Pension and Fiduciary Service

PMC VSR Advanced Core Course Phase 6: Processing Claims

Lesson 9: Process New or Reconsidered Claims

Trainee Guide

May 4, 2017

Version 1.0

Process New or Reconsidered Claims

Lesson Overview

| Topic | Description |
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| Time Estimate: | 6 hours |
| Purpose of the Lesson: | This lesson is part of the entry-level course for PMC VSRs. The purpose of this lesson is to train PMC VSRs to process new or reconsidered claims through demonstration, practice, and feedback.  |
| Prerequisite Training Requirements: | Prior to taking the Process New or Reconsidered Claims lesson, you must complete the entry-level course Phases 1–5, and Phase 6, lessons 1–8. (Refer to the **Master Course Map** learning aid for a list of lessons.) |
| Target Audience: | This lesson is for entry-level PMC VSRs. |
| Lesson References: | * **Master Course Map** learning aid
* **M21-1 I.1.A.3.b (Refraining From or Discontinuing Assistance)**
* M21-1 I.i.B.2.a (Section 5103 Notice for Requests to Reopen a Previously Denied Claim)
* M21-1 III.ii.2.B.1.b (Requirements for a Complete Claim Received on or After March 24, 2015)
* M21-1 III.ii.2.F.1.a (Definition: Request for Reconsideration)
* M21-1 III.iv.2.B.3.c (Section 5103 Requirements)
* M21-1 V.iii.1.J.4.d (Submitting a New Claim After Denial for Excessive Net Worth)
* M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)
* **Processing New or Reconsidered Claims Checklist** job aid
* See *Lesson 9: Appendix A* for references introduced in earlier lessons
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| Technical Competencies: | * Program Benefits and Eligibility (PMC VSR)
* Processing Claims (PMC VSR)
* VBA Applications (PMC VSR)
* Income Counting and Net Worth
 |
| Knowledge Check: | Phase 6, Lesson 9 Knowledge Check: Process New or Reconsidered Claims |
| Lesson Objectives: | Process a new or reconsidered claim. * 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 correct development actions for the evidence/information missing from the claim.
* 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.
* Create decision notice.
* Submit the claim to the Authorizer.
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| What You Need: | * Trainee guide
* **Master Course Map** learning aid
* Access to VBA intranet
* Access to CPKM
* Pen and paper
* Whiteboard/flip chart with different colored markers
* Access to the following systems:
	+ SHARE
	+ VBMS
	+ MAP-D
	+ VETSNET
* Access to the **Processing New or Reconsidered Claims Checklist** job aid from VSR Assistant
* *Lesson 9: Appendix A* for other job aids and references
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| PowerPoint Slides | Notes |
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| **Lesson 9: Process New or Reconsidered Claims** |  |
| You Are HereVertical flowchart showing the six phases of the PMC VSR course and highlighting Phase 6. From the top, the phases are: Phase 1, Mandatory Training; Phase 2, PMC VSR Foundation; Phase 3, PMC VSR Resources; Phase 4, Introduction to Pension Management; Phase 5, Stages; and Phase 6, Processing Claims. |  |
| **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 ClaimMr. 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 CheckVertical flowchart showing the six phases of the PMC VSR course with the corresponding posttests. Phase 6 Knowledge Check is highlighted. From the top, the phases are: Phase 1, Mandatory Training; Phase 2, PMC VSR Foundation; Phase 3, PMC VSR Resources; Phase 4, Introduction to Pension Management; Phase 5, Stages; and Phase 6, Processing Claims.   |  |
| 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**

In your groups, read the scenarios. Determine for each scenario whether it is a new or reconsidered claim. Write your answers in the space provided.

Scenario 1

A claimant who applied on 5/12/2013 was denied Veterans pension. The decision notice dated 8/9/2013 explained that the claimant was not entitled because medical evidence submitted was not sufficient to warrant a P&T rating decision. The claimant submitted additional medical evidence to the VA on 1/19/2014.

Scenario 2

The VA received a claim on 4/23/2015 for which a development letter was sent on 6/03/15. The claim was later denied for failure to prosecute (FTP) on 7/15/2015. The decision notice included a 5103 notice time limit. The claimant later submitted the requested evidence on 8/01/2016.

Scenario 3

On 1/21/2015 a claimant was denied for benefits for bar to net worth. The claimant resubmitted new net worth information on 1/10/16.

Scenario 4

A surviving spouse was denied survivors pension on 10/11/2013 because she had remarried. The claimant submits additional marital history on 1/08/14 as evidence for her marriage to Veteran.

Scenario 5

On 1/15/2016 a claimant was denied for pension with SMP for bar to net worth. The claimant resubmitted another application for pension with SMP benefits with new net worth information on 2/04/17.

| PowerPoint Slides | Notes |
| --- | --- |
| **Activity—Distinguishing New or Reconsidered Claims Answers (1 of 2)*** Scenario 1
* Scenario 2
 |  |
| Activity—Distinguishing New or Reconsidered Claims Answers (2 of 2) * Scenario 3
* Scenario 4
* Scenario 5
 |  |
| **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.**
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| **Demonstration Claim 1—Process New or Reconsidered Claims**Indicates a demonstration should be performed* **Demonstration Claim 1—**
	+ **{Name}**
	+ **{Other information}**
 |  |
| **Claim 1—Recognize Indicators of a New or Reconsidered Claim**Indicates a demonstration should be performed* Prescribed VA forms, as needed
* EP 127, 137, 165, 167, 150/157, 297
 |  |
| **Claim 1—Confirm Claim Characteristics Assigned by Claims Assistant**Indicates a demonstration should be performed |  |
| **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)**Indicates a demonstration should be performed |  |
| **Claim 1—Identify Missing Information/Evidence** Indicates a demonstration should be performed |  |
| **Claim 1—Develop for Missing Information/Evidence**Indicates a demonstration should be performed |  |
| **Claim 1—Determine Entitlement for New or Reconsidered Claims** Indicates a demonstration should be performed |  |
| **Claim 1—Determine if Claim Should Be Submitted to Rating Activity**Indicates a demonstration should be performed |  |
| **Claim 1—Decide the Award Action for New or Reconsidered Claims**Indicates a demonstration should be performed |  |
| **Claim 1—Prepare a Decision Notice for New or Reconsidered Claims**Indicates a demonstration should be performed |  |
| **Claim 1—Submit the Claim to the Authorizer**Indicates a demonstration should be performed |  |
| **Take Credit in ASPEN**Indicates a demonstration should be performed |  |
| **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 for 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 for 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?**This icon prompts you to ask trainees a discussion question or to ask trainees if they have any questions before proceeding with instruction. |  |
| **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)** |  |
| Lesson Summary (3 of 3) |  |
| **What’s Next?**Knowledge Check: Process New or Reconsidered Claims |  |