



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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Version 1.0

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: <i>PMC VSR Overview Types of Pension Claims and Claims Recognition</i>
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: <i>Complete and Incomplete Applications for Benefits</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 2: <i>Fully Developed Claims (FDCs)</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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: <i>Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims</i>
Job Aids	Pension Systems and Applications job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Determine if an appeal is pending

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 3: <i>Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims</i>
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: <i>Date of Claim</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Validate Power of Attorney (POA)

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 5: <i>Validate Power of Attorney (POA)</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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: <i>End Product (EP) Codes</i>
Job Aids	<ul style="list-style-type: none"> • 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)

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Establish Veteran status	
Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 10: <i>Establish Veteran Status</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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	<p>Tab in Share)</p> <ul style="list-style-type: none"> • 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)

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Reference Type	Reference Name
	<ul style="list-style-type: none"> • 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: <i>Determine Whether Veteran Meets Presumptive Criteria for Permanent and Total Disability</i>
Job Aids	Presumptive Criteria for P&T Disability job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Determine dependency eligibility for a spouse of a Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 12: <i>Determine Dependency Eligibility: Spouse</i>
Job Aids	<ul style="list-style-type: none"> • Dependency Eligibility Requirements job aid • Dependency Eligibility: Spouse job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Determine dependency eligibility for a child of a Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 13: <i>Dependency Eligibility: Child</i>
Job Aids	Dependency Eligibility Requirements job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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: <i>Determine Dependency Eligibility: Helpless Child</i>
Job Aids	Dependency Eligibility Requirements job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Establish periods for calculating income

Reference Type	Reference Name
Lesson	Phase 5, Part 1c, Lesson 16: <i>Establish Periods for Calculating Income</i>
Job Aids	<ul style="list-style-type: none"> • Initial Year job aid • Income and Net Worth Status job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Determine the types of income for pension purposes

Reference Type	Reference Name
Lesson	Phase 5, Part 1c, Lesson 17: <i>Determine Types of Income</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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Select qualifying expenses for calculating income

Reference Type	Reference Name
Lesson	Phase 5, Part 1c, Lesson 18: <i>Select Qualifying Expenses</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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	<ul style="list-style-type: none"> • 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: <i>Determine Income Status</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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Reference Type	Reference Name
	<ul style="list-style-type: none"> • 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: <i>Determine Net Worth Status</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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Verify proof of death of Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 21: <i>Verify Proof of Death of Veteran for Survivors' Benefits</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none">• 38 CFR 3.211 (Death)• 38 CFR 3.202 (Evidence from Foreign Countries)

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Determine if an accrued claim meets time requirements

Reference Type	Reference Name
Lesson	Phase 5, Part 1d, Lesson 24: <i>Determine Accrued Benefits Eligibility</i>
Job Aids	Accrued Benefits job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Determine if accrued funds are payable

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 24: <i>Determine Accrued Benefits Eligibility</i>
Job Aids	Accrued Benefits job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none">• 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: <i>Determine Accrued Benefits Eligibility</i>
Job Aids	Accrued Benefits job aid
38 CFR and M21-1 Manual	See references for "Determine if an accrued claim meets time requirements"

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Determine whether a claim requires a rating decision

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 27: <i>Overview of Ready to Rate</i>
Job Aids	Ready to Rate job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Reference Type	Reference Name
	<ul style="list-style-type: none">• 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)

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

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

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

Reference Type	Reference Name
Lesson	Phase 5, Part 2, Lesson 1: <i>Overview of the Development Process</i>
Job Aid	Develop for Missing Information/Evidence job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

Lesson 9: Process New or Reconsidered Claims

Appendix A

Confirm accuracy of a rating decision

Reference Type	Reference Name
Lesson	Phase 5, Part 3, Lesson 1: <i>Confirm Accuracy of a Rating Decision</i>
Job Aids	Confirm Accuracy of a Rating Decision job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none">• M21-1 III.v.2.A.2.c (Award Processing Responsibilities)• M21-1 III.iv.7.B.1.a (Review of Rating Decisions)

Lesson 9: Process New or Reconsidered Claims
Appendix A

Describe how to prepare an award action

Reference Type	Reference Name
Lesson	Phase 5, Part 3, Lesson 2: <i>Overview of the Award Process</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

Lesson 9: Process New or Reconsidered Claims
Appendix A

Create decision notice

Reference Type	Reference Name
Lesson	Phase 5, Part 4, Lesson 1: <i>Prepare the Decision Notice</i>
Job Aids	<ul style="list-style-type: none">• 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)

Lesson 9: Process New or Reconsidered Claims

Appendix A

Process an original claim for Veterans Pension

Reference Type	Reference Name
Lesson	Phase 6, Lesson 1: <i>Process Original Veterans Pension Claims</i>
Job Aids	Processing an Original Veterans Pension Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none">• 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)

Lesson 9: Process New or Reconsidered Claims

Appendix A

Process a claim for Survivors Original Pension

Reference Type	Reference Name
Lesson	Phase 6, Lesson 4: <i>Process Survivors Original Pension Claims</i>
Job Aids	Processing a Survivors Original Pension Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

Lesson 9: Process New or Reconsidered Claims
Appendix A

Reference Type	Reference Name
	<ul style="list-style-type: none"> • 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: <i>Processing an Accrued Claim</i>
Job Aids	Processing an Accrued Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)