredible or Lack Merit) * M21-1 III.ii.6 (Determining Veteran Status and Eligibility for Benefits) * 38 CFR 3.1 (Definitions) * 38 CFR 3.159(d) (Circumstances Where VA Will Refrain From or Discontinue Providing Assistance) |

Process a claim for Survivors Original Pension

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 4: *Process Survivors Original Pension Claims* |
| Job Aids | **Processing a Survivors Original Pension Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.ii.2.A.2.b (Definition: Survivors Pension) * M21-1 I.1.A.3.b (Refraining from or Discontinuing Assistance) * M21-1 I.1.A.3.c (Claims That are Inherently Incredible or Lack Merit) * M21-1 I.1.A.3.f (Definition: Substantially Complete Application) * M21-1 III.iii.5.B (Establishing the Validity of a Marriage for Department of Veterans Affairs (VA) Purposes) * M21-1 III.iii.5.C (Establishing Common Law Marriages) * M21-1 III.iii.5.D (Establishing Other Types of Marriages) * M21-1 III.iii.5.E (Establishing Marital Relationship in Survivors Cases) * M21-1 III.iii.5.F (Establishing a Child’s Age and Relationship) * M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild as a Veteran’s Child for Department of Veterans Affairs (VA) Purposes) * M21-1 III.iii.6.A (Notification of Potential Entitlement and School Attendance Policies) * M21-1 III.iii.6.B (Awards and Adjustments Based Upon School Attendance) * M21-1 III.iii.7 (A Child’s Permanent Incapacity for Self-Support) * M21-1 V.ii.2 (Death Pension Ratings) * M21-1 V.ii.2.1.c (Determining the Effective Date for a Survivors Pension Claim) * M21-1 III.ii.7.5.b (General Policy Regarding the Referral of Survivors Benefits Claims to the Rating Activity) * M21-1 III.ii.7.5.c (Specific Situations in Which Survivors Benefits Claims Should Be Referred to the Rating Activity) |

Process accrued claims

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 8: *Processing an Accrued Claim* |
| Job Aids | **Processing an Accrued Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 VIII.1 (Entitlement to Accrued Benefits Under 38 U.S.C. 5121) * M21-1 VIII.2 (Substitution in Case of Death of Claimant) * M21-1 VIII.3 (Development for Accrued and Requests for Substitution) * M21-1 VIII.4.1.g (Payment of Accrued Benefits for the Month of Death) * M21-1 VIII.5.11 (Payment of Accrued Benefits as Reimbursement) * M21-1 VIII.5.12 (Allowable Items for Reimbursement) * M21-1 VIII.5.17 (Receipted Bills) |