



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

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Process New or Reconsidered Claims

Lesson Overview

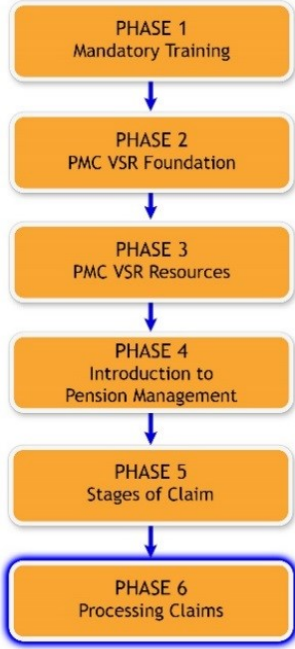
Topic	Description
Time Estimate:	6 hours
Purpose of the Lesson:	This lesson is part of the entry-level course for PMC VSRs. The purpose of this lesson is to train PMC VSRs to process new or reconsidered claims through demonstration, practice, and feedback.
Prerequisite Training Requirements:	Prior to 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:	<ul style="list-style-type: none"> • 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 <i>Lesson 9: Appendix A</i> for references introduced in earlier lessons

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Topic	Description
Technical Competencies:	<ul style="list-style-type: none"> • 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:	<p>Process a new or reconsidered claim.</p> <ul style="list-style-type: none"> • 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.
What You Need:	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ SHARE ○ VBMS ○ MAP-D

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Topic	Description
	<ul style="list-style-type: none"> ○ VETSNET • Access to the Processing New or Reconsidered Claims Checklist job aid from VSR Assistant • <i>Lesson 9: Appendix A</i> for other job aids and references

PowerPoint Slides	Notes
<p>Lesson 9: Process New or Reconsidered Claims</p> <p>You Are Here</p>  <pre> graph TD P1[PHASE 1 Mandatory Training] --> P2[PHASE 2 PMC VSR Foundation] P2 --> P3[PHASE 3 PMC VSR Resources] P3 --> P4[PHASE 4 Introduction to Pension Management] P4 --> P5[PHASE 5 Stages of Claim] P5 --> P6[PHASE 6 Processing Claims] style P6 stroke:#0000FF,stroke-width:2px </pre>	
<p>Technical Competencies</p> <ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) • VBA Applications (PMC VSR) • Income Counting and Net Worth 	

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PowerPoint Slides	Notes
<p>Scenario—New or Reconsidered Claim</p> <p>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.</p>	
<p>Why It Matters!</p> <p>Accurately determining whether a claim is new or a claim for reconsideration affects appeal dates as well as entitlement dates.</p>	
<p>Lesson Objectives (1 of 2)</p> <ul style="list-style-type: none"> • Process new or reconsidered claims. <ul style="list-style-type: none"> ○ 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. 	
<p>Lesson Objectives (2 of 2)</p>	

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PowerPoint Slides	Notes
<ul style="list-style-type: none"> ○ 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. 	
<p>Knowledge Check</p> <pre> graph TD P1[PHASE 1 Mandatory Training] --> C1{Lesson Specific} P1 --> P2[PHASE 2 PMC VSR Foundation] P2 --> C2{TPSS Knowledge Check} P2 --> P3[PHASE 3 PMC VSR Resources] P3 --> C3{Phase 3 Knowledge Check} P3 --> P4[PHASE 4 Introduction to Pension Management] P4 --> C4{Phase 4 Knowledge Check} P4 --> P5[PHASE 5 Stages of Claim] P5 --> C5{Multiple Knowledge Check} P5 --> P6[PHASE 6 Processing Claims] P6 --> C6{Multiple Knowledge Check} </pre>	
<p>Distinguishing New or Reconsidered Claims (1 of 2)</p> <ul style="list-style-type: none"> • Reconsidered—submitted within 1 year of decision of denied claim (the appeal period) • New—submitted 1 year or more after decision is final for 	

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PowerPoint Slides	Notes
<p>prior claim</p> <ul style="list-style-type: none"> • EP Codes: 127, 137, 165, 167, 150/157, 297 	
<p>Distinguishing New or Reconsidered Claims (2 of 2)</p> <p>PMC VSRs should do the following to distinguish between new claims or reconsidered claims:</p> <ul style="list-style-type: none"> • 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 	
<p>Activity—Distinguishing New or Reconsidered Claims</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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. 	

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• 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.




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PowerPoint Slides	Notes
<p>Activity—Distinguishing New or Reconsidered Claims Answers (1 of 2)</p> <ul style="list-style-type: none">• Scenario 1• Scenario 2	
<p>Activity—Distinguishing New or Reconsidered Claims Answers (2 of 2)</p> <ul style="list-style-type: none">• Scenario 3• Scenario 4• Scenario 5	
<p>Overview of Processing New or Reconsidered Claims</p> <ul style="list-style-type: none">• 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.	
<p>Lesson Overview</p> <ul style="list-style-type: none">• 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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PowerPoint Slides	Notes
<p>Demonstration Claim 1— Process New or Reconsidered Claims</p>  <ul style="list-style-type: none">• Demonstration Claim 1—<ul style="list-style-type: none">○ {Name}○ {Other information}	
<p>Claim 1—Recognize Indicators of a New or Reconsidered Claim</p>  <ul style="list-style-type: none">• Prescribed VA forms, as needed• EP 127, 137, 165, 167, 150/157, 297	
<p>Claim 1—Confirm Claim Characteristics Assigned by Claims Assistant</p> 	

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PowerPoint Slides	Notes
<p>Refraining From or Discontinuing Assistance</p> <p>M21-1 I.1.A.3.b (Refraining From or Discontinuing Assistance)</p> <ul style="list-style-type: none">• 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	
<p>Claim 1—Screen Claim for Lack of Eligibility (to Determine if Claim may be Denied without Development)</p> 	
<p>Claim 1—Identify Missing Information/Evidence</p> 	
<p>Claim 1—Develop for Missing Information/Evidence</p> 	

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PowerPoint Slides	Notes
<p>Claim 1—Determine Entitlement for New or Reconsidered Claims</p> 	
<p>Claim 1—Determine if Claim Should Be Submitted to Rating Activity</p> 	
<p>Claim 1—Decide the Award Action for New or Reconsidered Claims</p> 	
<p>Claim 1—Prepare a Decision Notice for New or Reconsidered Claims</p> 	
<p>Claim 1—Submit the Claim to the Authorizer</p> 	
<p>Take Credit in ASPEN</p> 	

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PowerPoint Slides	Notes
<p>Guided Practice Exercise Overview (1 of 3)</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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.	
<p>Guided Practice Exercise Overview (2 of 3)</p> <ul style="list-style-type: none">• This exercise includes the following parts of the claim process:<ul style="list-style-type: none">○ 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	

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<p>Guided Practice Exercise Overview (3 of 3)</p> <ul style="list-style-type: none">○ 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	
<p>Guided Practice Exercise Claim 2—Process New or Reconsidered Claims</p> <ul style="list-style-type: none">● Guided Practice Exercise Claim 2:<ul style="list-style-type: none">○ {Name}○ {Other information}	
<p>Claim 2—Recognize Indicators for a New or Reconsidered Claim</p> <ul style="list-style-type: none">● Instructions:<ul style="list-style-type: none">○ 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	

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<p>Claim 2—Confirm Claim Characteristics Assigned by Claims Assistant</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	
<p>Claim 2—Screen Claim for Lack of Eligibility (to Determine if Claim may be Denied without Development)</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	

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PowerPoint Slides	Notes
<p>Claim 2—Identify Missing Information/Evidence (1 of 2)</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	
<p>Claim 2—Identify Missing Information/Evidence (2 of 2)</p> <p>What information/evidence may require development for Claim 2</p>	
<p>Claim 2—Develop for Missing Information/Evidence</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	


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PowerPoint Slides	Notes
<p>Claim 2—Determine Entitlement (1 of 2)</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	
<p>Claim 2—Determine Entitlement (2 of 2)</p> <ul style="list-style-type: none">• Is Claim 2 claimant entitled in the following areas? What evidence supports your conclusions?<ul style="list-style-type: none">○ Veteran status○ Dependency○ Income and net worth, if applicable	

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PowerPoint Slides	Notes
<p>Claim 2—Determine If Claim Should Be Submitted to Rating Activity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	
<p>Claim 2—Decide the Award Action for New or Reconsidered Claims</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	

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<p>Claim 2—Prepare a Decision Notice for New or Reconsidered Claims</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	
<p>Claim 2—Submit the Claim to the Authorizer</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ 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	
<p>Questions?</p> 	

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PowerPoint Slides	Notes
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	