PENSION AND FIDUCIARY Service

PMC VSR Advanced Core Course Phase 6: Processing Claims

Lesson 16: Process 820 Series Work Items (Notice of Death)

Appendix A

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Lesson 16 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.

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 |

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.A.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 a claim (CEST)

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 8: *Establish a Claim* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * M21-1.III.ii.3.D (Claims Establishment)   + M21-1.III.ii.3.D.5.a (Table Providing the Procedures for VBMS Claims Establishment)   + M21-1.III.ii.3.D.2.e (Establishing Claims in SHARE) * M21-4 Appendix B.I.a (Correct EP Use and Work Measurement) * M21-4 Appendix B.I.f (Third Digit Modifiers) * M21-4 Appendix C (Index of Claim Attributes) |

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.) |

Process a Veteran-married-to-Veteran claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 23: *Process Veteran-Married-to-Veteran Cases* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * 38 CFR 3.23 a(4) (Improved pension rates—Veterans and surviving spouses.) * **M21-1 V.iii.1.E.1.c (Determining the Monthly Rate of Pension Payment)** * M21-1 V.iii.1.E.3.a (Combined Rate Payable to Veterans Married to Each Other) * M21-1 V.iii.1.E.3.b (Award Procedures in Veteran-Married-to-Veteran Cases) * M21-1 V.iii.1.E.3.c (Determining the File Number to Use in Combined Awards) * M21-1 V.iii.1.E.3.d (Estranged Married Veterans) * M21-1 V.iii.1.E.3.e (Mandatory Election From Protected Pension in Veteran-Married-to-Veteran Cases) * M21-1 V.iii.4.2.a-f (Making Payments in Veteran-Married-to-Veteran Improved Pension Cases) |

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 | M21-1 VIII.4.1.g (Payment of Accrued Benefits for the Month of Death) |

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) |

Determine award adjustment based on change in dependency

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 4: *Determine Dependency Adjustments* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Annotate the Award Checklist** job aid * **Initial Year** job aid * **Income and Net Worth Status** job aid * **Time Limit** job aid * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid |
| 38 CFR and M21-1 Manual | * M21-1 V.iii.1.F.1.b (Establishing a Spouse for Current-Law Pension Purposes) * 38 CFR 3.204 (Evidence of dependents and age.) * 38 CFR 3.205 (Marriage.) * 38 CFR 3.206 (Divorce.) * 38 CFR 3.207 (Void or annulled marriage.) * 38 CFR 3.208 (Claims based on attained age.) * 38 CFR 3.209 (Birth.) * 38 CFR 3.210 (Child's relationship.) * 38 CFR 3.211 (Death.) * M21-1 III.iii.5.C.3.a (Recognition of Common Law Marriages by State) * M21-1 III.iii.5 (Relationship and Dependency) * 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.5.D.1 (Tribal, Proxy, and Transgender Marriages) * M21-1 III.iii.5.C.2.b (How to Develop for Common Law Marriage) * 38 CFR 3.57(a)(1) (Child: General.) * M21-1 III.iii.5.G.6 (Establishing a Stepchild as a Veteran's Child for VA Purposes) |

Apply due process provisions to a claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 5: *Apply/Issue Due Process Provisions* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Initial Year** job aid * **Due Process** job aid |
| 38 CFR and M21-1 Manual | * M21-1 I.2.A.1.a (Due Process and the U.S. Constitution) * M21-1 I.2.A.1.b (Due Process and VA) * M21-1 III.v.1.I.1 (Overview of Erroneous Payments) * M21-1 III.v.1.I.2 (Handling Cases That Involve the Duplicate Payment of Benefits) * M21-1 III.v.3.B (Adjusting Apportioned Awards) * M21-1 III.iii.6.B (Awards and Adjustments Based upon School Attendance) * M21-1 III.iii.6.B.6.f (Failure to Certify School Attendance) * M21-1 III.iii.5.K (Verification of Marital Status and the Status of Dependents) * M21-1 III.iii.5.K.4 (Failure to Return a Questionnaire) * M21-1 III.v.6.C.1.d (Due Process and Control Procedures for Hospitalization) * 38 CFR 3.103 (Procedural due process and appellate rights.) * 38 CFR 3.551 (Reduction because of hospitalization.) * 38 CFR 3.552 (Adjustment of allowance for aid and attendance.) * M21-1 III.v.8.C.2.b (Providing Notification to an Incarcerated Surviving Spouse) * M21-1 III.v.8.A.2 (Benefit-Specific Effects of a Beneficiary’s Incarceration) * M21-1 III.v.9.B.3 (Due Process Requirements for Incompetency Determinations) * M21-1 III.iv.8.A.5.a (Decree by a Court as Notice and Hearing) * M21-1 X.5.2.h (DMF Match Identifies Veteran’s Spouse) * M21-1 X.16.2.d (Deciding Whether an Individual Is a Fugitive Felon and Notifying the Beneficiary of the Decision) * M21-1 X.9.F (Federal Tax Information [FTI]: Income Verification Match [IVM])) * M21-1 X.15.2 (Review of SSA Prison Match Worksheets) * M21-1 X.2.5.n (Monthly Entitlement Amount is Erroneous) * M21-1 III.vi.2.A.1 (General Information About Simultaneous Award Adjustments) * M21-1 III.vi.2.A.2 (Processing Simultaneous Award Adjustments) * M21-1 III.v.1.A.3.d (Sample Format for an Administrative Decision) * M21-1 I.2.C (Adverse Action Proposal Period) * **M21-1 I.2.C.3 (Hearings Requested in Response to a Proposed Adverse Action)** * M21-1 I.2.B.2 (Elements of the Notice of Proposed Adverse Action) * M21-1 I.2.D (Contemporaneous Notice) |

Process 810 series work items

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 15: *Process 810 Series Work Items* |
| Job Aids | **Processing an Award Adjustment** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.v.10.A.1 (800 Series Work Items)   + M21-1 III.v.10.A.1.d (800 Series Work Items Status Categories)   + M21-1 III.v.10.A.1.f (810WI Claim Labels)   + M21-1 III.v.10.A.1.g (820WI Claim Labels)   + M21-1 III.v.10.A.1.h (840WI Claim Labels)   + M21-1 III.v.10.A.1.i (850WI Claim Label) * M21-1 III.v.10.A.2 (Processing 800 Series Work Items) * M21-1 III.ii.1.B.2.c (Placing Claims and 800 Series Work Items Under EP Control) * **M21-1 III.ii.1.B.6.k (Processing 800 Series Work Items Commonly Related to Lack of a Correct Address)** * **M21-1 III.iii.5.K.4.c (Processing a Work Item That Was Generated Because a Surviving Spouse Failed to Return VA Form 21-0537)** * M21-4 Appendix C, Section I.b (Index of Claim Labels) |